



TANGERINE NF18MESH CloudMesh Gateway User Guide

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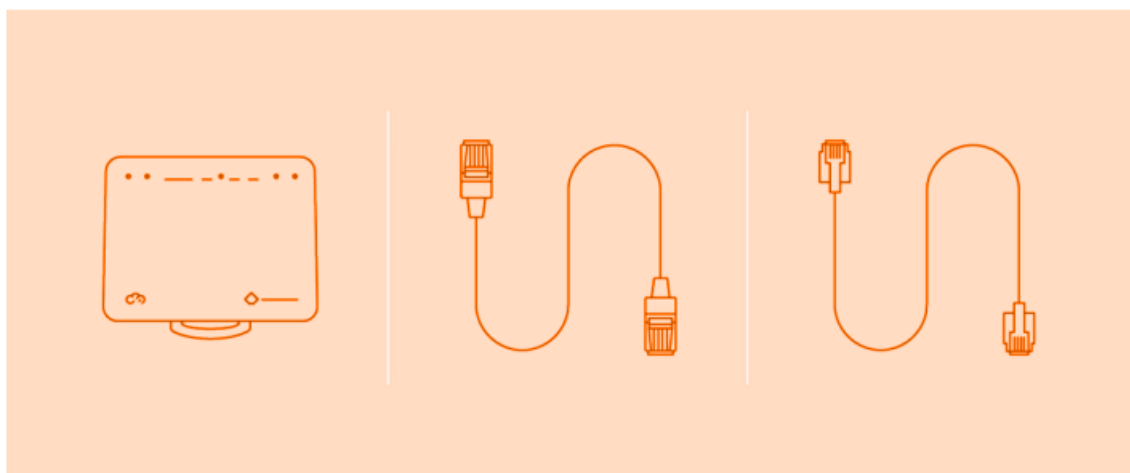
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TANGERINE NF18MESH CloudMesh Gateway



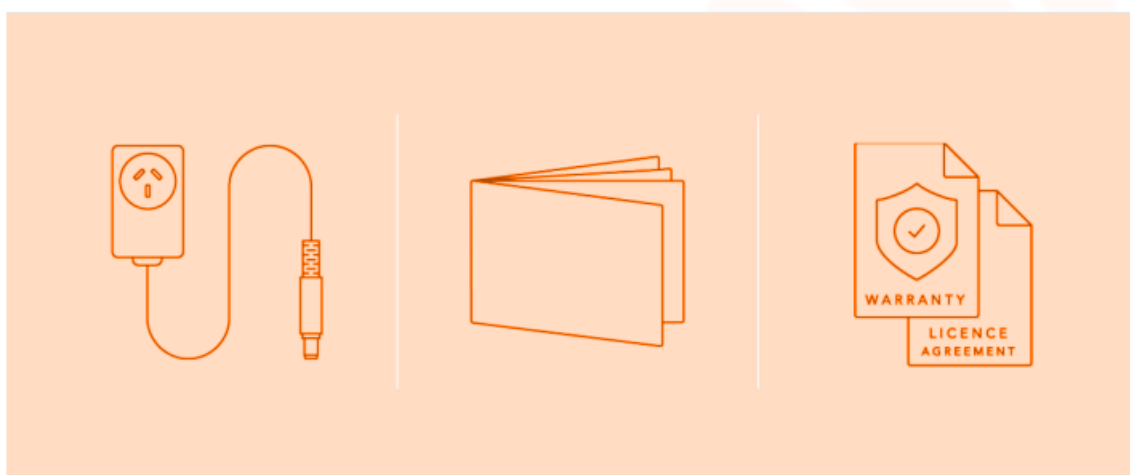
What's in the box



1 x NF18MESH
CloudMesh Gateway

1 x RJ45
Ethernet Cable

1 x RJ11
Telephone Cable





1 x Power Supply
(12V/2A)







1 x Quick Start Guide

1 x Warranty Card
1x End User License Agreement

safety information

Please Read Before Use

	<p>Location</p> <p>The gateway is designed for indoor use only. Place the gateway in a central location for the best WiFi performance.</p>
	<p>Airflow</p> <ul style="list-style-type: none"> • Do not restrict airflow around the gateway. • The gateway is air-cooled and may overheat where airflow has been restricted. • Always allow a minimum clearance of 5cm around all sides and the top of the gateway. • 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.

	<p>Environment</p> <ul style="list-style-type: none"> • Do not place the gateway in direct sunlight or any hot areas. • Safe operating temperature of the gateway is between 0° and 40°C • Do not allow the gateway to come in contact with any liquid or moisture. • Do not place the gateway in any wet or humid areas such as kitchen, bathroom or laundry rooms.
	<p>Power Supply</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>Service</p> <p>There are no user-serviceable components in the gateway. Do not attempt to disassemble, repair, or modify the gateway.</p>
	<p>Small Children</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>RF Exposure</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>
	<p>Product Handling</p> <ul style="list-style-type: none"> • 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



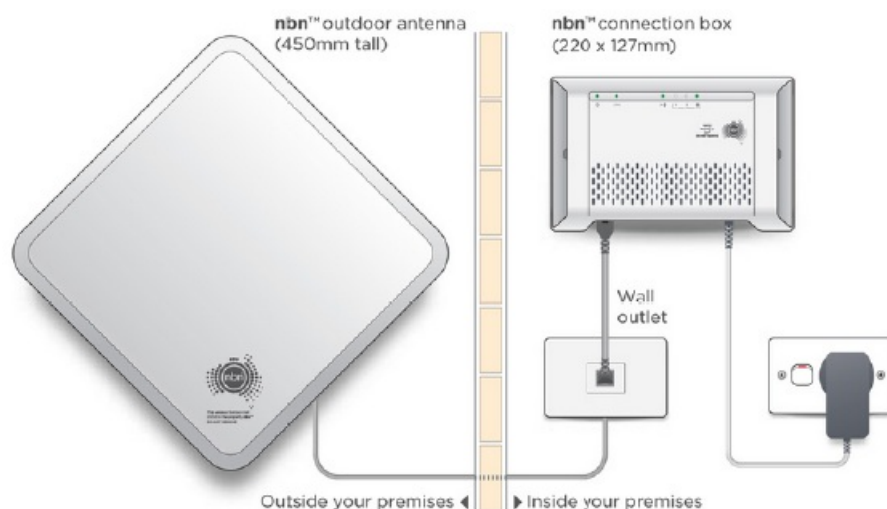
Pre-configured?

If you received the Netcomm NF18MESH modem from More, the device will be pre-configured. Follow the steps specific to your FTTN 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.



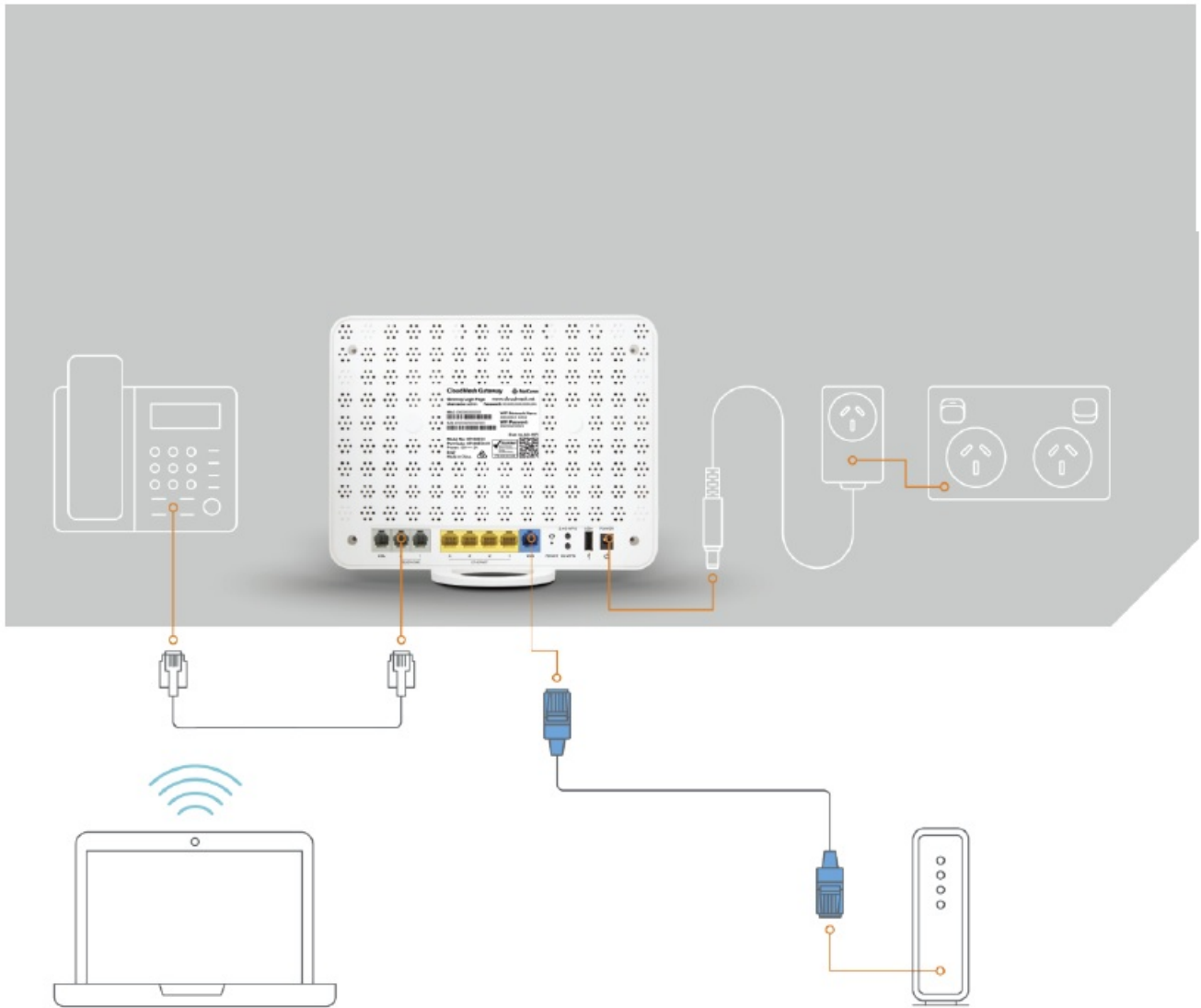
Step 2

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.



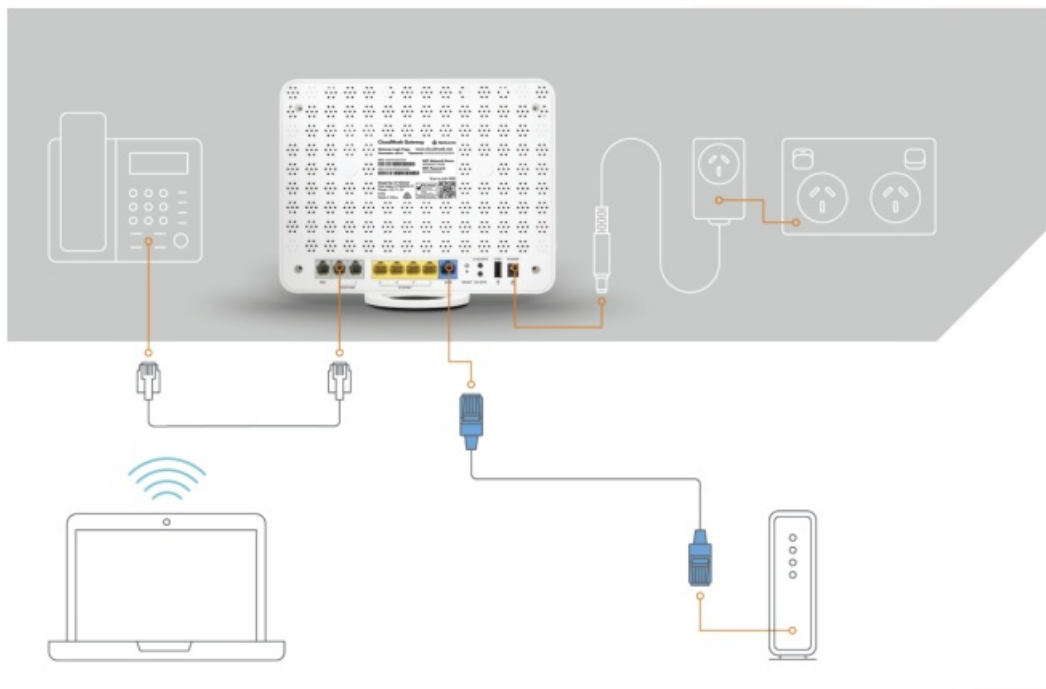
Step 3

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

Use a network cable to connect your router from the UNI-D1 port on the back of the NBN Connection box to the blue WAN port on your NetComm modem.



Step 5

After you have successfully connected your modem please wait a couple of minutes for it to connect to the network. Once connected to the network, the Power, WAN & WiFi 2.4 – 5 lights will display a steady green light. The internet light will be flashing. If the lights on the router are not on, try turning the connection box off for 10 seconds, and waiting for up to 10 minutes for the lights to come on.



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

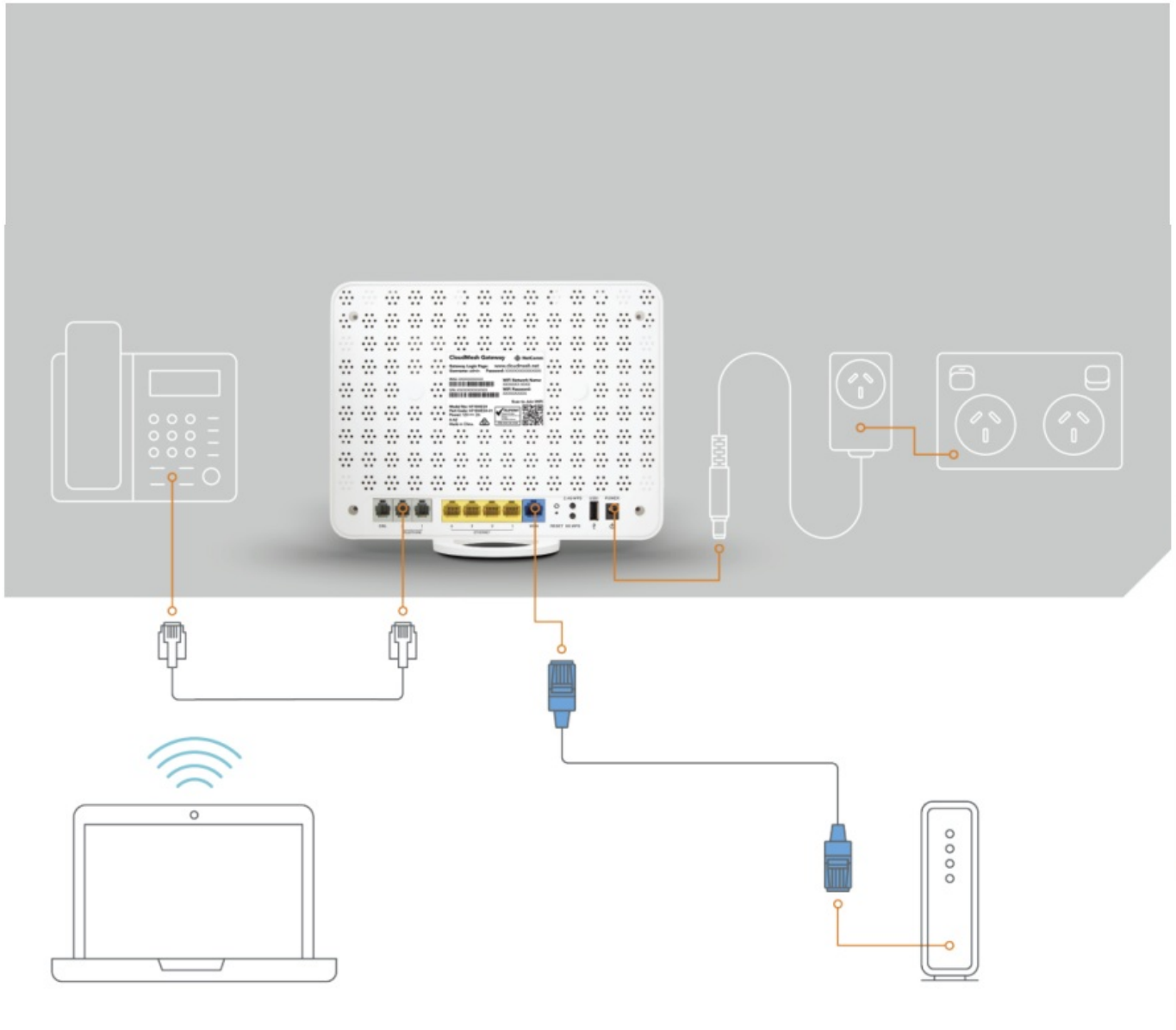
Technical Support

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

- 8AM – 10PM WEEKDAYS,
- 8AM – 8PM SAT & SUNDAY AET

- Phone: 1800 211 112
- Live Chat: www.tangerinetelecom.com.au

How to connect a NF18MESH modem



Logging in to the web interface



LOGIN TO YOUR DEVICE

Username

Password

Login >

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



THANK YOU FOR PURCHASING A NETCOMM WIRELESS GATEWAY.

This Wizard is designed to walk you through the basic information needed to set up your device.

It is highly recommended that you use this wizard, however if you would like to skip straight to the main menu, click on [Skip to main menu](#).

Would you like to use the first time Setup Wizard?

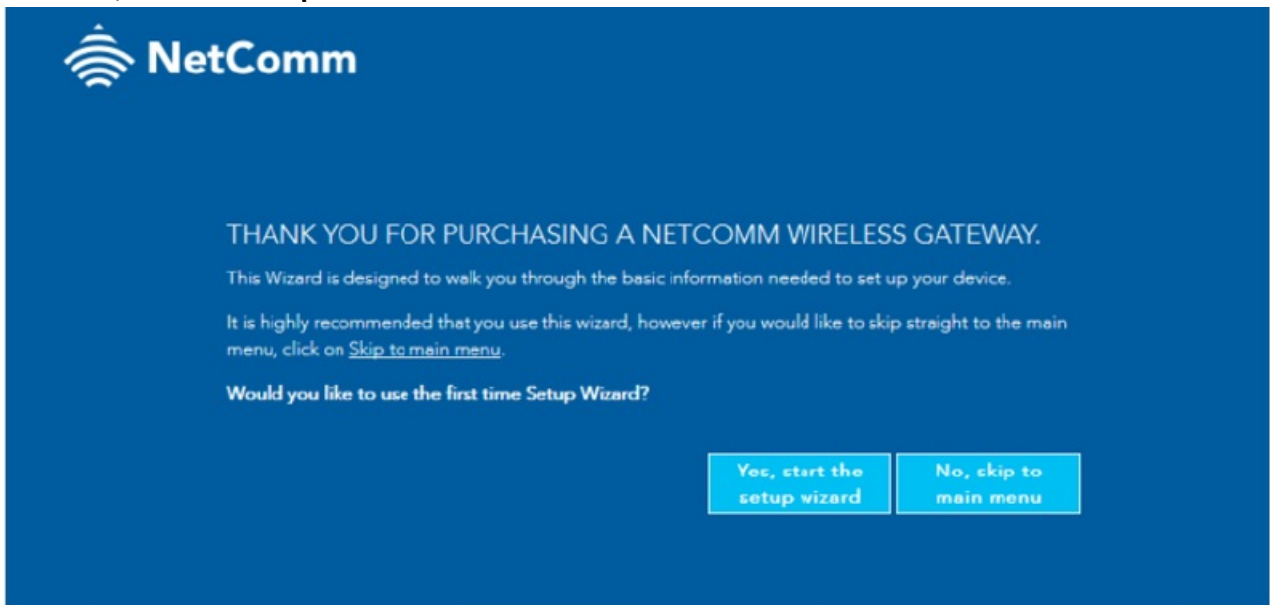
Yes, start the
setup wizard

No, skip to
main menu

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.



1. **Under Internet Services**

select **VDSL**.

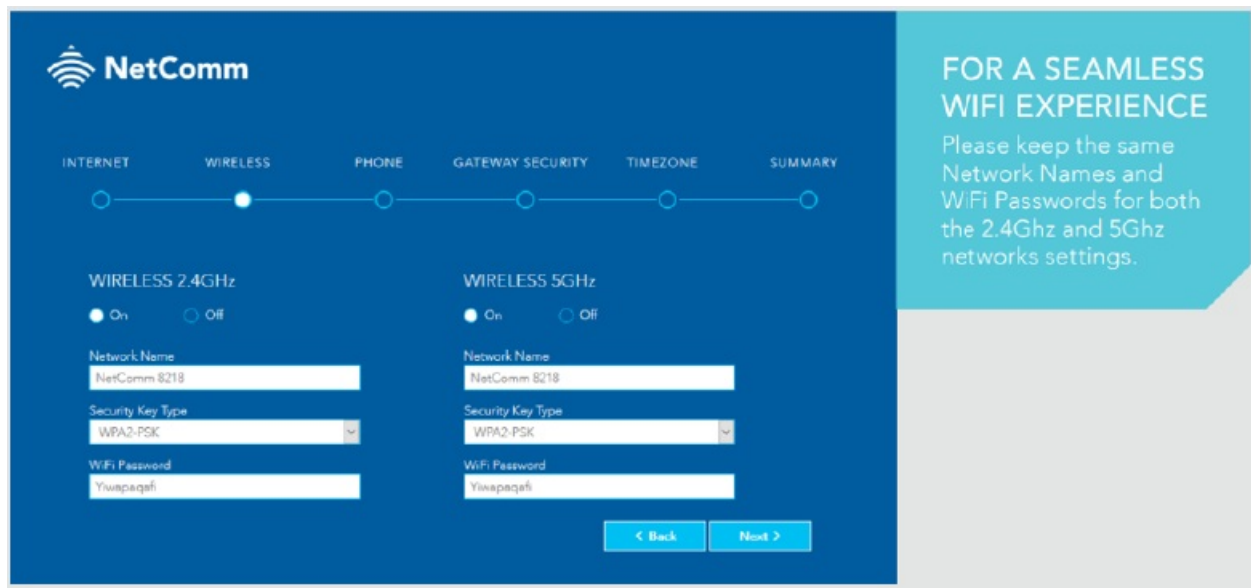
2. **Under Connection Type**

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



The screenshot shows the 'PHONE' step of the NetComm setup wizard. At the top, a progress bar indicates the sequence: INTERNET, WIRELESS, PHONE (current), GATEWAY SECURITY, TIMEZONE, and SUMMARY. Below the progress bar, a note states: 'Note: Configuration of a telephone is optional. If you do not intend to use a telephone handset with your router, click the Next button below to skip this section.' The main area is divided into two columns for 'PHONE LINE 1' and 'PHONE LINE 2'. Each column contains input fields for 'Phone Number', 'SIP Username', 'SIP Password', 'SIP Proxy Server', 'SIP Registrar Server', and 'SIP Outbound Proxy *'. At the bottom right, there are two buttons: '< Back' and 'Next >'. A small footnote at the bottom center reads: '* Optional field, leave blank if you don't have this information.'

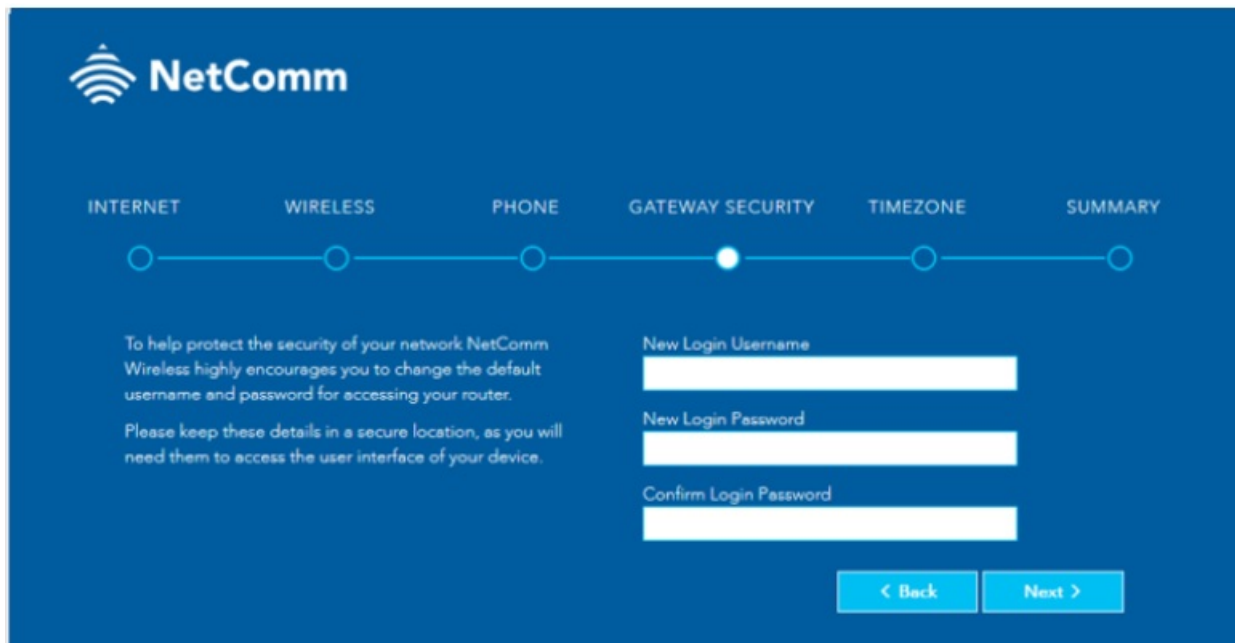
1. Configuration of VoIP telephone is optional

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 'GATEWAY SECURITY' step of the NetComm setup wizard. The progress bar at the top shows the sequence: INTERNET, WIRELESS, PHONE, GATEWAY SECURITY (current), TIMEZONE, and SUMMARY. Below the progress bar, a message reads: '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 this message 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.

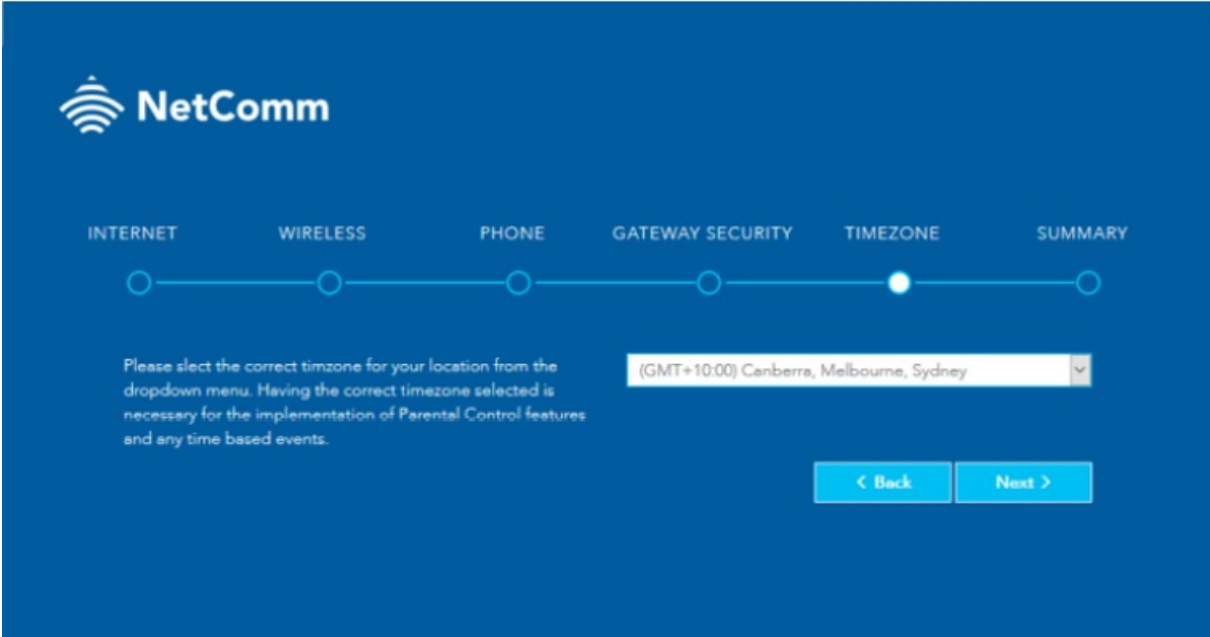
2. Usernames and passwords are case sensitive

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 'TIMEZONE' step of the NetComm setup wizard. At the top, a progress bar indicates the sequence: INTERNET, WIRELESS, PHONE, GATEWAY SECURITY, TIMEZONE (current), and SUMMARY. Below the progress bar, a text box instructs the user to select the correct timezone from a dropdown menu, noting that this is necessary for Parental Control features and time-based events. The dropdown menu is open, showing '(GMT+10:00) Canberra, Melbourne, Sydney'. At the bottom right, there are two buttons: '< Back' and 'Next >'.

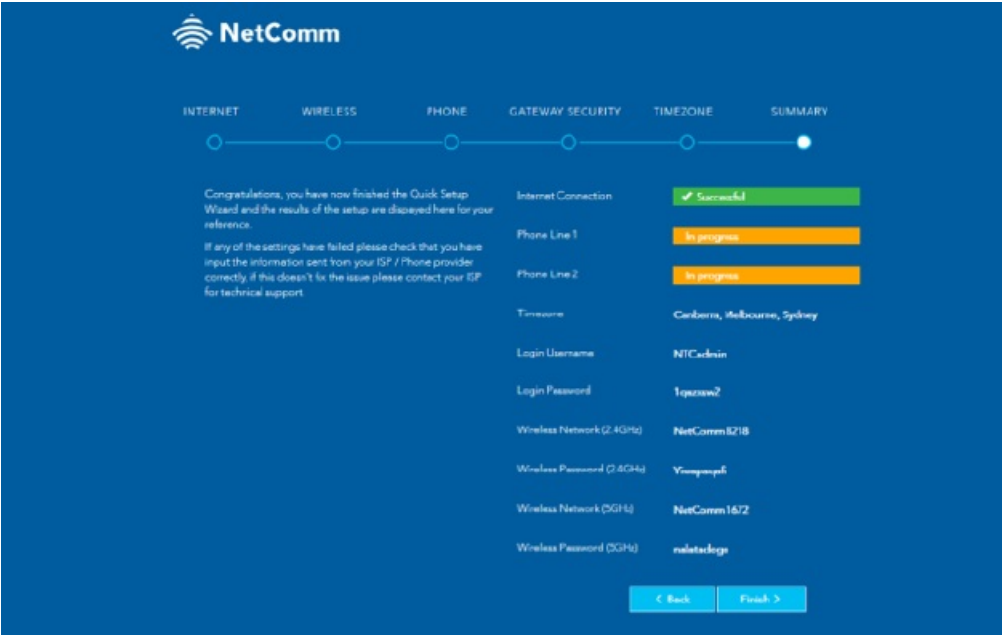
1. Specify the timezone

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



The screenshot shows the 'SUMMARY' step of the NetComm setup wizard. The progress bar at the top shows all steps completed, with 'SUMMARY' being the final step. The main content area is divided into two columns. The left column contains a congratulatory message and a note about checking settings. The right column lists the configured settings with their status: Internet Connection (Successful), Phone Line 1 (In progress), Phone Line 2 (In progress), Timezone (Canberra, Melbourne, Sydney), Login Username (NTCadmin), Login Password (Tqzssw2), Wireless Network (2.4GHz) (NetComm5218), Wireless Password (2.4GHz) (Ym9m9m9m), Wireless Network (5GHz) (NetComm1672), and Wireless Password (5GHz) (ml6tackd9g). At the bottom right, there are two buttons: '< Back' and 'Finish >'.

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.

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more.com.au

Documents / Resources

	<p>TANGERINE NF18MESH CloudMesh Gateway [pdf] User Guide NF18MESH, CloudMesh Gateway, NF18MESH CloudMesh Gateway, NF18MESH Gateway, Gateway</p>
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References

-  [Tangerine Telecom | Juicy nbn™ Broadband and Mobile SIM Deals](#)
-  [Speedtest by Ookla - The Global Broadband Speed Test](#)
-  [Tangerine Telecom | Juicy nbn™ Broadband and Mobile SIM Deals](#)