Netcomm NB16WV-02

Quick Setup Guide

Welcome

This Netcomm NB16WV-02 modem router has everything you'll need to get online with ADSL broadband or fibre internet.

What are you setting up today?

You'll need to plug in and set up your modem a little differently depending on which type of internet you have.

ADSL Broadband or Naked DSL
See page 6
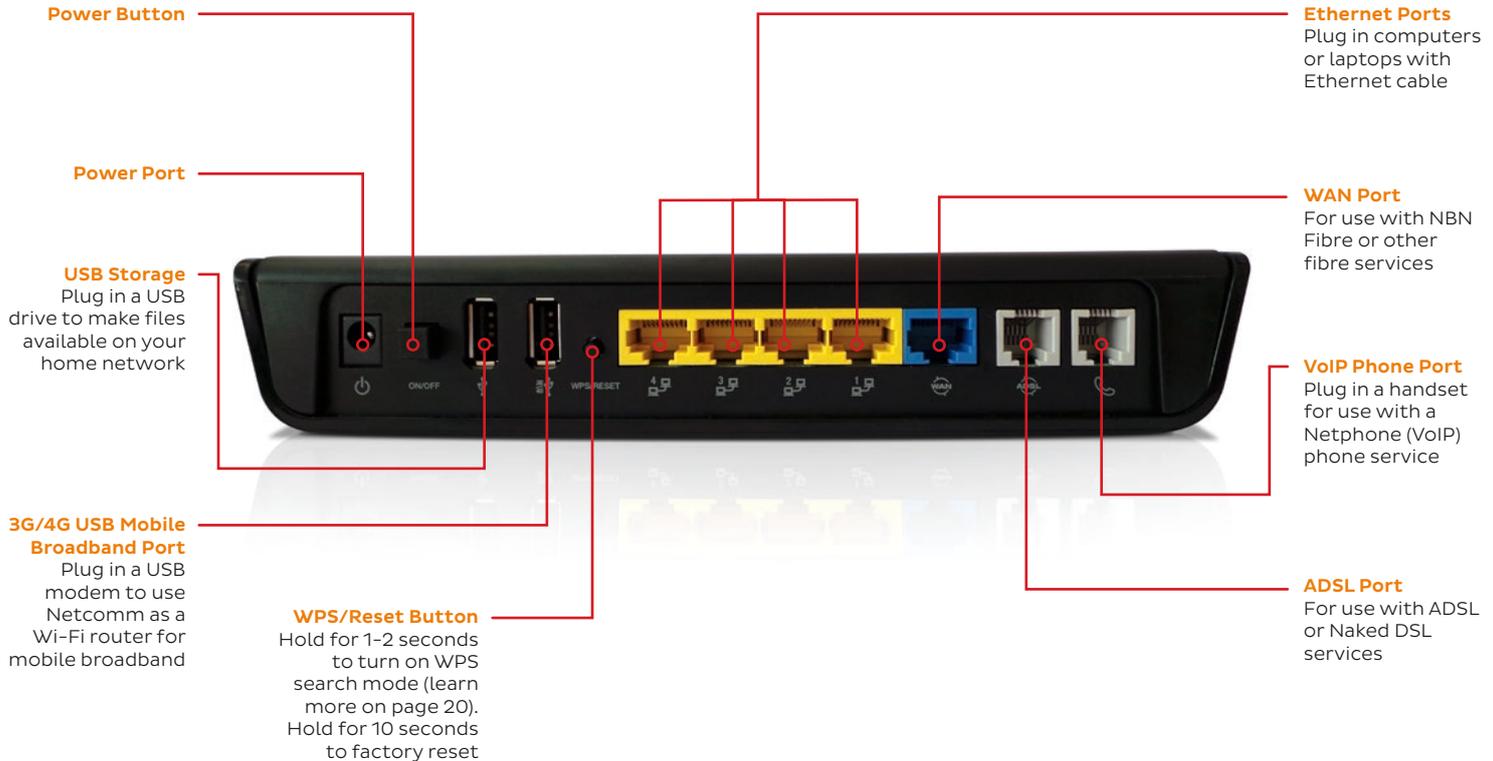
NBN Fibre
See page 10

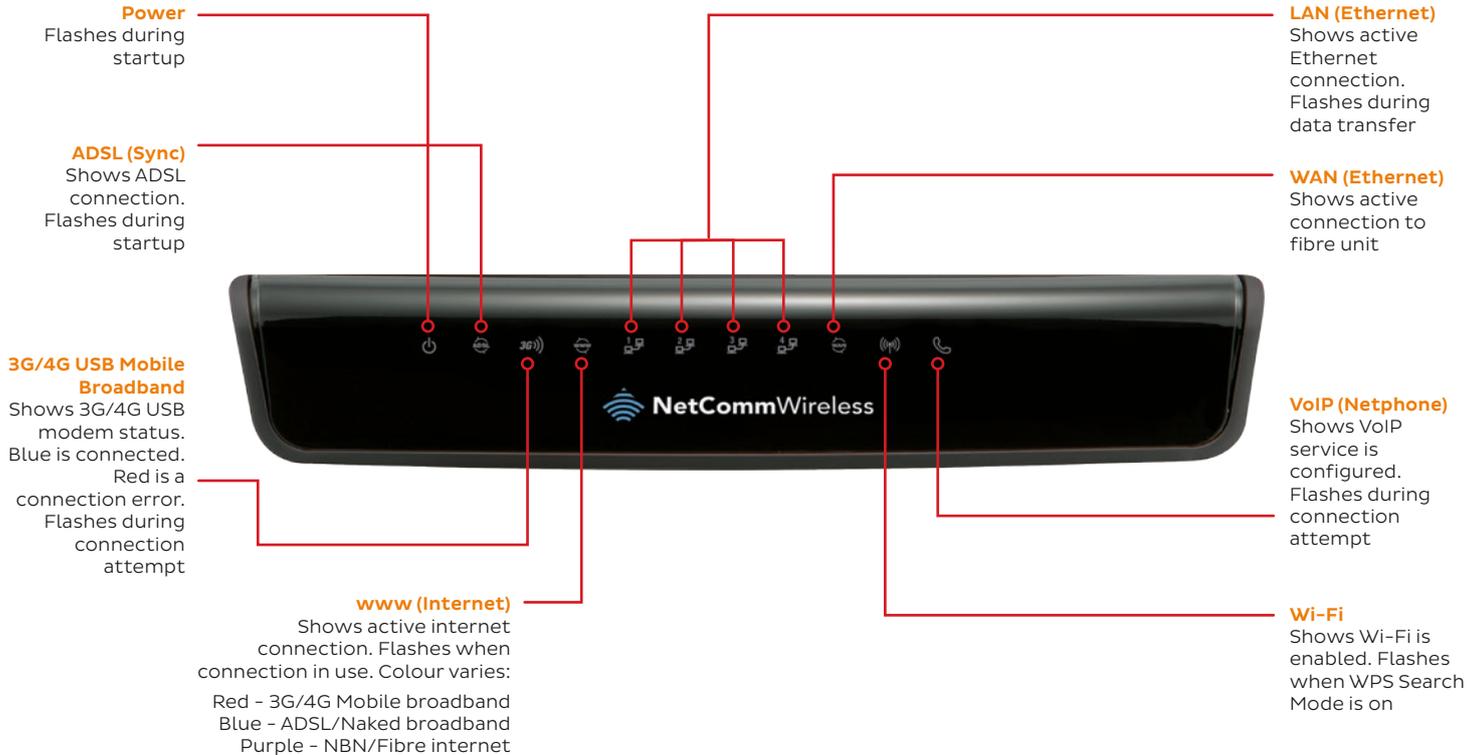**Netphone**
See page 18

Need some Wi-Fi tips?

To learn how to customise your Netcomm's default Wi-Fi networks, turn to page 13.

For tips on how to connect your computers and devices to the Netcomm's Wi-Fi, see page 20.
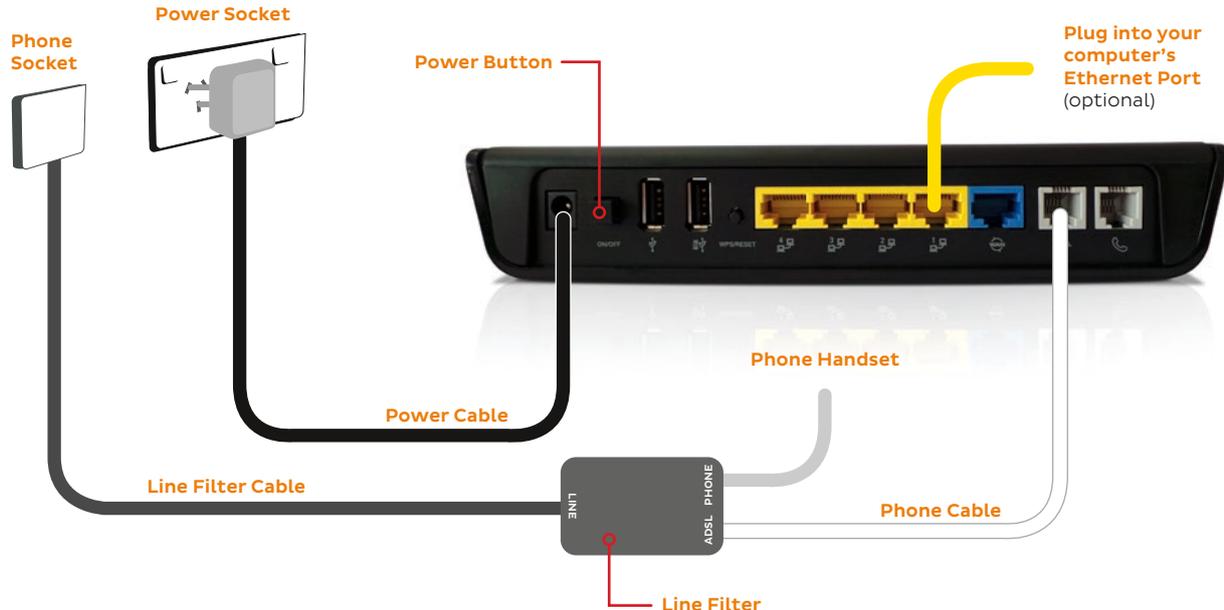
Get to know your Netcomm – Back Panel

Power Button

Power Port

USB Storage
Plug in a USB drive to make files available on your home network

3G/4G USB Mobile Broadband Port
Plug in a USB modem to use Netcomm as a Wi-Fi router for mobile broadband

WPS/Reset Button
Hold for 1-2 seconds to turn on WPS search mode (learn more on page 20). Hold for 10 seconds to factory reset

Ethernet Ports
Plug in computers or laptops with Ethernet cable

WAN Port
For use with NBN Fibre or other fibre services

VoIP Phone Port
Plug in a handset for use with a Netphone (VoIP) phone service

ADSL Port
For use with ADSL or Naked DSL services

Get to know your Netcomm – Front Panel

Power
Flashes during startup

ADSL (Sync)
Shows ADSL connection. Flashes during startup

3G/4G USB Mobile Broadband
Shows 3G/4G USB modem status. Blue is connected. Red is a connection error. Flashes during connection attempt

www (Internet)
Shows active internet connection. Flashes when connection in use. Colour varies:

Red – 3G/4G Mobile broadband
Blue – ADSL/Naked broadband
Purple – NBN/Fibre internet

LAN (Ethernet)
Shows active Ethernet connection. Flashes during data transfer

WAN (Ethernet)
Shows active connection to fibre unit

VoIP (Netphone)
Shows VoIP service is configured. Flashes during connection attempt

Wi-Fi
Shows Wi-Fi is enabled. Flashes when WPS Search Mode is on

NetCommWireless

Plugging in for ADSL Broadband or Naked DSL

Power Socket

Phone Socket

Power Button

Plug into your computer's Ethernet Port (optional)

Phone Handset

Power Cable

Line Filter Cable

Phone Cable

Line Filter
You only need to use the line filter if you have ADSL and you need to plug the modem and a handset for Home Phone into the same wall socket

LINE   ADSL   PHONE

Plugging in for ADSL Broadband or Naked DSL

1. Take the white phone cable and plug one end into the grey **ADSL port** on the back panel of your modem.

2. ADSL Modem and Home Phone in the same wall socket: Plug the other end of the phone cable into the ADSL port on your line filter, and then plug the line filter into the telephony wall socket.
    Naked DSL or ADSL only: Plug the other end of the phone cable directly into the telephony wall socket (do not use the line filter).

3. Take your black power supply cable and plug the appropriate end into the **Power port**.

4. Plug the other end of the power supply cable into an electrical outlet and make sure it's turned on. You can then turn your modem on using the **Power button** on the back panel.

5. You can connect multiple Wi-Fi enabled computers, tablets or smartphones to one of your modem's default Wi-Fi networks. Just use the details on the **Wireless Security Card** found in the box – if you're not sure which network to use, go with the **2.4GHz** one.

6. Alternatively you can connect a computer by plugging one end of the yellow Ethernet cable into any of the yellow **Ethernet ports** and the other end into your computer's Ethernet port.

7. Let your modem rest for 10-15 minutes. In most cases it will be able to retrieve your settings and connect automatically. Try viewing a website – if it works, you can skip to page 20.

If you were unable to view a website, turn to the **next page** to continue with a manual setup.

Manual setup for ADSL Broadband or Naked DSL

1. On your connected computer or Wi-Fi device, open your web browser and go to: **http://10.1.1.1**

2. Log in with the default username **admin** and the default password **admin**.

3. Select **Yes, let's get started with the wizard**.

4. Select **ADSL** from the **WAN Interfaces** drop-down menu, and then fill in the following details:

WAN Type:	PPP over Ethernet
Username:	Your full ADSL/Naked username (include any "@domain.com.au")
Password:	Your ADSL/Naked password (case sensitive)
VPI Number:	8
VCI Number:	35

5. If you have a VoIP (Netphone) service, enter your VoIP settings on this page and then click **Next.** Advanced or third-party VoIP setup can be found on page 18.

6. Click **Next**, and then turn to page 13 to continue with the Wi-Fi setup.

If you ever need to run the Startup Wizard again, you can select **Startup Wizard** from the **Toolbox** drop-down menu in **Advanced view.**

Plugging in for NBN or Fibre

NBN Connection Box/Fibre Unit

Power Socket

Power Button

Plug into your computer's Ethernet Port (optional)

Power Cable

Ethernet Cable

Smart Wiring
Some homes may have internal smart wiring, allowing your NBN Connection box to be plugged into a smart panel in one room, and your Netcomm to be plugged into the corresponding smart socket in another room

Plugging in for NBN or Fibre

1. Take the blue Ethernet cable and plug one end into the blue **WAN** port on the back panel of your modem.

2. Plug the other end of the Ethernet cable into the active UNI-D port on your NBN Connection Box or fibre unit. This is typically the **UNI-D 1** port. If this port doesn't work for you or you don't know which one to use, please contact us using the information on the back cover of this guide.

3. Take your black power supply cable and plug the appropriate end into the **Power port.**

4. Plug the other end of the power supply cable into an electrical outlet and make sure it's turned on. You can then turn your modem on using the **Power button** on the back panel.

5. You can connect multiple Wi-Fi enabled computers, tablets or smartphones to one of your modem's default Wi-Fi networks. Just use the details on the **Wireless Security Card** found in the box – if you're not sure which network to use, go with the **2.4GHz** one.

6. Alternatively you can connect a computer by plugging one end of the yellow Ethernet cable into any of the yellow **Ethernet ports** and other end into your computer's Ethernet port.

7. Let your modem rest for 10-15 minutes. In most cases it will be able to retrieve your settings and connect automatically. Try viewing a website – if it works, you can skip to page 20.

If you were unable to view a website, turn to the **next page** to continue with a manual setup.

Setting up for NBN or Fibre

1. On your connected computer or Wi-Fi device, open your web browser and go to: **http://10.1.1.1**

2. Log in with the default username **admin** and the default password **admin**.

3. Select **Yes, let's get started with the wizard**.

4. Select **WAN** from the **WAN Interfaces** drop-down menu, and then fill in the following details:

WAN Type:	Dynamic IP Address
Host Name:	Leave Blank
ISP Registered MAC Address:	Leave Blank

5. If you have a VoIP (Netphone) service, enter your VoIP settings on the **Next** page. Advanced or third-party VoIP setup can be found on page 18.

6. Click **Next**, and then go to the next page to continue with the Wi-Fi setup.

Setting up for Wi-Fi

These instructions are applicable for all types of internet services.

> **IMPORTANT**
>
> **It's good to love your neighbour, but not enough to give them free Wi-Fi! You should always set a password for your Wi-Fi connection and only share it with people you trust.**

1. Your modem already has 2 default Wi-Fi networks set up on it. You'll find the username and passwords for each of these networks on the sticker on the base of the modem, as well as on a **Wireless Security Card** found in the box.

2. Almost every Wi-Fi device can connect to the **2.4GHz** network, but older devices may have trouble on the 5GHz network. If it's not working on the 5GHz network, switch to the 2.4GHz one.

3. We recommend that you leave the default Wi-Fi details unchanged – once you've connected a device to your Wi-Fi network, it should remember your Wi-Fi details for you. You can get connected using the default Wi-Fi details by following the advice on page 20.

4. If you want, you can change your Wi-Fi details during the Startup Wizard or by logging in at **http://10.1.1.1** (default username and password both "admin") and clicking the **Wireless 2.4GHz** or **Wireless 5GHz** tabs in Basic view.

Setting up for Wi-Fi

1. If you're not using the Startup Wizard during a manual setup, follow step 4 on page 13 to access the Wi-Fi settings.

2. First you'll set up the 2.4GHz Wi-Fi. Set it to **On** and set SSID Broadbast to **Enable**.

3. You can customise the display name for this Wi-Fi network (**SSID Broadcast Name**) or just leave it as the default. Click **Next**.

4. For **Security Key Type,** select **WPA2-PSK**. If you have older Wi-Fi devices, you may need to select **WPA-PSK** instead.

5. You can customise your Wi-Fi password **(Security Key)** or just leave it as the default. If you do set a custom password, you should write it down and keep it somewhere safe.

6. The next two steps of the Startup Wizard will run through the same details for the 5GHz Wi-Fi network. Adjust these settings as desired, clicking **Next** to progress through the steps.

7. Once you've finished setting up, you'll find tips on how to connect computers, smartphones and tablets to your Wi-Fi on page 20.

Setting the Router password

On the final page of the Startup Wizard, you can adjust the login details for the **http://10.1.1.1** page.

Default username: admin

Default password: admin

If you wish to keep the default password, just type and retype "admin" in the Password boxes. If you do set a custom password, you should write it down and keep it somewhere safe.

> **IMPORTANT**
>
> **If you plan to use the Remote Management feature of your modem, you must change your password from the default "admin". Failure to do so can compromise the security of your account.**

Step 7 of 8

Router Security

In the next pages you will use the quick set-up guide to personalise your Router. Please enter a username and password to be used to gain access to your Router Management Console. It is recommended that you choose a unique password for added security.

Desired Username

admin

Desired Password

Retype Password

Remember to make a note of your username and password

Back   Next   Exit

All done!

You should now be set up with your Netcomm NB16WV-02 and enjoying all the bells and whistles of the internet. You should try looking at a website to confirm that it's working.

If you have a Netphone (VoIP) phone service, please turn to page 18 for setup instructions.

Once you're online, you'll find some helpful guides on our website covering everything from email setup and account management to service troubleshooting. You can check them out at iinet.net.au/iihelp or westnet.com.au/myhelp.

If you can't view websites or you have any other trouble, please contact our helpful Support Team using the information on the back cover of this guide.
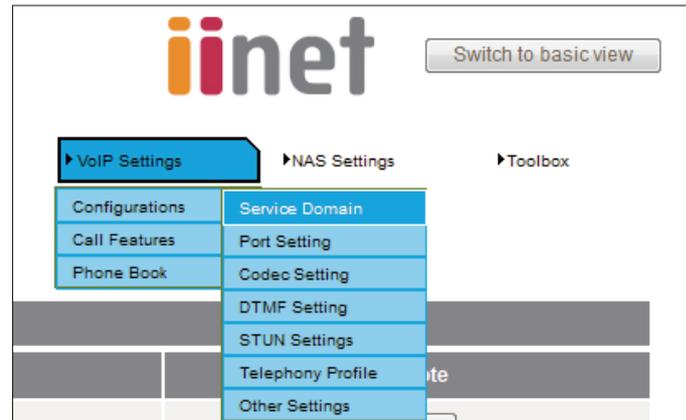
Setting up VoIP

If you didn't use the Startup Wizard or you have a third-party VoIP provider, use these instructions to set up your VoIP service.

1. On your connected computer or Wi-Fi device, open your web browser and go to: **http://10.1.1.1**

2. Log in with the default username **admin** and the default password **admin.**

3. Click **VoIP Settings** in the top menu bar and select **Configurations** and then **Service Domain** from the drop-down menu.

SEE THE MENU BAR?

If you don't see the top menu bar, you may be looking at the Basic interface view. Click Switch to Advanced view at the bottom of the page to see the menu bar.

Setting up VoIP (continued)

4. You'll find your VoIP details in the email sent to you when your VoIP service was acitvated. Use them to fill in the following:

Wan Interface:	PVC0
Display Name:	Your VoIP number
Username:	Your VoIP number
Register Name:	Your VoIP number
Register Password:	Your VoIP password
Domain:	Your VoIP SIP server
Registrar/Proxy Server:	Your VoIP SIP server
Use Outbound Server:	Disable
Outbound Proxy:	Your VoIP SIP server

5. Click **Save** to save your settings. Wait 2-5 minutes, and then try to make a call using a handset that's plugged in to the grey **Phone port** on the back panel of your modem.

If you can't make a call, please double check your settings. If you need a hand, you can contact our friendly Support Team using the information on the back cover of this guide.

VOIP SIP SERVERS

The iiNet Group has different SIP servers for each state or territory. You'll need to replace "STATE" with ACT, NSW, NT, QLD, SA, TAS, VIC or WA.

iiNet:
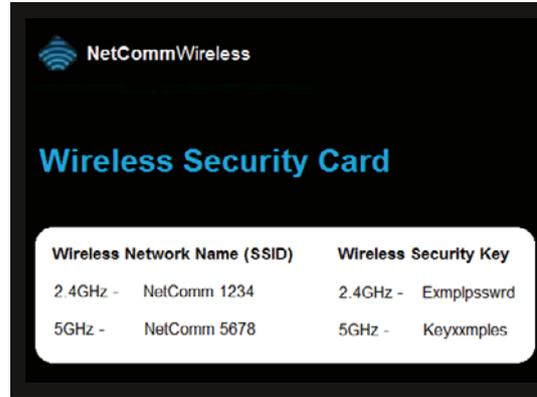
sip.STATE.iinet.net.au

Westnet:

sip.STATE.westnet.com.au

If your VoIP service provider isn't shown above, please contact your provider or check their website to find out which SIP server you need to use.

How to connect to Wi-Fi

If your operating software isn't listed here, please contact your software provider for support.

- **Windows 7:** Page 21
- **Windows 8:** Page 21
- **Windows XP:** Page 22
- **Android OS:** Page 22
- **Mac OSX:** Page 23
- **iPhone/iPad iOS:** Page 23

NetCommWireless

Wireless Security Card

Wireless Network Name (SSID)		Wireless Security Key	
2.4GHz -	NetComm 1234	2.4GHz -	Exmplpsswrd
5GHz -	NetComm 5678	5GHz -	Keyxxmples

Your default Wi-Fi details are on the Wireless Security card in the box, or you can learn how to customise your Wi-Fi details on page 13.

WPS Setup

Your modem also has Wi-Fi Protected Setup (WPS) which can be used to connect WPS-enabled devices to the Wi-Fi.

Please note that Apple devices (e.g. iPhone) are not WPS-enabled.

1. Take your WPS-enabled Wi-Fi device to the same room as the modem.

2. Hold the WPS button on the back panel of the modem for 1-2 seconds to turn on WPS search mode. You'll see the Wi-Fi light on the front panel start flashing.

3. Turn on WPS search mode on your Wi-Fi device (consult its user manual and start again if you're not sure how to do this).

4. The modem and Wi-Fi device should establish a connection to each other automatically.

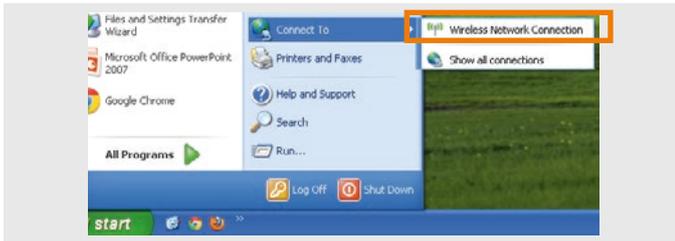# Wi-Fi - Windows 7 and Windows 8

WINDOWS 7

1. Click the **Network icon** in the bottom right-hand corner of the screen.

2. Select your Wi-Fi network from the list of available connections and click **Connect.**

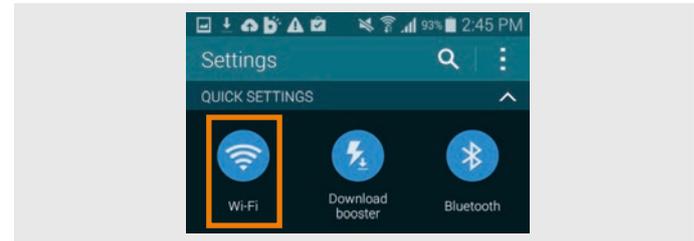3. Enter your Wi-Fi password and then click **OK.**

WINDOWS 8

1. In Desktop view, click the **Network icon** in the bottom right-hand corner of the screen.

2. Select your Wi-Fi network from the list of available connections.

3. Make sure **Connect Automatically** is ticked and then click **Connect**.

4. Enter your Wi-Fi password and then click **OK.**

Wi-Fi - Windows XP and Android

WINDOWS XP

1. Open the **Start** menu and click **Connect To.**

2. Select **Wireless Network Connection.**

3. Select your Wi-Fi network from the list of available connections and click **Connect.**

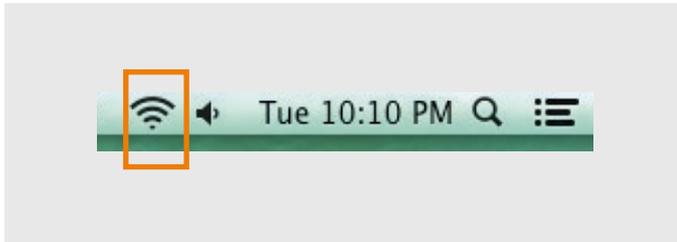4. Enter your Wi-Fi password and then click **Connect.**

ANDROID OS

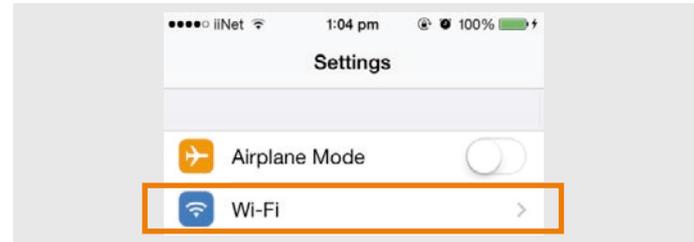Android OS may vary. Consult your device's user guide if these steps don't work for you.

1. Tap the **Apps** icon on the home screen and then tap **Settings.**

2. Tap **Wi-Fi** and make sure the Wi-Fi slider is set to the "on" position.

3. Select your Wi-Fi network from the list of available connections.

4. Enter your Wi-Fi password and then tap **Connect.**

Wi-Fi – Mac OSX and iOS

MAC OSX

1. Click the **Wi-Fi** (aka AirPort) icon in the top right-hand corner of the screen.

2. You may need to select **Turn Wi-Fi On.**

3. Select your Wi-Fi network from the list of available connections.

4. Enter your Wi-Fi password and then click **Join.**

iPHONE/iPAD iOS

1. Tap the **Settings** icon on the home screen and then select **Wi-Fi.**

2. Make sure the Wi-Fi slider is set to the "on" position.

3. Select your Wi-Fi network from the list of available connections.

4. Enter your Wi-Fi password and then tap **Join.**

Warranty Information

1   How to claim under the warranty and your rights

1.1   In order to claim under the warranty, you should contact us to advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

iiNet:
- **Phone: 13 22 58**
- **Email: support@iinet.net.au**

Westnet:
- **Phone: 1300 786 068**
- **Email: support@westnet.com.au**

Internode:
- **Phone: 1300 788 233**
- **Email: support@internode.com.au**

TransACT:
- **Phone: 13 30 61**
- **Email: support@transact.com.au**

Adam Internet:
- **Phone: 1300 002 326**
- **Email: support@adam.com.au**

1.2   If we determine that your equipment needs to be returned, you will be sent replacement equipment and a return freight bag in which to return the faulty equipment.

1.3   If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment and return freight bag, you will be charged the full price for the purchase of the equipment that we sent to you, plus any shipping costs relating to the prepaid satchel that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

1.4   The warranty does not apply to faults caused by any of the following (Non Covered Events):

a)   any equipment not supplied by us;

b)   any interference with or modification to the equipment or a failure to use it in accordance with instructions; or

c)   damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or

d)   an external event (for example a fire or flood).

1.5 If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

a) you have not used the replacement equipment;

b) and you return it to us in its unopened packaging, in which case, you will not be charged for the replacement equipment.

1.6 The repair or replacement of equipment may result in loss of data (such as loss of telephone numbers stored on your handset).

1.7 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.

1.8 The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

1.9 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1.10 This warranty is given by iiNet Limited (ACN 068 628 937) of 1/502 Hay Street, Subiaco, WA, 6008. You can contact us on 13 22 58 or via email to support@iinet.net.au if you have any questions regarding this warranty.

1.11 Latest Warranty Information: **http://www.iinet.net.au/about/legal/pdf/general-equipment-warranty.pdf**

2 Warranty Period

Purchase: 24 Months

Rental: For the lifetime of the Rental Contract

2.1 You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased the equipment)

2.2 We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.

2.3 However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event.

2.4 If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer.

Support

iiNet Support
Available 24/7
13 22 58
support@iinet.net.au

iiNet Business Support
6am to 6pm (WST) Mon–Fri
13 24 49
bizsupport@iinet.net.au

Westnet Support
Available 24/7
1300 786 068
support@westnet.com.au

Westnet Business Support
8:30am to 5pm (WST) Mon–Fri
1300 786 006
business@westnet.com.au

iinet
connect better

If you have any issues with your set up or
technology just isn't your strong point, you can
always call our friendly staff for a hand.