TANGERINE

NF18MESH

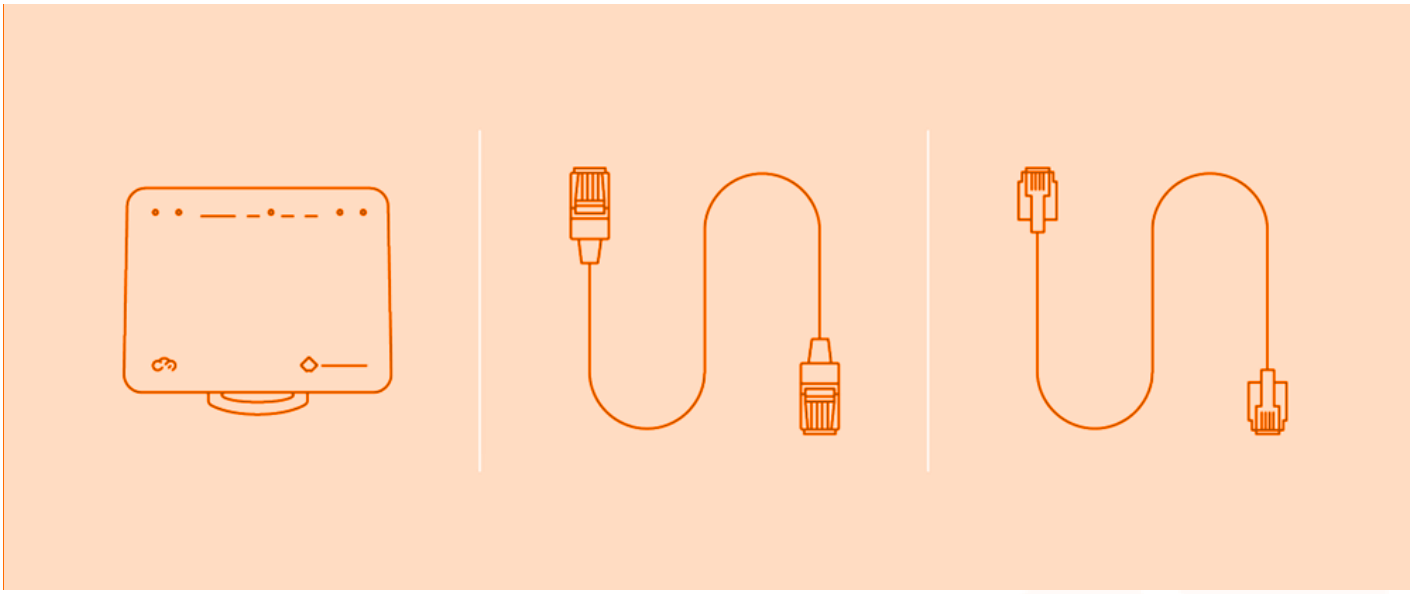
Quick Start Guide

FTTC Connections

NetComm

CLOUD
MESH

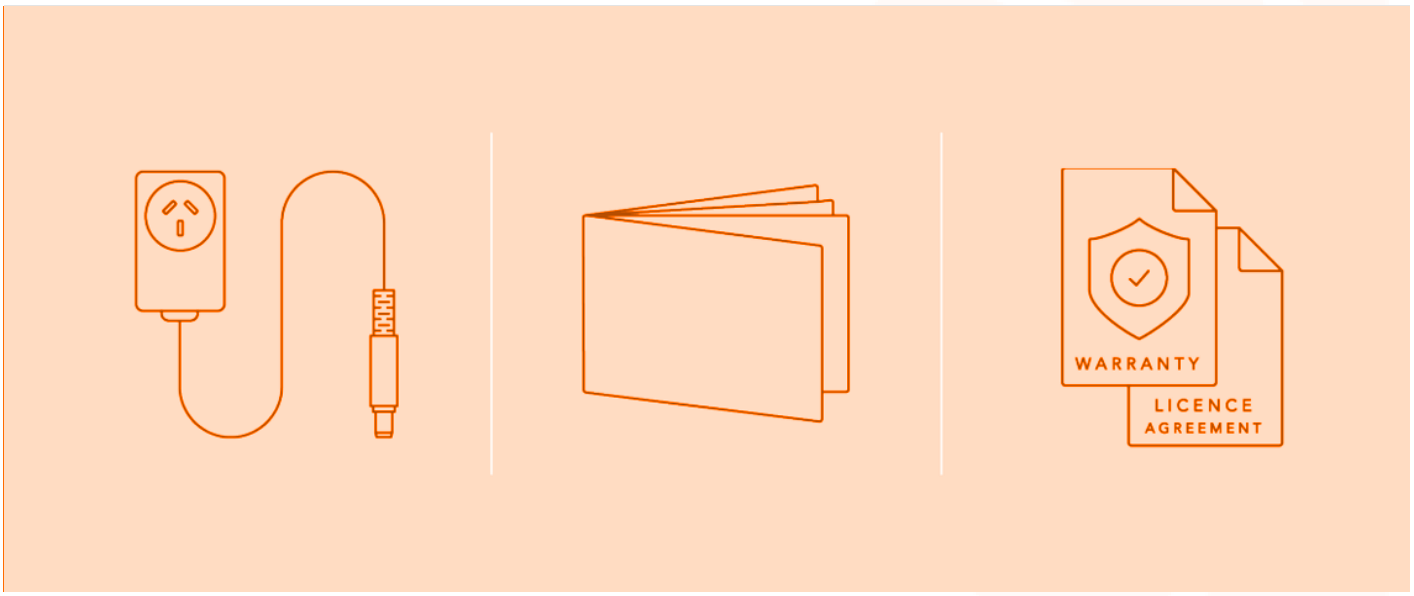
WHAT'S IN THE BOX



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

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SAFETY INFORMATION

Please read before use

Location

The gateway is designed for indoor use only.
Place the gateway in a central location for the best WiFi performance.

Airflow

- Do not restrict airflow around the gateway.
- The gateway is air cooled and may overheat where airflow has been restricted.
- Always allow 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.

Environment

- 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.

Power Supply

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.

Service

There are no user-serviceable components in the gateway.
Do not attempt to disassemble, repair, or modify the gateway.

Small Children

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.

RF Exposure

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.)

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 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 Tangerine, the device will be pre-configured. Follow the steps specific to your FTTC NBN connection on the following pages to get connected.

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HOW TO YOUR NETCOMM MODEM:

FTTC Connections

GETTING STARTED

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.

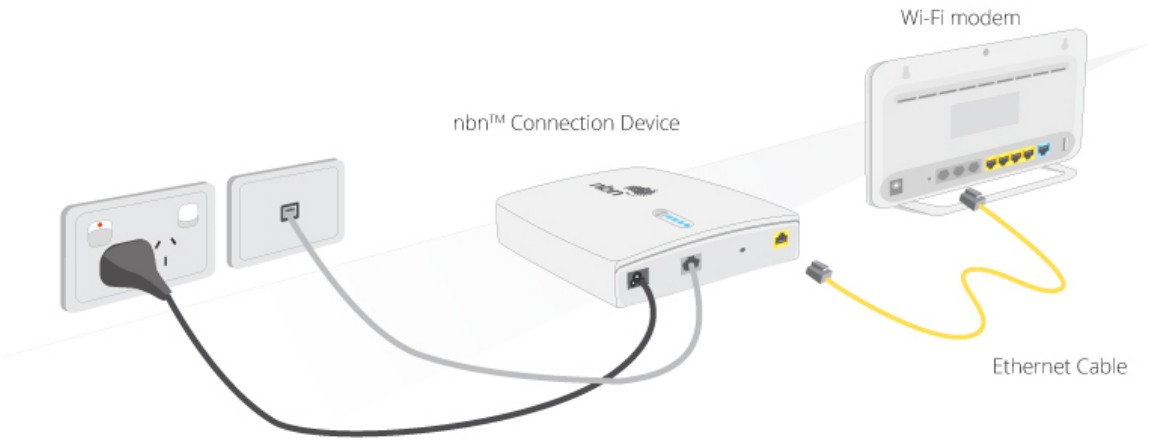
Step 3

Locate the NBN Connection Device (NCD). Connect the NCD to the telephone wall socket that has been activated for NBN and power it up.

Wait for the connection light and DSL light on the top of the NCD to turn solid blue. This may take up to 15 minutes to complete. If the lights do not turn solid blue please get in touch with Tangerine's technical support team.

Step 4

Connect your Netcomm modem to the NBN Connection Device (NCD). Use the blue WAN port on the back of your modem and the Gateway port on the NCD.



Step 5

After you have successfully connected your Netcomm modem, please leave this connected while NBN complete activation of your service. This can take between 20 minutes & one hour to complete.

From time to time check whether you are able to access the internet using your modem. If after 2 hours you are still not able to access the internet please consult the troubleshooting tips below.

Check lights

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.

Troubleshooting tips

If the DSL light on the NBN NCD device does not come on does not stop flashing:

1. Try connecting the modem to an alternative telephone wall socket in the property.
2. Try an alternative telephone cord to connect the NDC to the wall socket.
3. Ensure that all other devices are disconnected from your telephone sockets in the property. This includes phones, fax machines, filters, splitters and extension cords.

If the lights on the modem aren't on, ensure you have waited up to an hour from the time of connecting the NDC and router. It can take this long for the activation to complete

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

8AM – 10PM WEEKDAYS,
8AM – 8PM SAT & SUNDAY AET
Phone: 1800 211 112
Live Chat: www.tangerinetelecom.com.au

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

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HOW TO CONNECT A NF18MESH MODEM

(That is NOT pre-configured)

BEFORE YOU BEGIN

Ensure that you have the following information on hand

- How your **INTERNET SERVICE** will physically connect to the gateway, see below.
- The **SETTINGS** specific to your type of service.

These are two ways to connect the gateway to the Internet service:

Ethernet WAN

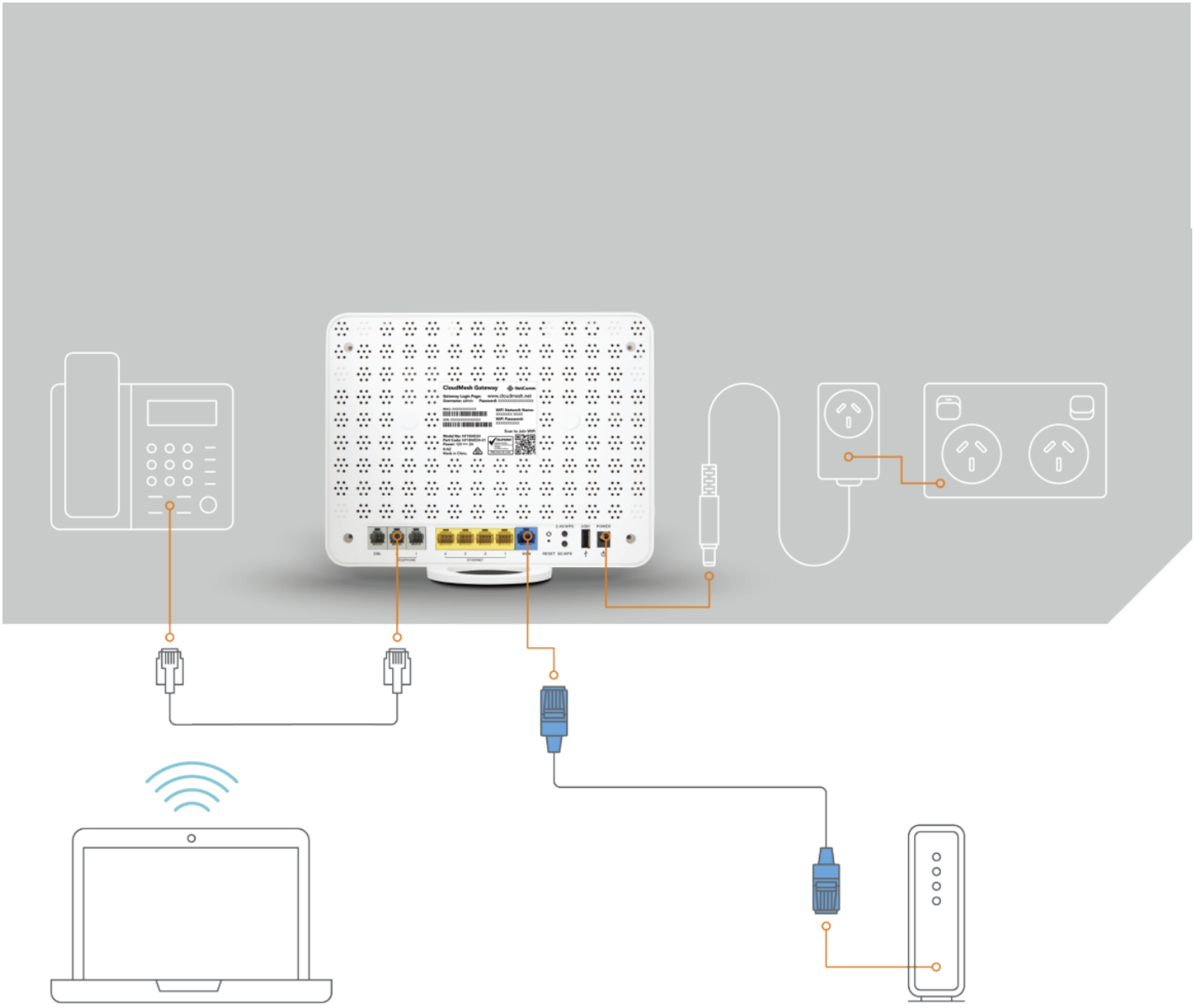
This is the most common access type in Australia and New Zealand and covers fixed line technologies such as **nbn™ FTTP, HFC, FTTC** as well as **nbn™ Fixed Wireless** and **Sky Master satellite** services.

This type of Internet service uses the **blue WAN** port on the back of the gateway to connect to the dedicated connection box installed by your access network provider.

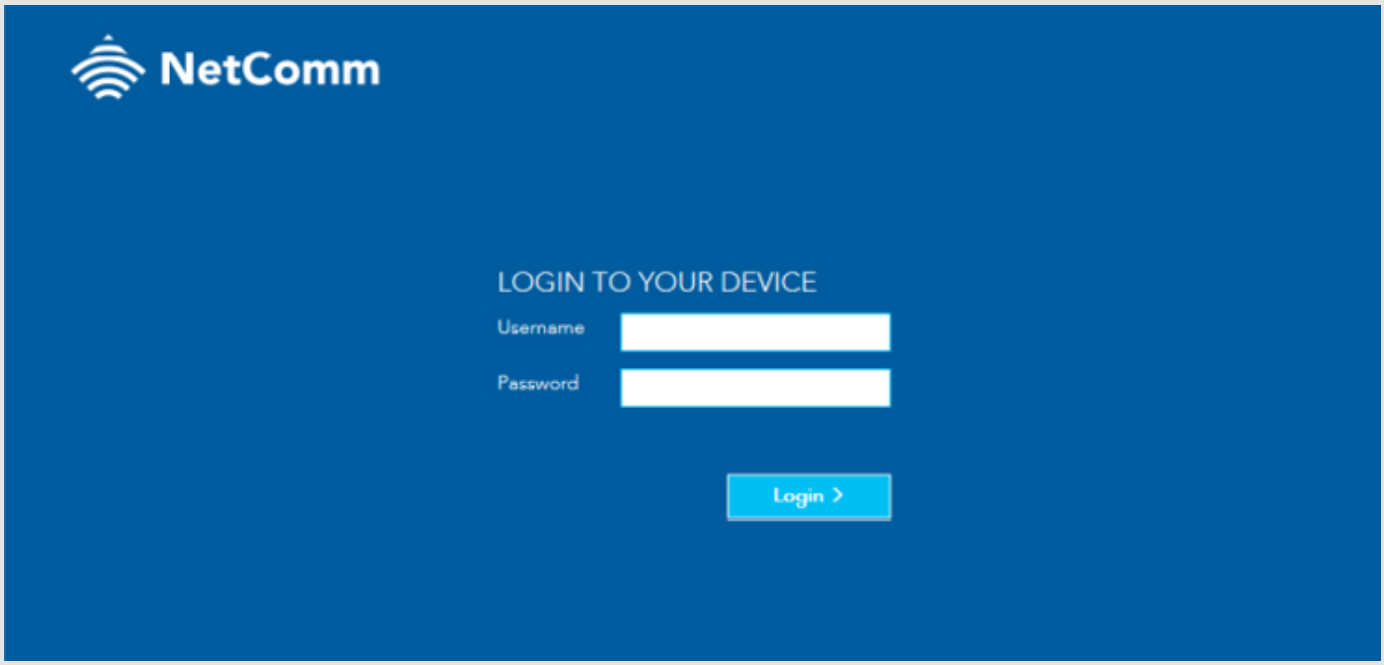
ADSL or VDSL

These access types are provided by **nbn™ FTTB, FTTN** or **ADSL/VDSL** over a traditional telephone line.

This connection uses the **grey DSL** port of the back of the gateway.



LOGGING IN TO THE WEB INTERFACE



1. Complete a factory reset of the modem

2. Open web browser

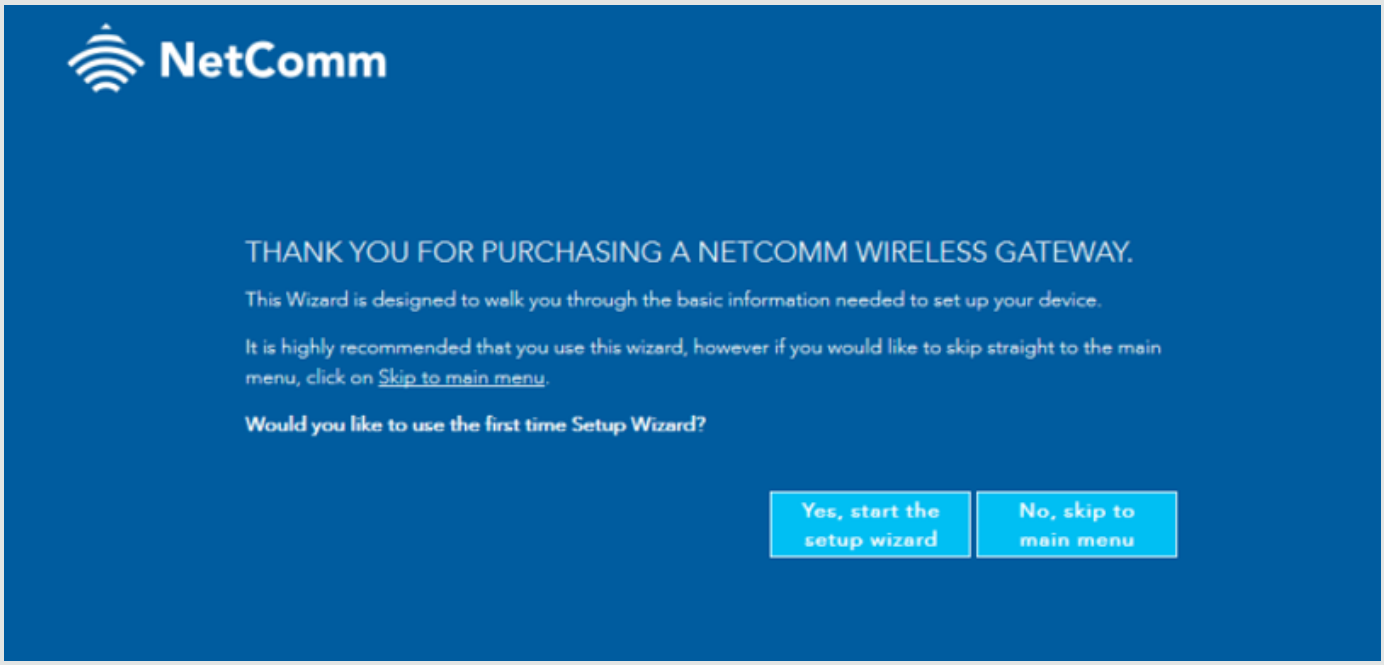
(such as Mozilla Firefox or Google Chrome), type http://cloudmesh.net into the address bar and press **Enter**. If you encounter difficulties connecting, type http://192.168.20.1 and press **Enter**.

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 hand held device.

USING THE FIRST-TIME SETUP WIZARD



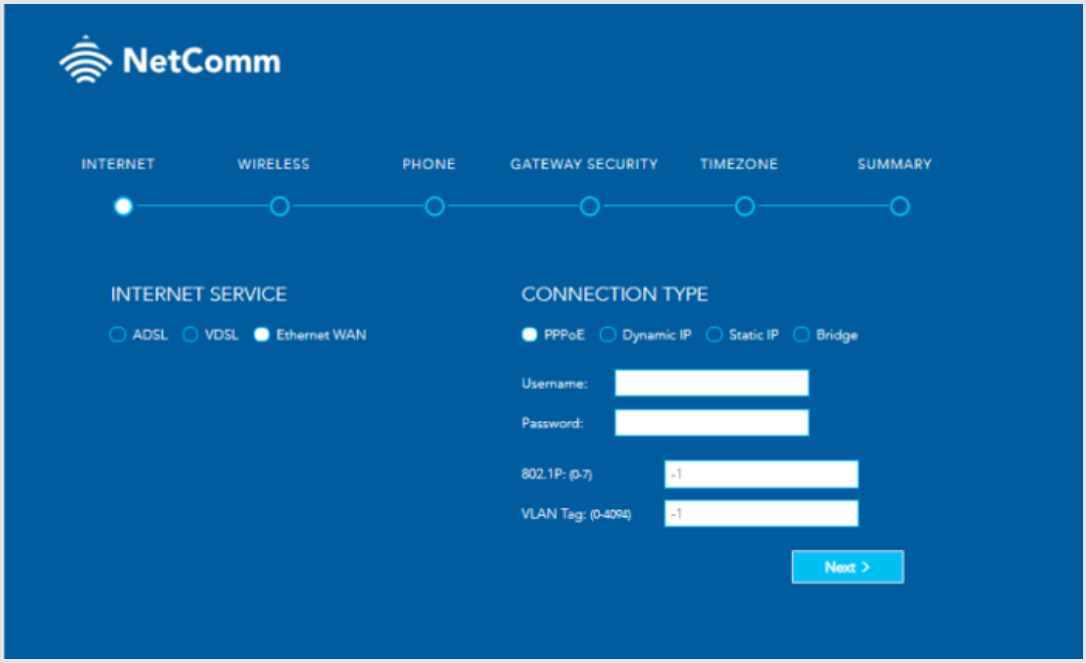
Upon first login

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.

USING THE FIRST-TIME SETUP WIZARD ETHERNET WAN



1. Under Internet Services

select Ethernet WAN.

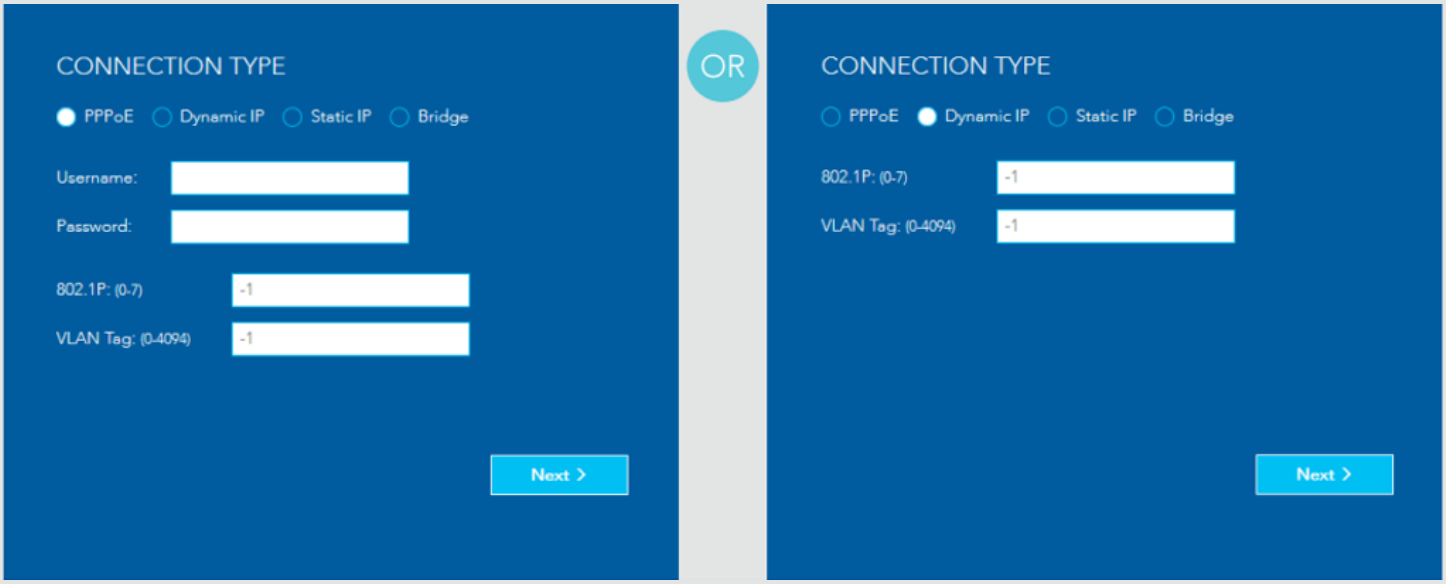
2. Under Connection Type

select PPPoE.

3. Enter the details

Enter the details required for your specific Connection Type.

USING THE FIRST-TIME SETUP WIZARD ETHERNET WAN



PPPoE

Enter the username and password, 802.1P priority and VLAN Tag provided in your connection email from Tangerine.

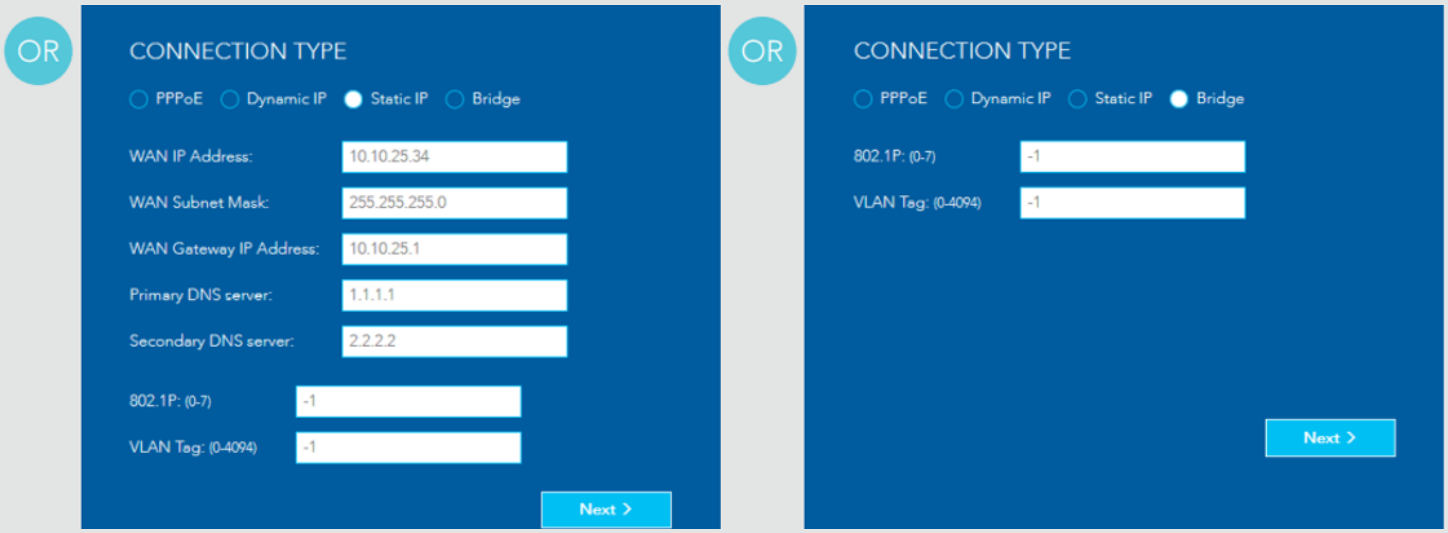
When you have finished, click the Next > button to go to the WIRELESS settings

Dynamic IP

Enter the 802.1P priority and VLAN Tag provided in your connection email from Tangerine.

When you have finished, click the Next > button to go to the WIRELESS settings

USING THE FIRST-TIME SETUP WIZARD ETHERNET WAN



Static IP

Enter the WAN IP Address, WAN Subnet Mask, WAN Gateway IP Address, Primary DNS Server and Secondary DNS server, 802.1P priorty and VLAN Tag provided in your connection email from Tangerine.

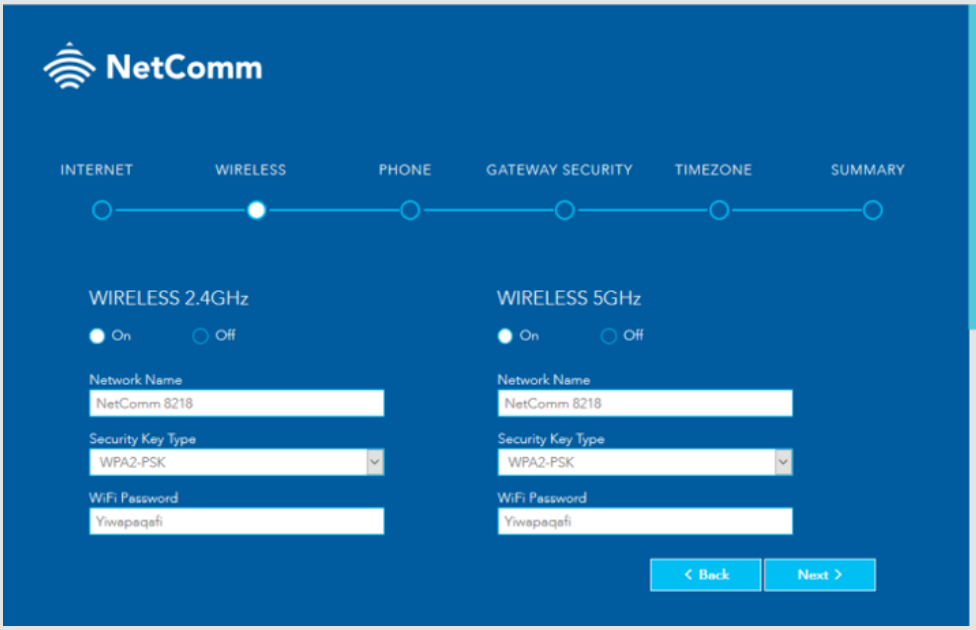
When you have finished, click the Next > button to go to the WIRELESS settings

Bridge

Enter the 802.1P priority and VLAN Tag provided in your connection email from Tangerine.

When you have finished, click the Next > button to go to the WIRELESS settings

USING THE FIRST-TIME SETUP WIZARD WIRELESS



FOR A SEAMLESS WIFI EXPERIENCE

Please keep the same Network Names and WiFi Passwords for both the 2.4Ghz and 5Ghz networks settings.

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

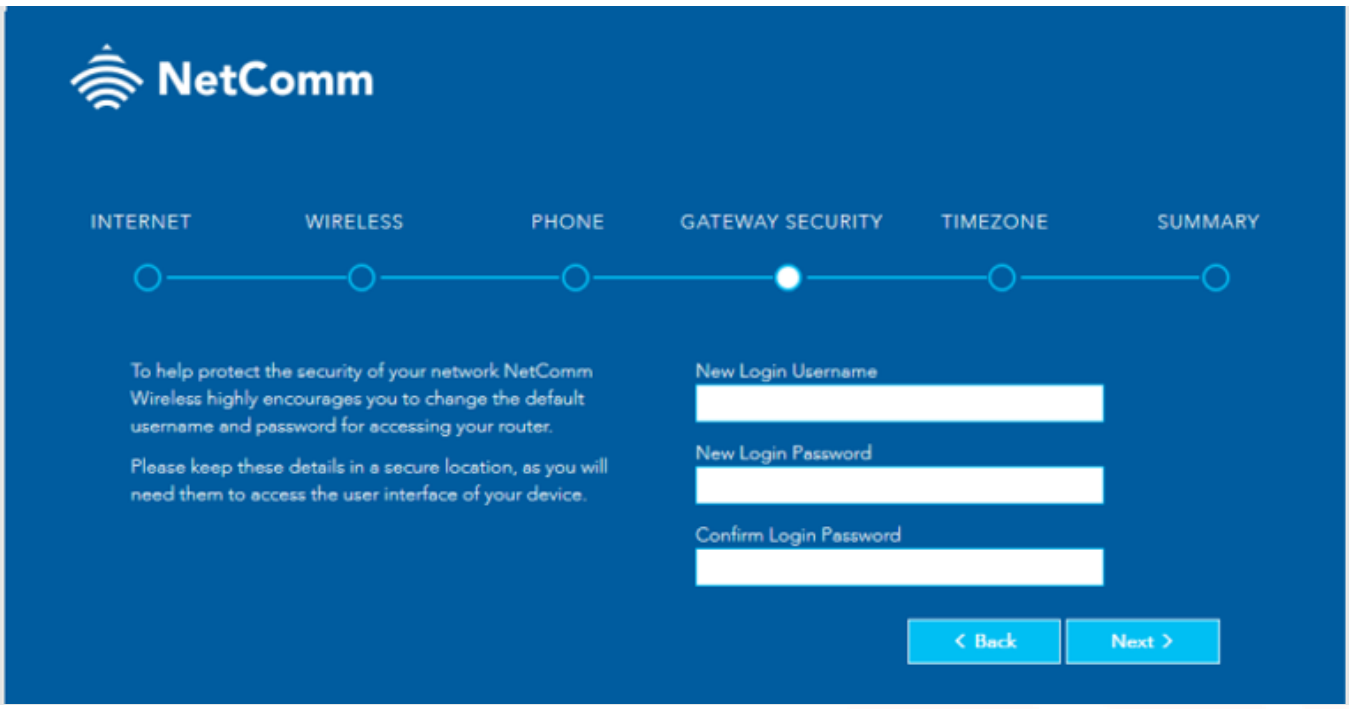
1. Configuration of VoIP telephone is optional

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 Tangerine. click the **Next >** button when you have finished.

USING THE FIRST-TIME SETUP WIZARD GATEWAY SECURITY

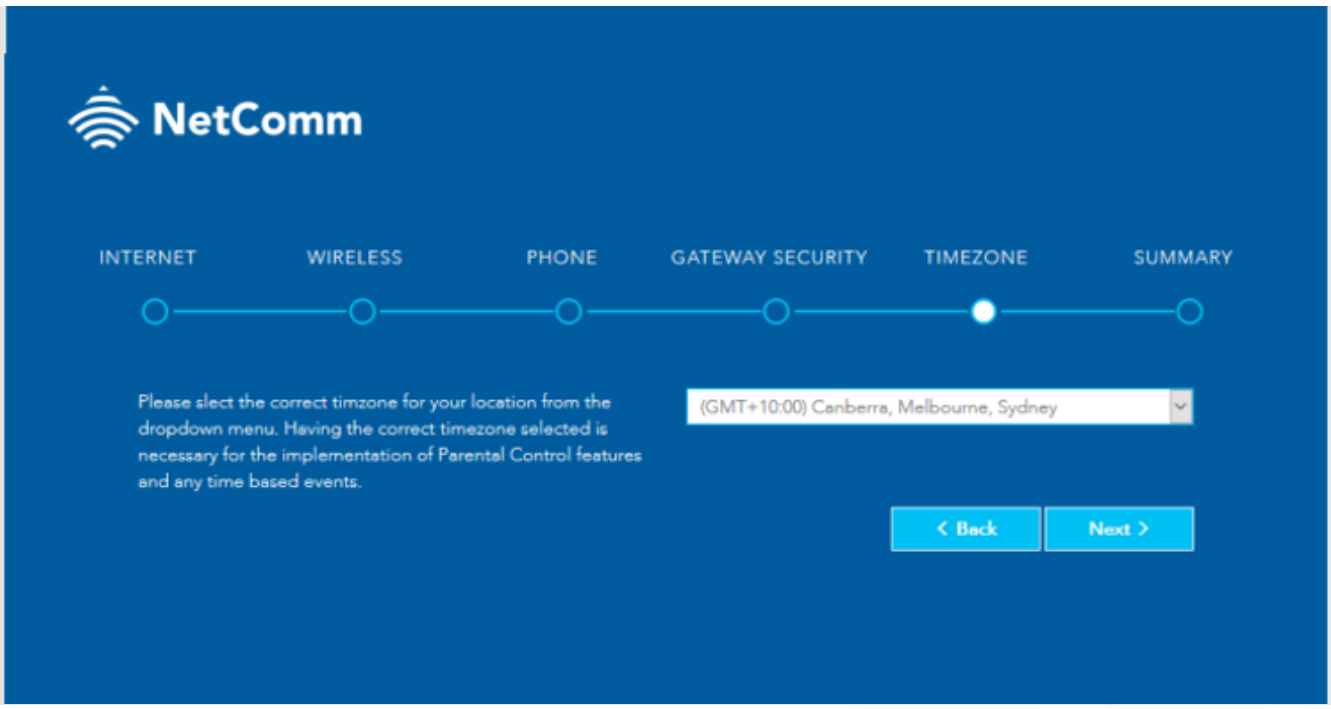


1. **We highly recommend**
   that you configure a new username and password to access the gateway.

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



1. **Specify the timezone**
   where the gateway is located for correct time keeping 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**.