NL20

QUICK START GUIDE

NetComm

Wi-Fi 6
Hybrid Gateway

NetComm

TABLE OF CONTENTS

Getting online via the mobile network.....1

Connecting to the Wi-Fi 6 Hybrid Gateway.....3

Connecting via nbn™ 5

Hybrid Fibre Coaxial (HFC).....7

Fibre to the Premises (FTTP).....9

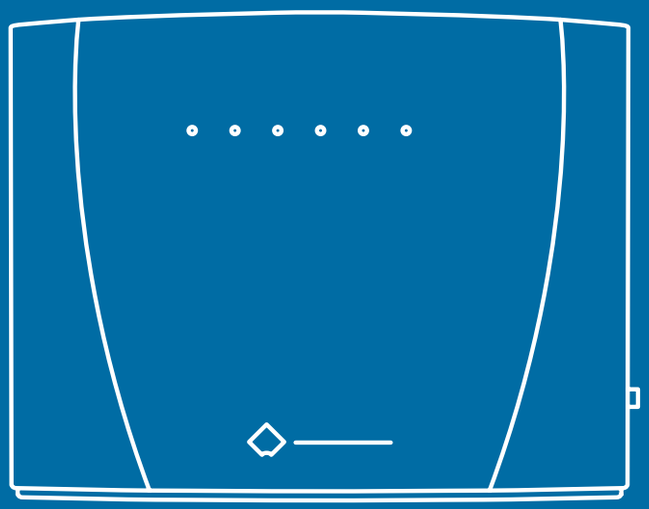
Fibre to the Curb (FTTC).....11

Fibre to the Node (FTTN) and
Fibre to the Building (FTTB) Connections 13

Troubleshooting tips 15

If you are waiting for your nbn™ service to be activated, you can use the mobile network in the meantime.

This Quick Start Guide will show you the basic setup of the Wi-Fi 6 Hybrid Gateway.

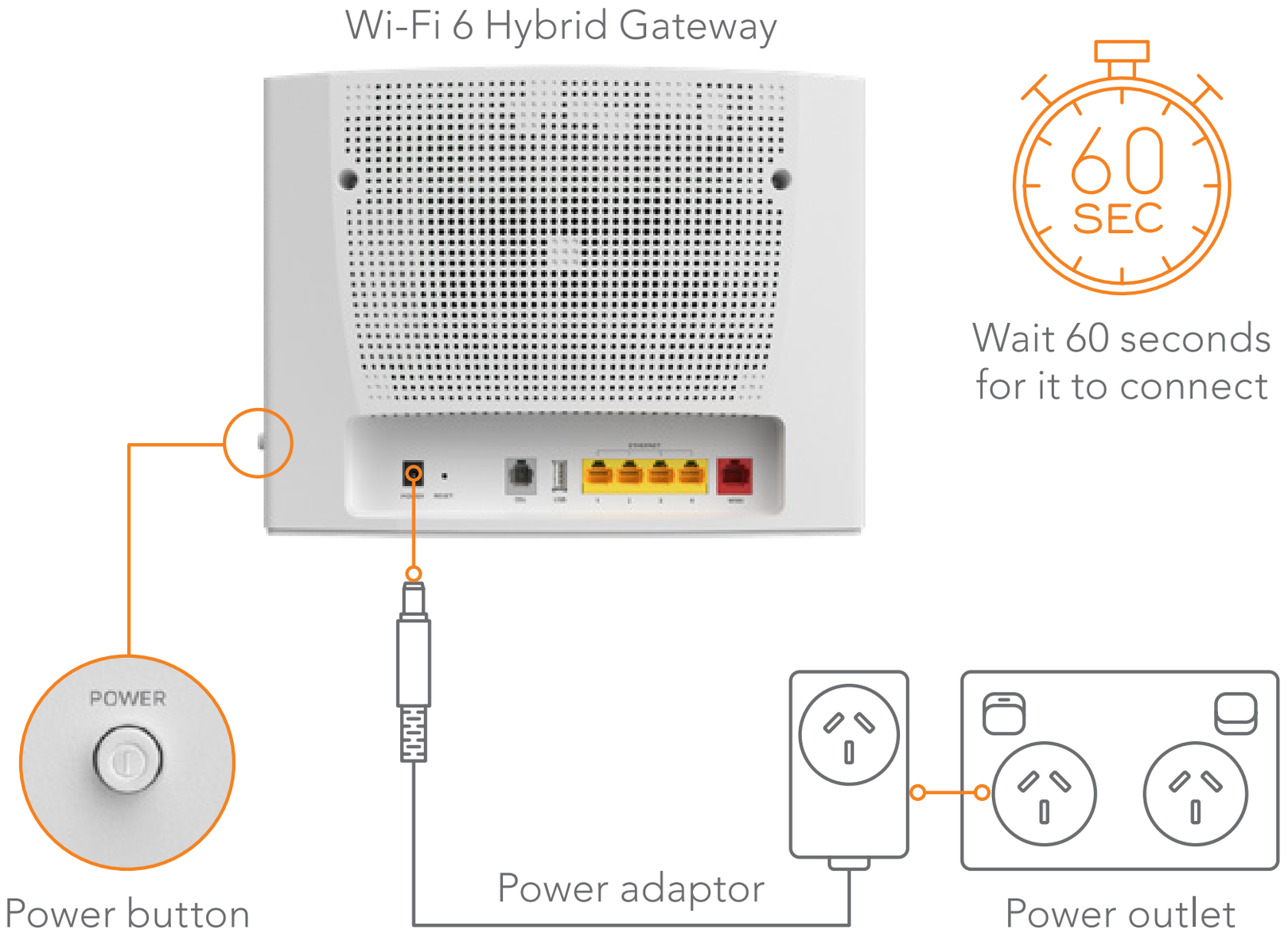


GETTING STARTED

GETTING ONLINE VIA THE MOBILE NETWORK

Get up and running straight away by connecting to a mobile network.

It's as easy as plugging in the **Wi-Fi 6 Hybrid Gateway** and turning it on. When the **INTERNET** light is **solid green**, your internet service is ready to use.



Label

The **Wi-Fi Network Name** and **Wi-Fi Password** are case sensitive

Wi-Fi Security Card

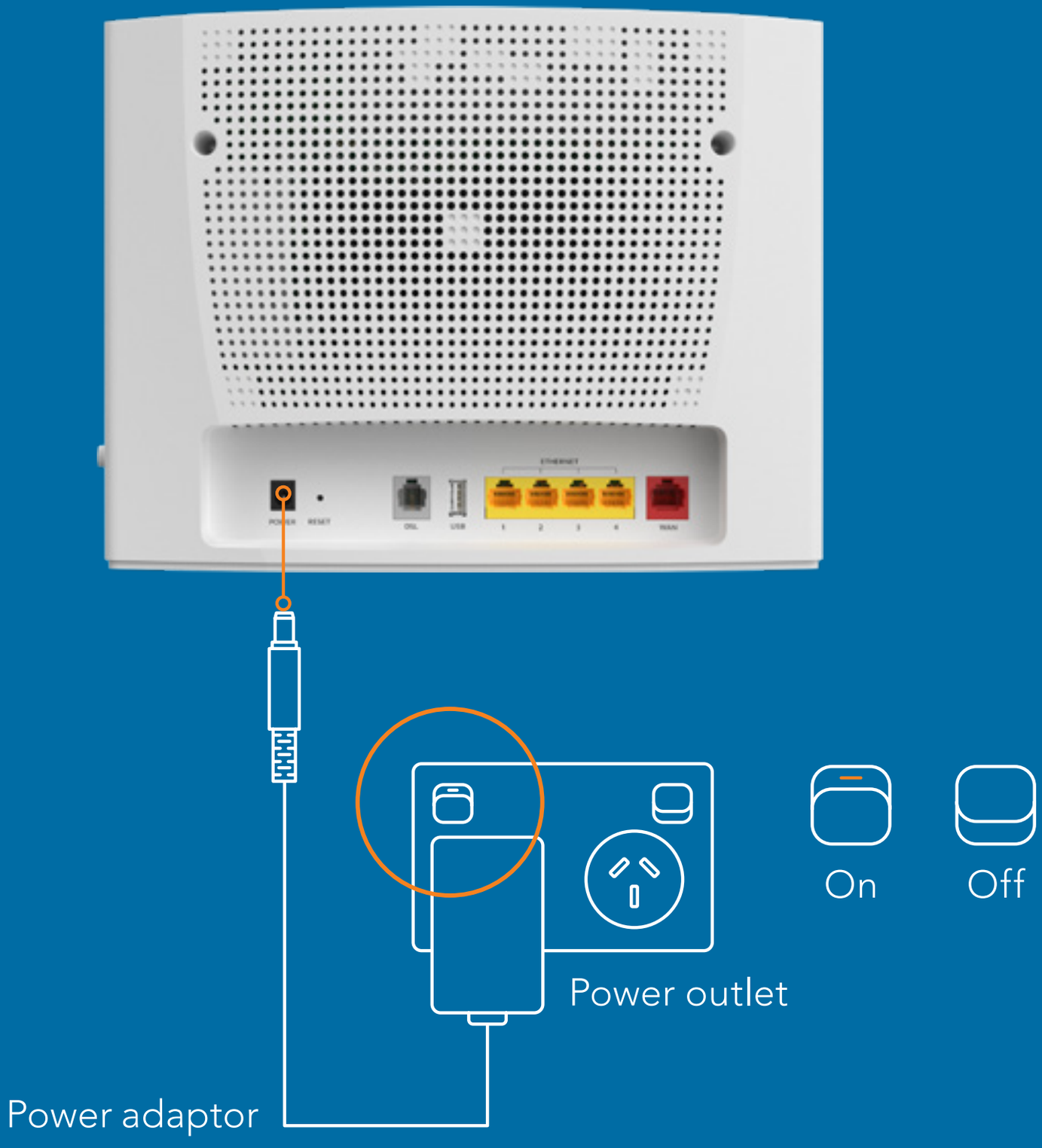
WPS button

CONNECTING TO THE WI-FI 6 HYBRID GATEWAY

There are three ways that you can connect to Wi-Fi.

1. Using your smartphone or tablet camera, scan the **QR code** on the gateway's label or **Wi-Fi Security Card** (example on page 4). Select "**Join Wi-Fi Network**" if prompted.
2. Hold down the **WPS button** on the **Wi-Fi 6 Hybrid Gateway**, then select the **Network Name** from the list on your device or push the **WPS button** on your device to connect password-free.
3. Perform a **manual network scan** from your device and select the gateway's **network name**, then enter the **Wi-Fi Password**. This information can be found on the **Wi-Fi 6 Hybrid Gateway's label** (example on page 4) and on the included **Wi-Fi Security Card**.

Wi-Fi 6 Hybrid Gateway



CONNECTING VIA NBN™

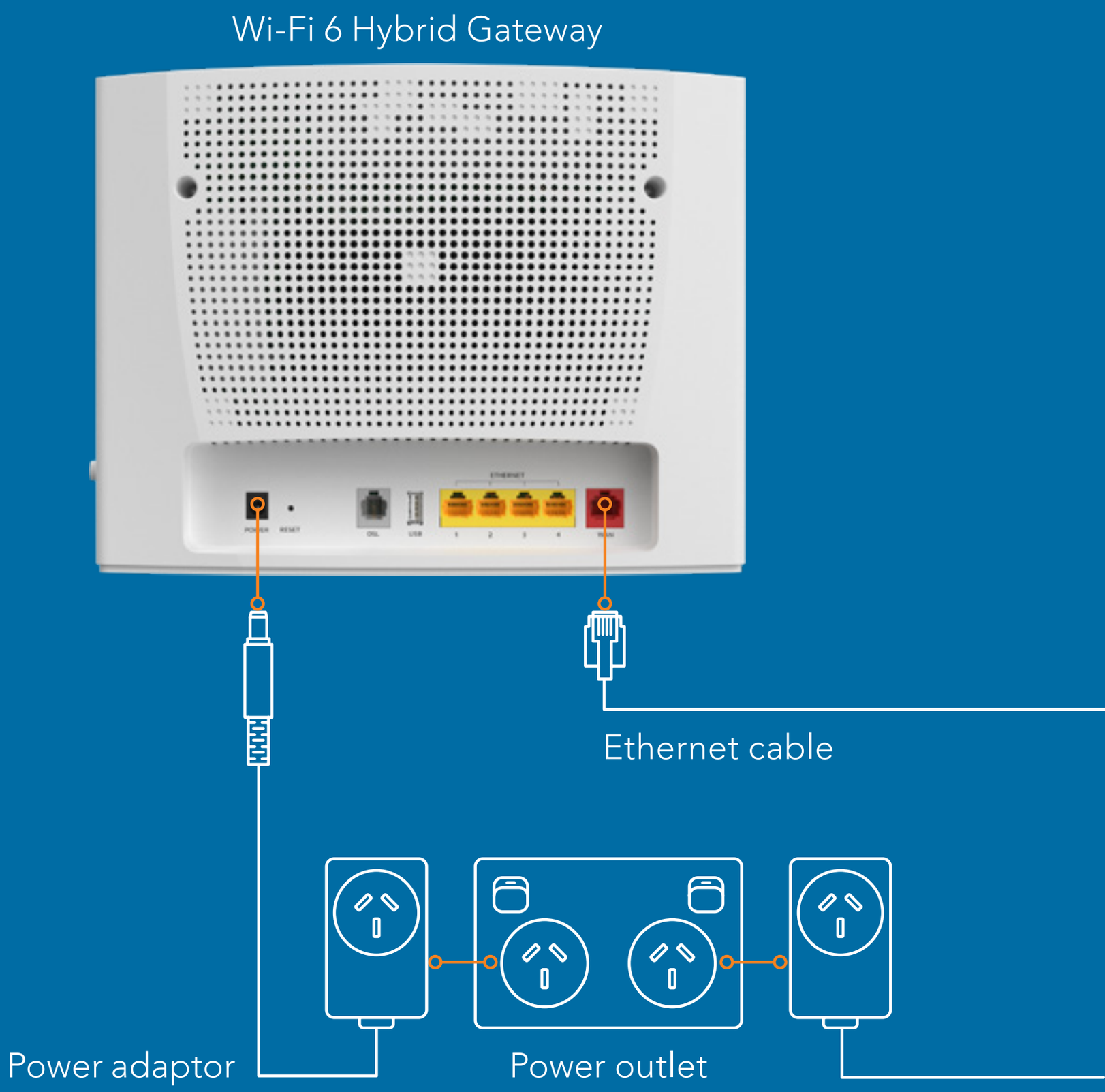
Your **nbn™** retail service provider will contact you when your service is activated. You can set up your gateway before this time, if you have the required **nbn™** hardware.

Once your service is activated, it's time to complete the set-up of your **Wi-Fi 6 Hybrid Gateway**.

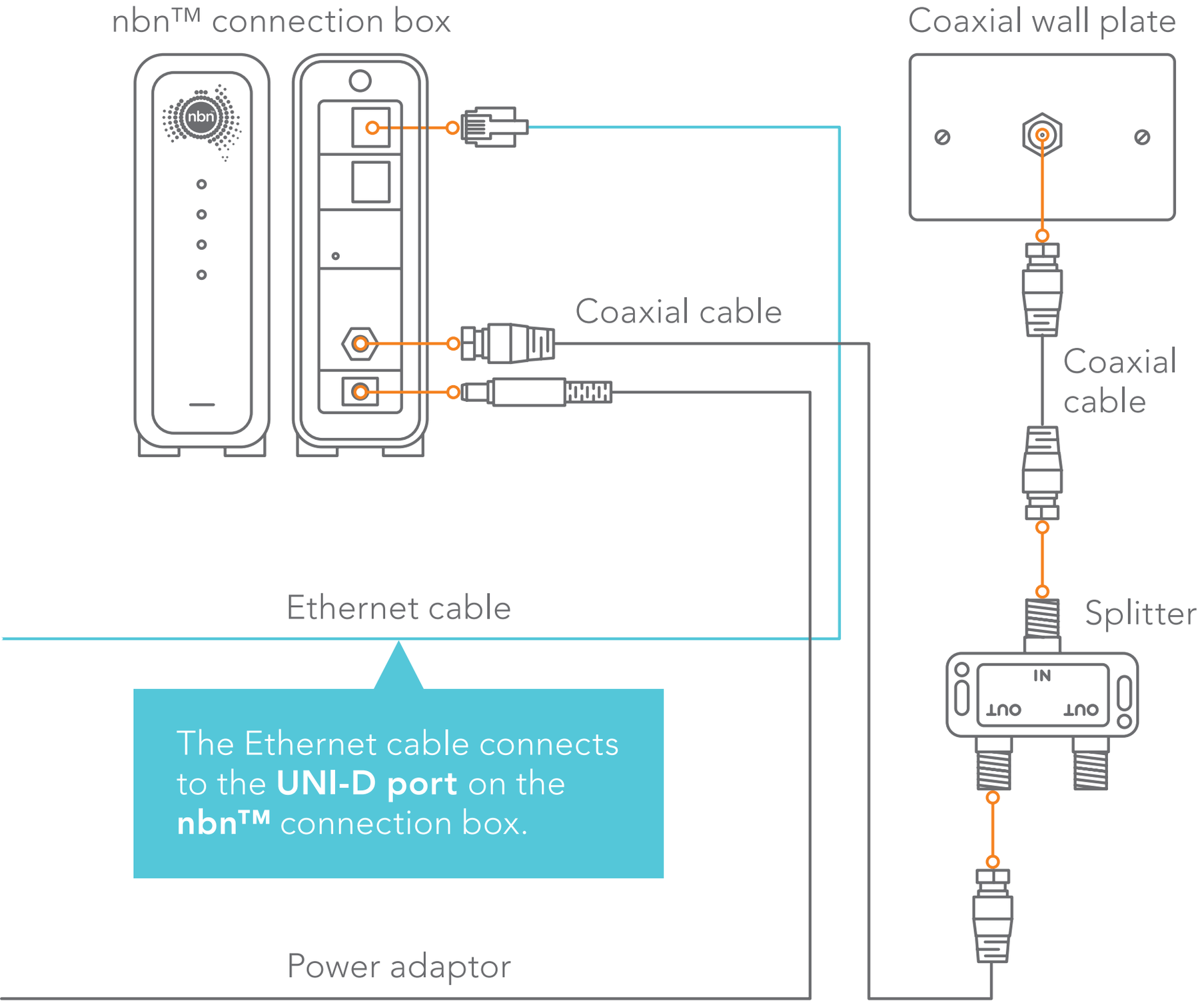
Your **retail service provider** generally confirms your technology type in your **order confirmation email**.

You can also check this at **www.nbnco.com.au**

1. Turn off your **Wi-Fi 6 Hybrid Gateway** at the power outlet.
2. Follow the set-up instructions on the following pages for your **nbn™** technology type.
3. You can then switch the **Wi-Fi 6 Hybrid Gateway** back on at the **power outlet**. When the **INTERNET** light is **solid green**, your nbn™ service is ready to use.

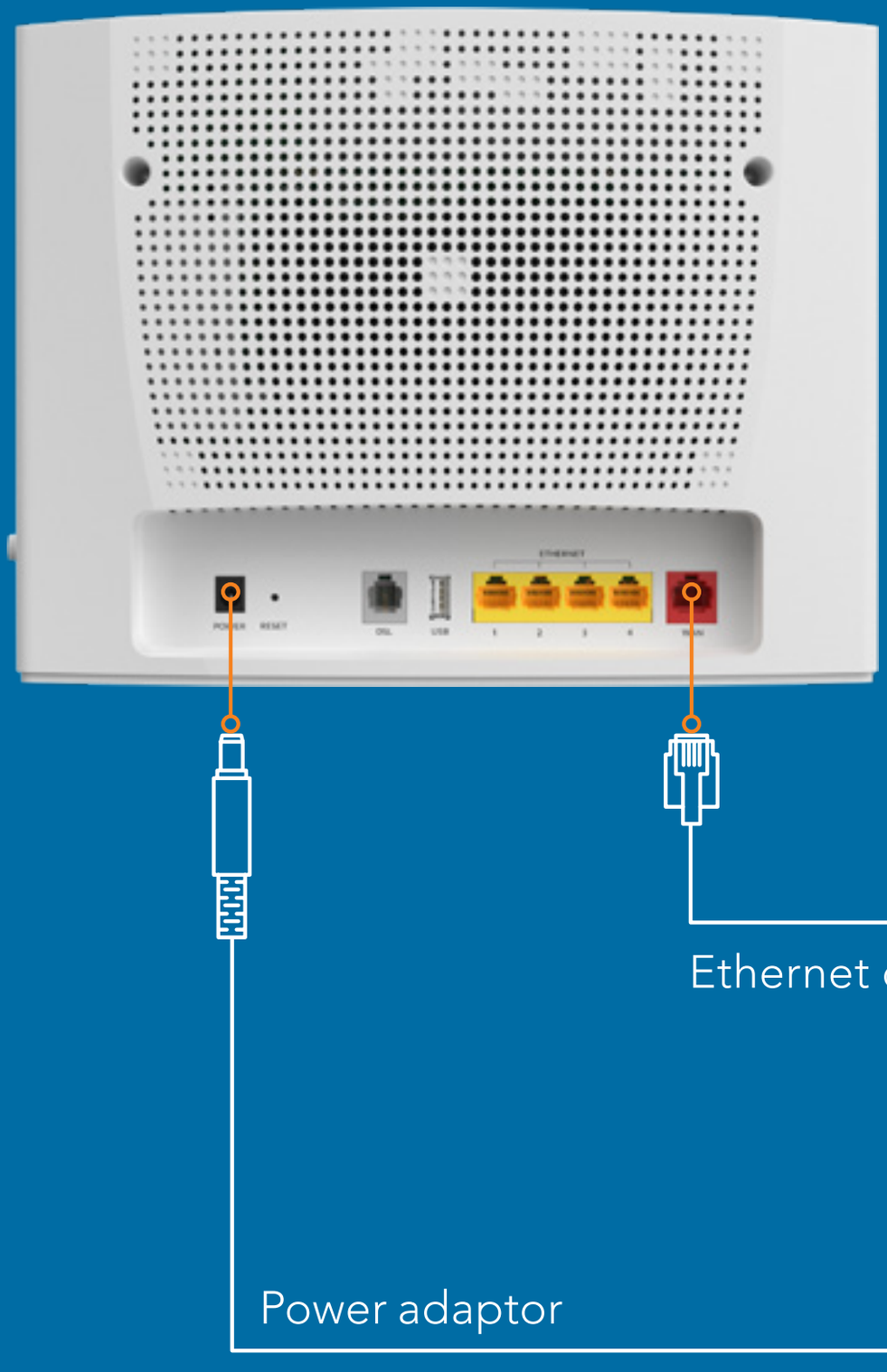

Wi-Fi 6 Hybrid Gateway
Ethernet cable
Power adaptor
Power outlet

HYBRID FIBRE COAXIAL (HFC)



The Ethernet cable connects to the **UNI-D port** on the **nbn™** connection box.

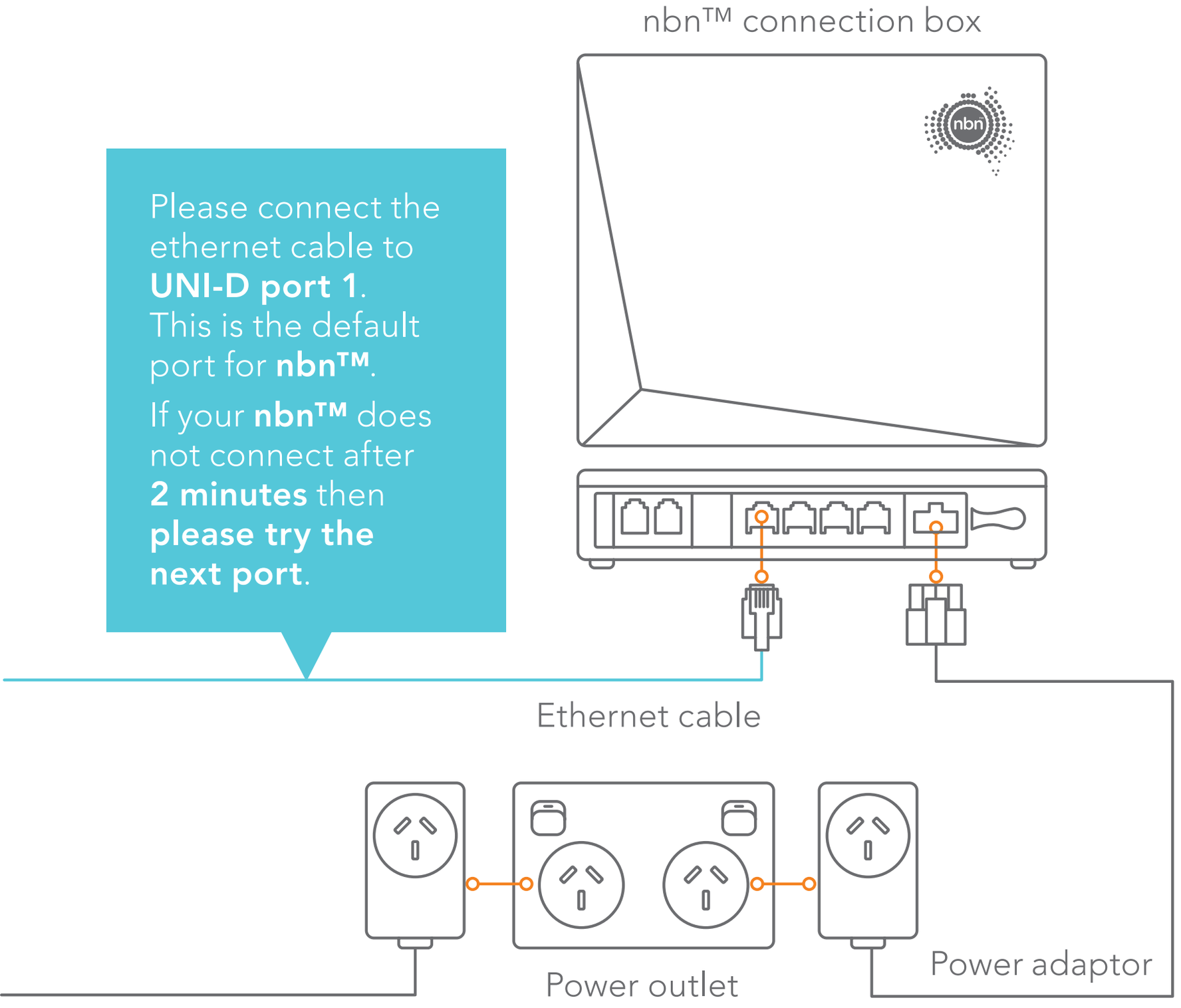
Wi-Fi 6 Hybrid Gateway



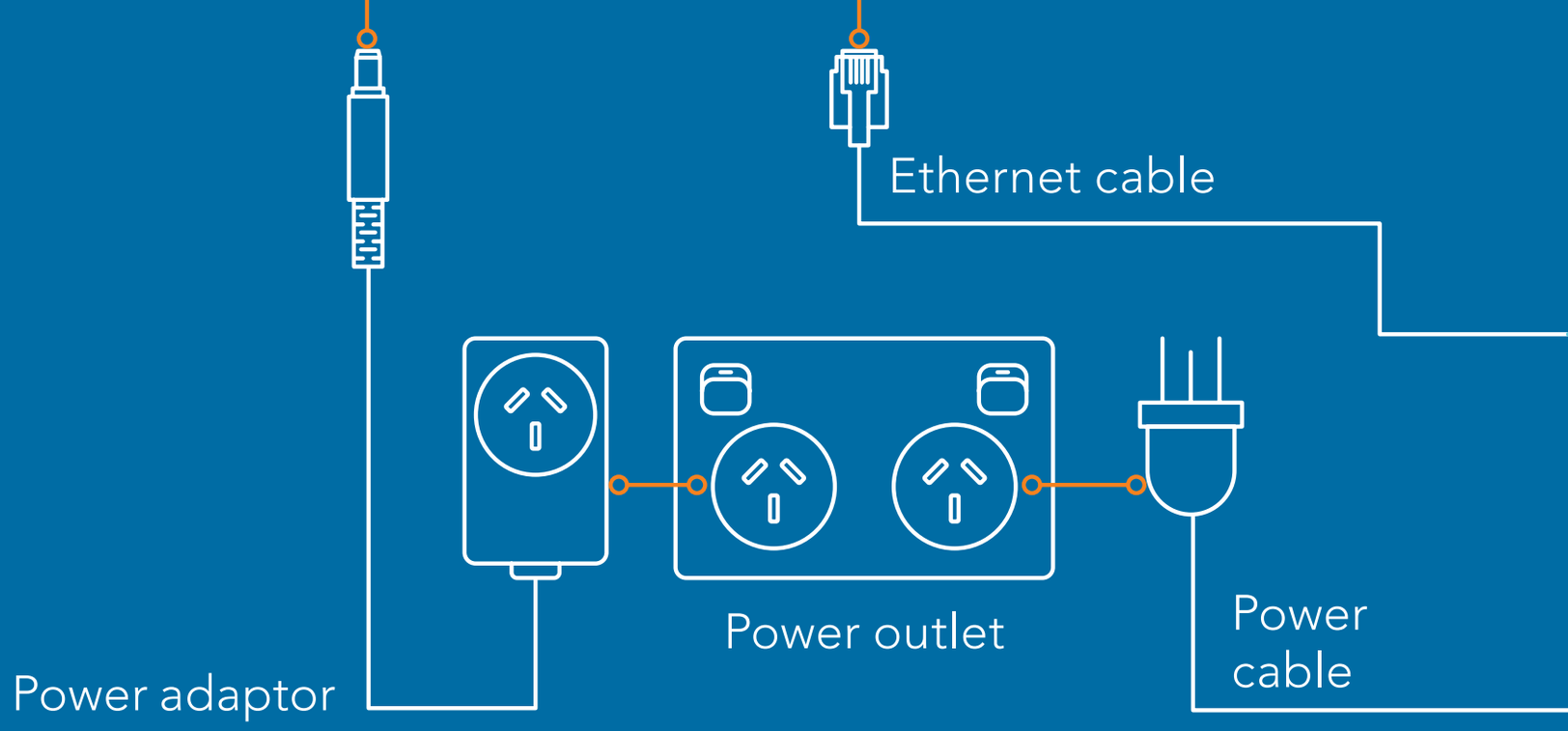
Ethernet cable

Power adaptor

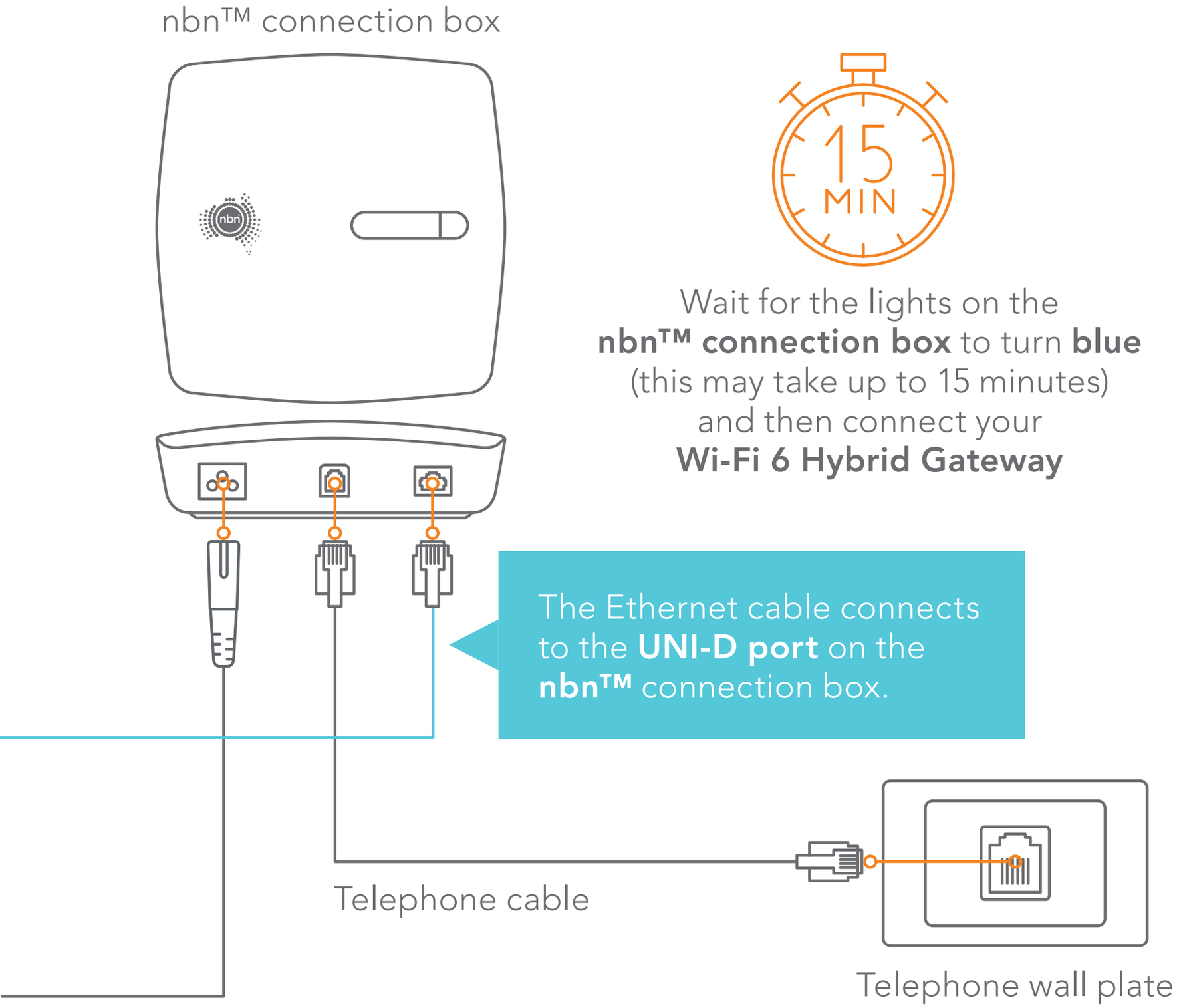
FIBRE TO THE PREMISES (FTTP)



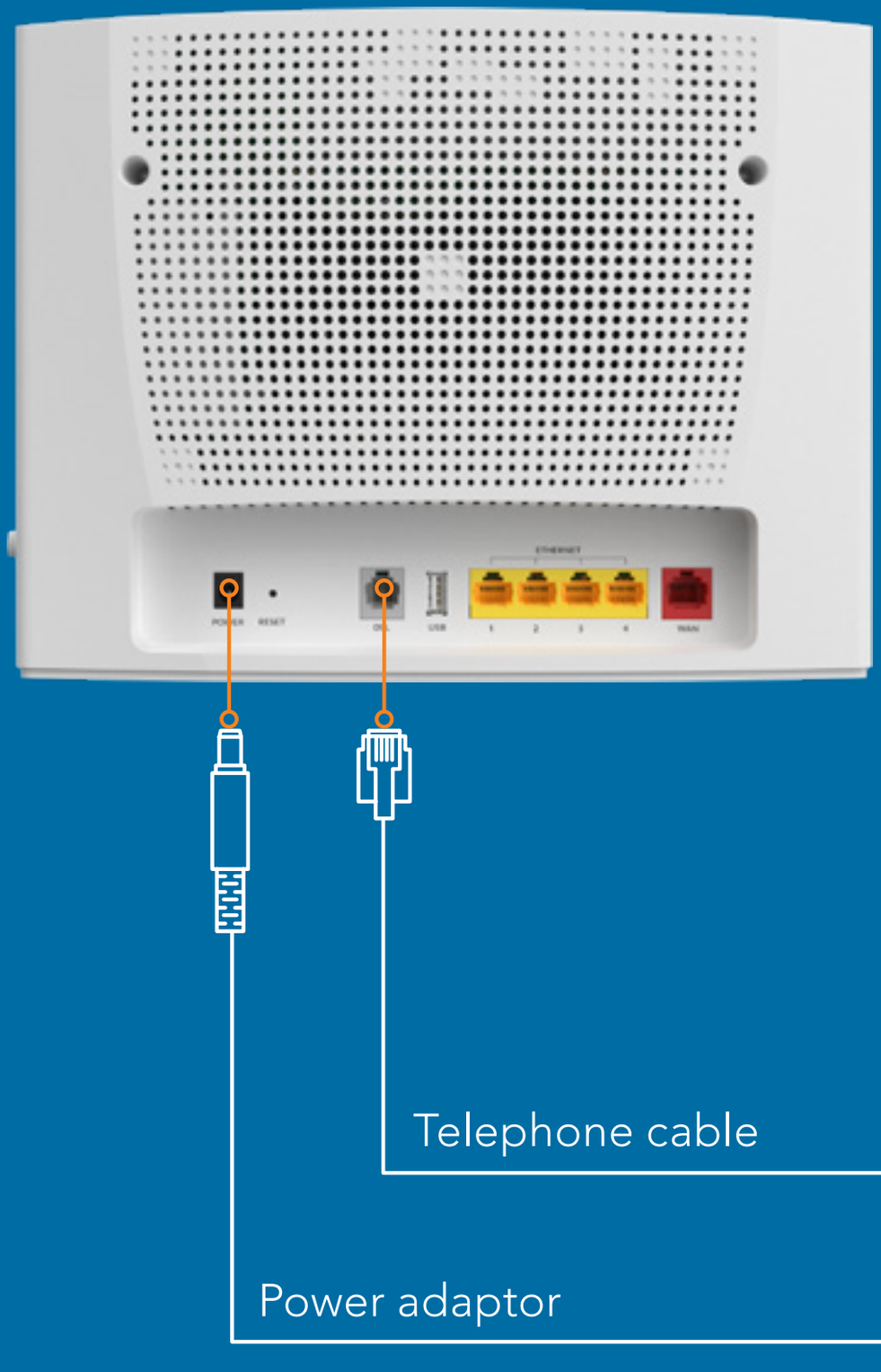
Wi-Fi 6 Hybrid Gateway



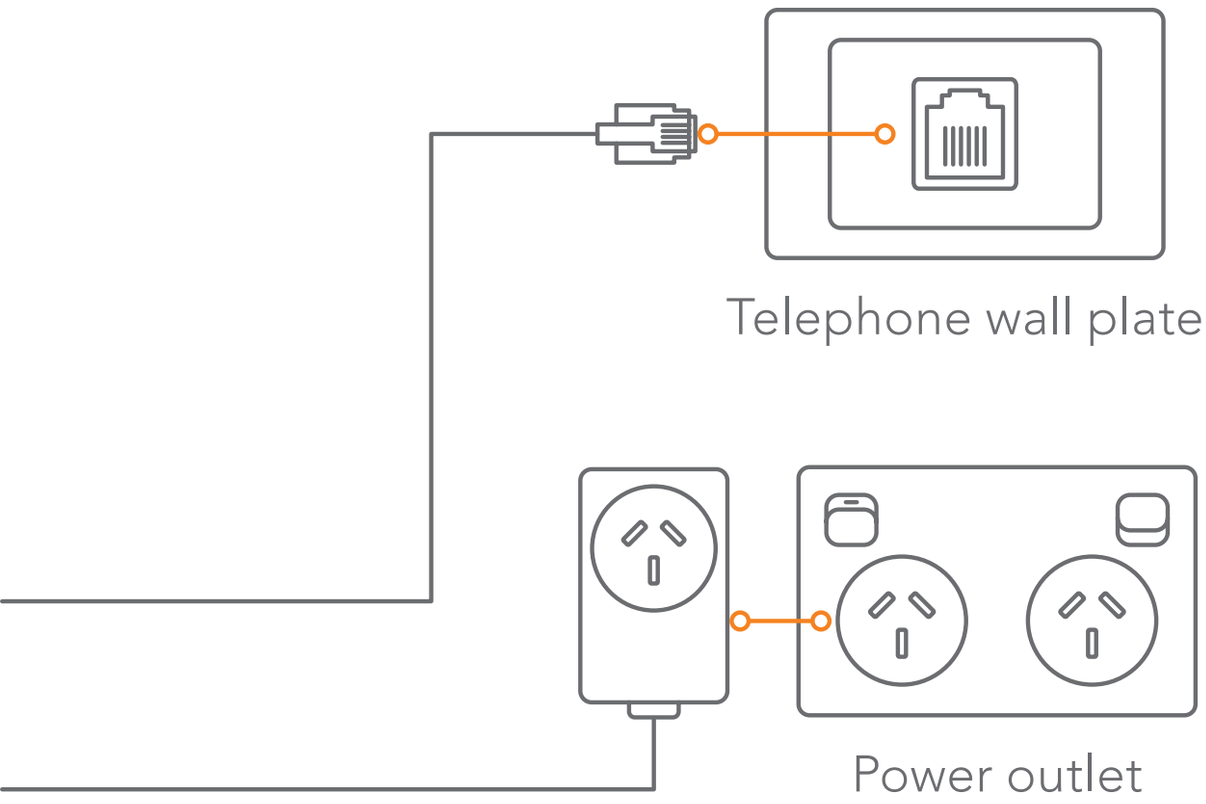
FIBRE TO THE CURB (FTTC)



Wi-Fi 6 Hybrid Gateway



FIBRE TO THE NODE (FTTN) AND FIBRE TO THE BUILDING (FTTB) CONNECTIONS



Wi-Fi 6 Hybrid Gateway

TROUBLESHOOTING TIPS

If you are experiencing difficulties with your internet connection, please try the following:

1. Power the gateway off.
2. Check that the cables have been plugged in correctly.
3. After 2 minutes, power on the gateway again.
4. Wait for the **INTERNET** light to turn **solid green**.
   In some instances it may take up to 20 minutes for your internet service to work.

SOURCE CODE - GNU General Public License
This product includes software code that is subject to the GNU General Public License ("GPL") or GNU Lesser General Public License ("LGPL"). This code is subject to the copyrights of one or more authors and is distributed without any warranty.
A copy of this software can be obtained by contacting NetComm.

NetComm | casa systems

NetComm Wireless Limited is part of Casa Systems, Inc.
Casa Systems, the future of NetComm

AU

ANZ HEAD OFFICE
SYDNEY

Casa Systems Inc.
18-20 Orion Road, Lane Cove
NSW 2066, Sydney
Australia | +61 2 9424 2070

www.netcomm.com

US

CORPORATE HEADQUARTERS
ANDOVER

Casa Systems Inc.
100 Old River Road,
Andover, MA 01810
USA | +1 978 688 6706

www.casa-systems.com

MPRT-00087-000_QSG NL20_120x120mm_Rev 2