



# NetComm NF18MESH CloudMesh Gateway User Guide

[Home](#) » [NetComm](#) » NetComm NF18MESH CloudMesh Gateway User Guide 



## Contents








- 1 What's in the box
- 2 safety information
- 3 Getting Started
- 4 Logging in to the web interface
- 5 Using The First-Time Setup Wizard
- 6 Using The First-Time Setup Wizard Wireless
- 7 Using The First-Time Setup Wizard Phone
- 8 Using The First-Time Setup Wizard Gateway Security
- 9 Using The First-Time Setup Wizard Timezone
- 10 Using The First-Time Setup Wizard Summary
- 11 Documents / Resources
  - 11.1 References
- 12 Related Posts

## What's in the box



## safety information

## Please Read Before Use

	<p><b>Location</b></p> <p>The gateway is designed for indoor use only. Place the gateway in a central location for the best WiFi performance.</p>
	<p><b>Airflow</b></p> <ul style="list-style-type: none"> <li>• Do not restrict airflow around the gateway.</li> <li>• The gateway is air-cooled and may overheat where airflow has been restricted.</li> <li>• Always allow a minimum clearance of 5cm around all sides and the top of the gateway.</li> <li>• The gateway may become warm during normal use. Do not cover, do not put in an enclosed space, do not put under or behind large items of furniture.</li> </ul>
	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>• Do not place the gateway in direct sunlight or any hot areas.</li> <li>• Safe operating temperature of the gateway is between 0° and 40°C</li> <li>• Do not allow the gateway to come in contact with any liquid or moisture.</li> <li>• Do not place the gateway in any wet or humid areas such as kitchen, bathroom or laundry rooms.</li> </ul>
	<p><b>Power Supply</b></p> <p>Always use only the power supply unit that came with the gateway. You should immediately stop using the power supply unit if the cable or power supply unit is damaged.</p>
	<p><b>Service</b></p> <p>There are no user-serviceable components in the gateway. Do not attempt to disassemble, repair, or modify the gateway.</p>
	<p><b>Small Children</b></p> <p>Do not leave the gateway and its accessories within the reach of small children or allow them to play with it. The gateway contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.</p>
	<p><b>RF Exposure</b></p> <p>The gateway contains a transmitter and a receiver. When it is on, it receives and transmits RF energy. The gateway conforms with the radio frequency (RF) exposure limits adopted by the Australian Communications and Media Authority Radiocommunications (Electromagnetic Radiation – Human Exposure) Standard 2014 when used at a distance of not less than 20 cm from the body.)</p>



### Product Handling

- Always treat the gateway and its accessories with care and keep it in a clean and dust-free place.
- Do not expose the gateway or its accessories to open flames.
- Do not drop, throw or try to bend the gateway or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the gateway or its accessories.
- Please check local regulations for the disposal of electronic products.
- Arrange power and Ethernet cables in a manner such that they are not likely to be stepped on or have items placed on them.

## Getting Started



### Pre-configured?

If you received the Netcomm NF18MESH modem from More, the device will be pre-configured. Follow the steps specific to your FTTP NBN connection on the following pages to get connected.

### How to connect your Netcomm modem: FTTN/B Connections

#### Step 1

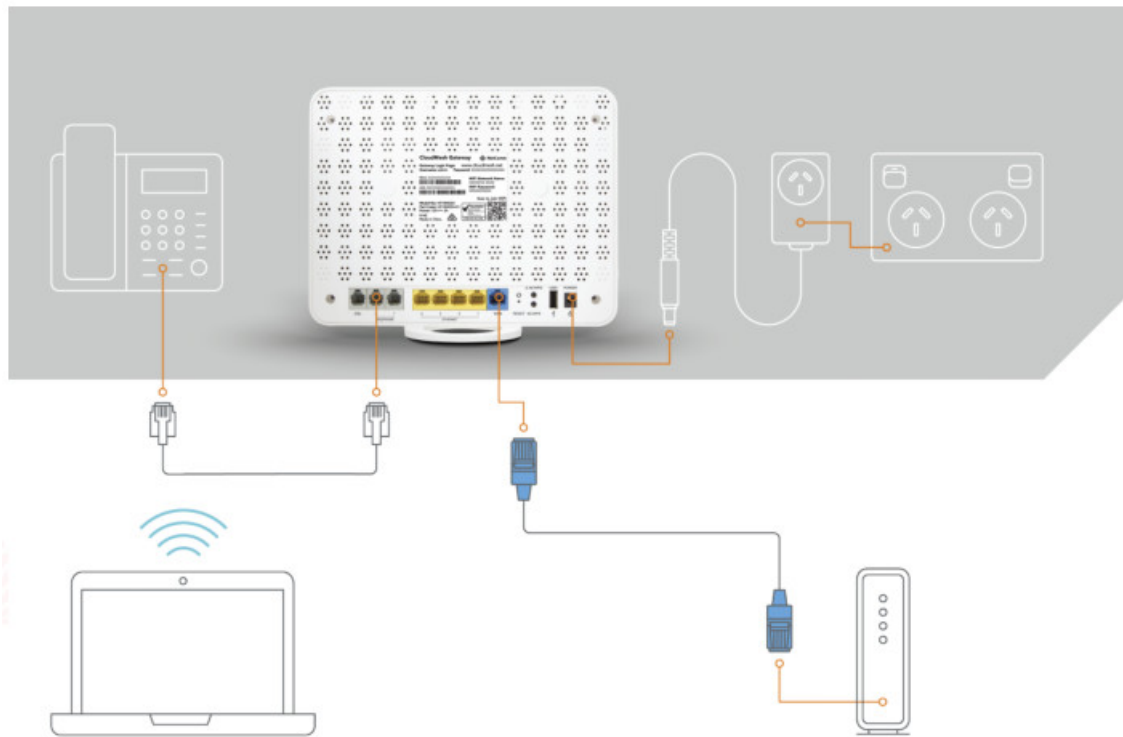
Locate the telephone wall socket in your property that has been activated for NBN. Please note that there may be multiple telephone wall sockets in your property.

#### Step 2

Disconnect all equipment from your telephone sockets. This includes phones and fax machines plugged in around the property. These devices will interfere with the NBN signal

#### Step 3

Connect your modem to the telephone wall socket using the DSL port on the back of the Netcomm modem and power it on. It is important to use the first (main) socket at your property. If you are unsure of this, you may require a private phone technician to check your wiring.



#### Step 4

After you have connected the modem to the wall socket and powered it up, wait up to five minutes, after which the lights on the modem should stop flashing and become steady. This shows you that you have successfully connected the modem to the line that NBN is active on. If they don't stop flashing, you should try alternative telephone wall sockets in the property until it does.

Once successfully connected to the network, the Power, WAN & WiFi 2.4 – 5 lights will display a steady green light. The internet light will be flashing.



#### Final Steps

After you've completed the steps to connect your NetComm NF18MESH modem, wait up to 20 mins to connect to your devices.

Once connected, run a test to check the speed of your connection at [www.speedtest.net](http://www.speedtest.net)

If the modem is still not connected after 20 minutes, please contact our technical support team for further assistance:

#### Technical Support

If you require assistance setting up your BYO device our team is available.

**1800 733 368**

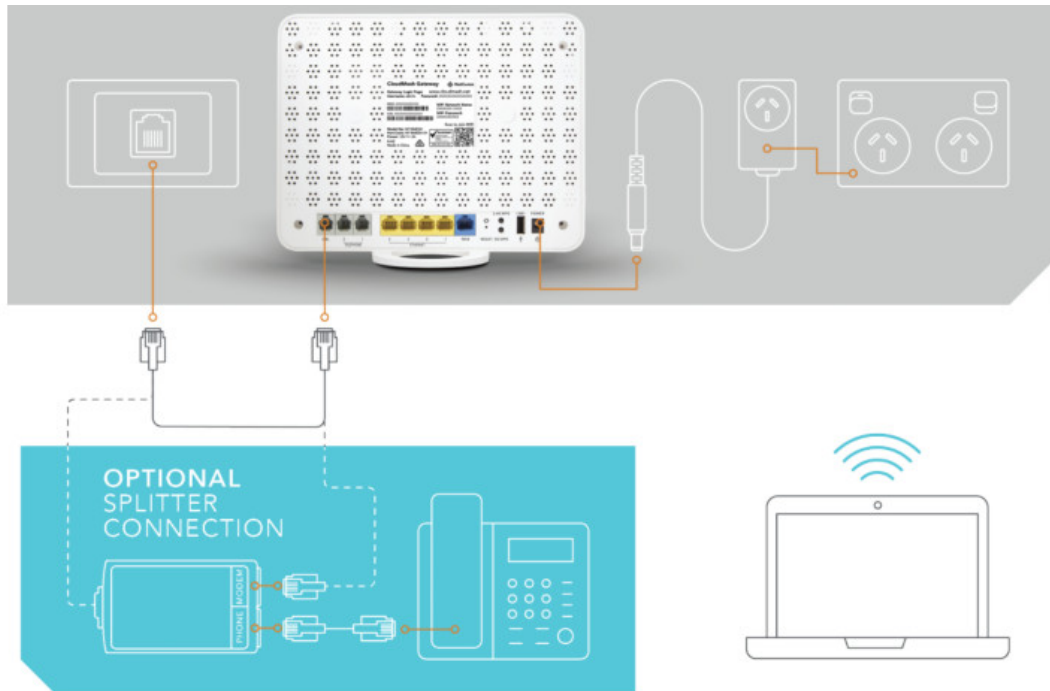
7 am – Midnight (Weekdays) AET

8 am – 8 pm (Weekends) AET

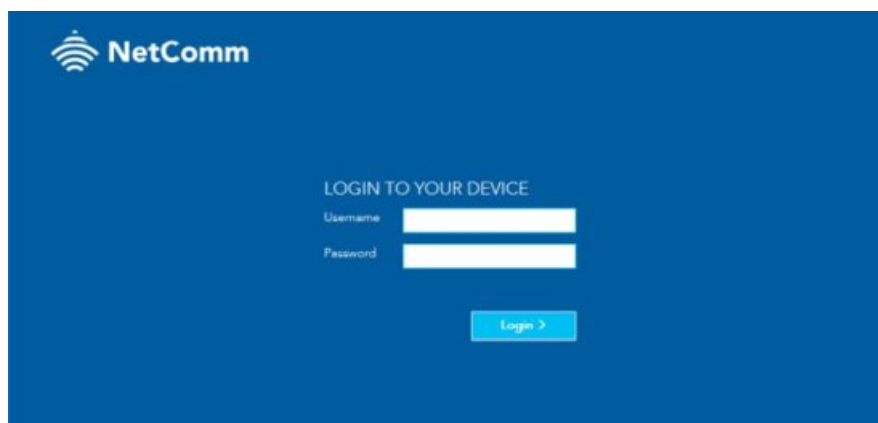
Overseas: **+61390219630**

WhatsApp: **+61480096696**

## How to connect an NF18MESH modem That is not pre-configured



## Logging in to the web interface



### 1. Complete a factory reset of the modem

### 2. Open web browser

(such as Mozilla Firefox or Google Chrome), type <http://cloudmesh.net> into the address bar and press Enter.

If you encounter difficulties connecting, type <http://192.168.20.1> and press Enter.

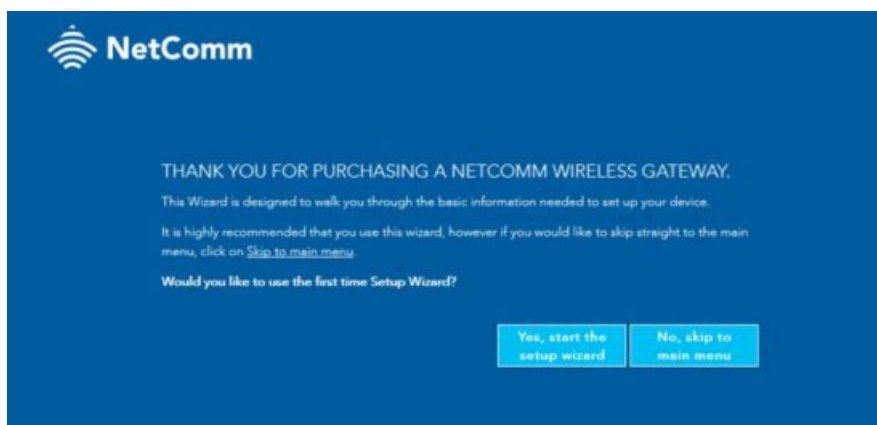
### 3. At the login screen

Type admin into the Username field. In the Password field, enter the password printed on the gateway label (affixed to the back panel of the gateway) then click the Login > button.

**Note** – The graphics that appear in the section represent the display from a Windows browser. The same

graphics will display differently when viewed on a handheld device.  
If you're unable to log in, perform a factory reset of the modem.

## Using The First-Time Setup Wizard



### Upon first login

The gateway displays the first-time setup wizard.

We recommend using the wizard to configure your Internet connection.

Click the **Yes, start the setup wizard** button.

The image shows the "Internet Service" configuration step of the NetComm Wireless Gateway Setup Wizard. At the top, there is a progress bar with six steps: INTERNET, WIRELESS, PHONE, GATEWAY SECURITY, TIMEZONE, and SUMMARY. The "INTERNET" step is currently selected. Below the progress bar, there are two sections: "INTERNET SERVICE" and "CONNECTION TYPE". Under "INTERNET SERVICE", there are three radio buttons: ADSL, VDSL (which is selected), and Ethernet WAN. Under "CONNECTION TYPE", there are four radio buttons: PPPoE (which is selected), Dynamic IP, Static IP, and Bridge. Below these, there are input fields for "Username:", "Password:", "IP02 IP (0-7)", and "VLAN Tag (0-4096)". Each of these fields has a value of "1" entered. At the bottom right, there is a "Next >" button.

#### 1. Under Internet Services

select **VDSL**.

#### 2. Under Connection Type

select **PPPoE**.

#### 3. Enter the details

Enter the details required for your specific **Connection Type**.

## Using The First-Time Setup Wizard Wireless

### 1. On this page

You can configure the wireless networks of the gateway, Enter the Network Name (the name displayed on client devices when they scan for wireless networks), the Security Key Type (encryption type), and the WiFi password.

### 2. When you have finished

Click the Next > button.

## Using The First-Time Setup Wizard Phone

### 1. Configuration of VoIP telephone is optional

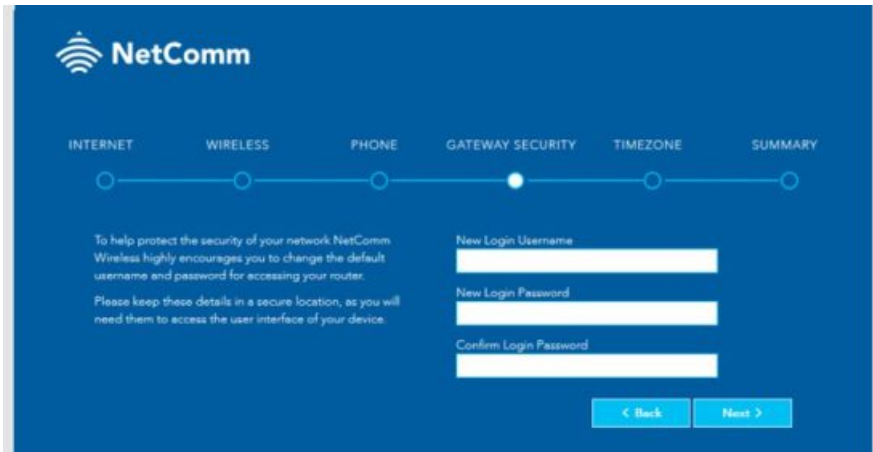
If you do not intend to use a telephone handset with the gateway, click the Next > button to skip this section

### 2. To configure a telephone

Enter the details into the fields shown for each line you wish to use. If you do not know the values to enter, contact More. Click the Next > button when you have finished.

## Using The First-Time Setup Wizard Gateway Security





The screenshot shows the NetComm Gateway Security setup screen. At the top, the NetComm logo is on the left, and a progress bar with six steps (INTERNET, WIRELESS, PHONE, GATEWAY SECURITY, TIMEZONE, SUMMARY) is in the center. The 'GATEWAY SECURITY' step is currently active, indicated by a white dot. Below the progress bar, there is instructional text: 'To help protect the security of your network NetComm Wireless highly encourages you to change the default username and password for accessing your router. Please keep these details in a secure location, as you will need them to access the user interface of your device.' To the right of the text are three input fields: 'New Login Username', 'New Login Password', and 'Confirm Login Password'. At the bottom right, there are two buttons: '< Back' and 'Next >'.

1. **We highly recommend**

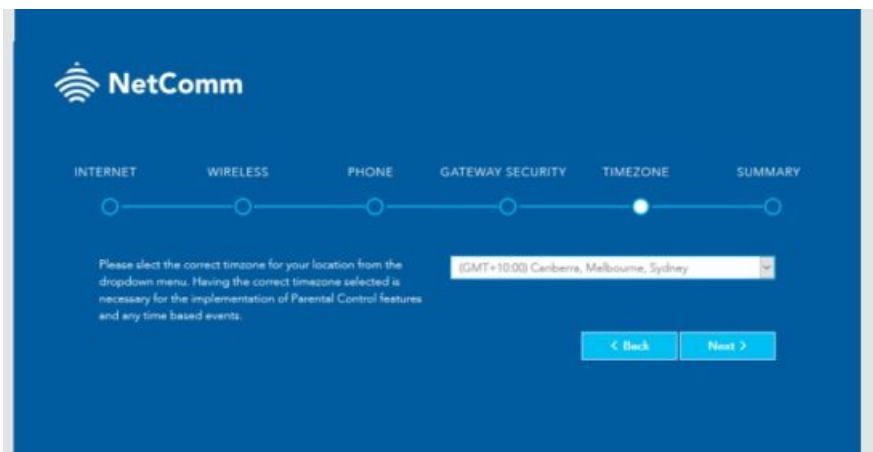
that you configure a new username and password to access the gateway.

2. **Usernames and passwords are case sensitive**

can be up to 16 characters in length and may comprise letters, special characters and numbers without spaces.

When you have finished entering the new credentials, click the Next > button.

## Using The First-Time Setup Wizard Timezone



The screenshot shows the NetComm Timezone selection screen. It features the same progress bar as the previous screen, with 'TIMEZONE' now being the active step. Below the progress bar, there is instructional text: 'Please select the correct timezone for your location from the dropdown menu. Having the correct timezone selected is necessary for the implementation of Parental Control features and any time based events.' To the right of the text is a dropdown menu showing 'GMT+10:00 Canberra, Melbourne, Sydney'. At the bottom right, there are two buttons: '< Back' and 'Next >'.

1. **Specify the timezone**

where the gateway is located for correct timekeeping and the log-keeping function of the gateway.

2. **Click the Next > button**

when you have chosen the correct timezone.

## Using The First-Time Setup Wizard Summary



### 1. The wizard displays a summary of the entered information

Check that the details are correct. If they are correct, click the Finish > button.


If they are not, click the < Back button to go back to the relevant screen to make changes.

### 2. When you click the Finish > button

the gateway returns you to the SUMMARY page.

© More 2022  
| FTTP Connections  
[more.com.au](http://more.com.au)

## Documents / Resources

	<p><a href="#">NetComm NF18MESH CloudMesh Gateway</a> [pdf] User Guide NF18MESH, CloudMesh Gateway, NF18MESH CloudMesh Gateway</p>
---	--

## References

- [nbn® Plans, Mobile Plans, Business Phone Systems & Business Data | More™](#)
- [Speedtest by Ookla - The Global Broadband Speed Test](#)