

Firmware Installation Guide

NF18ACV – VDSL/ADSL2+ Dual Band AC1600 Gigabit Gateway with VoIP



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Note – This document is subject to change without notice.

Document history

This document covers the following product:

NetComm Wireless NF18ACV – VDSL/ADSL2+ Dual Band AC1600 Gigabit Gateway with VoIP

VER.	DOCUMENT DESCRIPTION	DATE
v1.0	Initial document release	20 September 2021

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Upgrade Instructions – NC2 Firmware

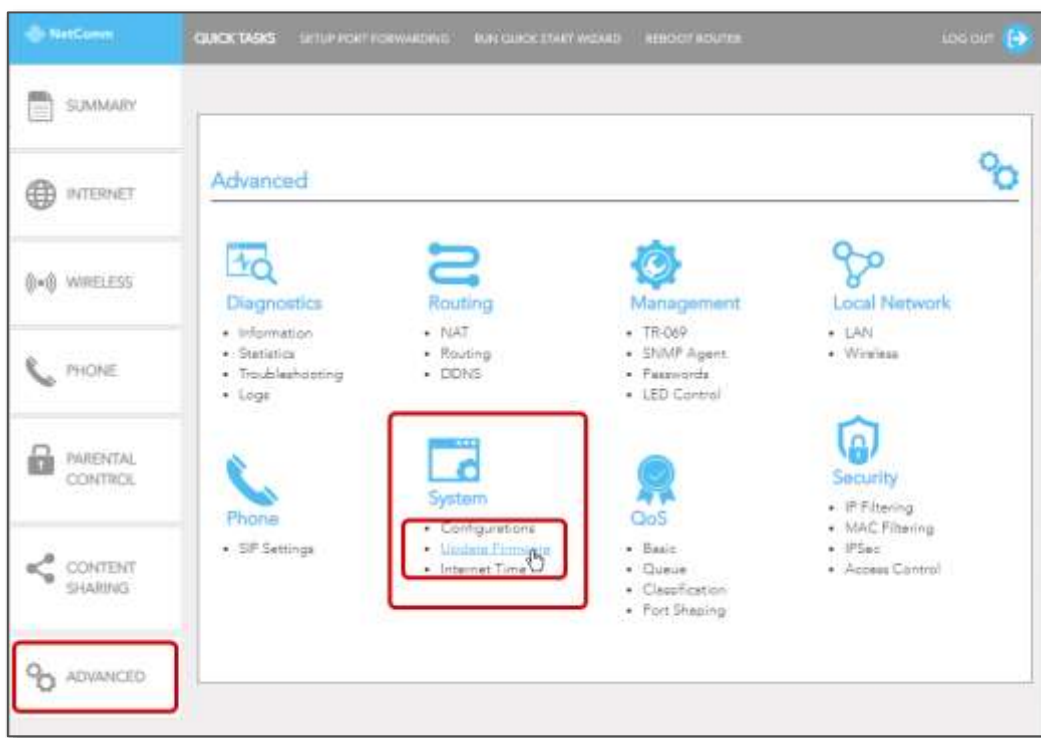
This procedure outlines the steps to take when upgrading from firmware versions with NF18ACV-**NC2**- prefix (for example NF18ACV-**NC2**-R6B013) to a more recent **NC2**- firmware version.



Note – For detailed instructions on upgrading from earlier versions of the firmware (specifically R6B013 or R6B016) to a more recent **NC2**- firmware version of the NF18ACV firmware, refer to the **Upgrade Instructions – Earlier Firmware** section of this guide, see below.

Upgrade Process

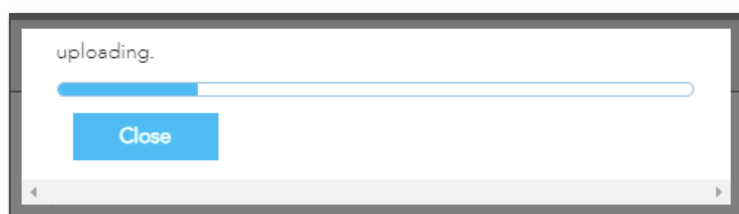
- 1 Connect the supplied RJ45 Ethernet cable from one of the Ethernet Ports on the back of the device to your computer.
- 2 Connect the supplied power adapter to your router and press the on/off button to power the router on.
- 3 Allow 60 – 90 seconds for the NF18ACV to power up.
- 4 Open a web browser (e.g. Chrome, Safari, etc) and type <http://192.168.20.1> into the address bar and press **Enter**.
- 5 At the login screen, type **admin** into both the **Username** and the **Password** fields and click **OK**.
- 6 Select **Advanced** and then go to the **System** group and select the **Update Firmware** link.



- 7 In the **Update Firmware** page click the **Choose File** button and locate and load the firmware file..



- 1 The filename, **NF18ACV-NC2-R6B0XX.EN_upgrade**, will appear to the right of the **Choose File** button. Check that this is the firmware version you want and click the U
- 2 Click the **Update Firmware** button to proceed.
- 3 The process will take a few minutes until the router reboots itself.
During this time the following message appears:



- 4 Once the upgrade is done, the new user interface will display and you will be asked to log in.

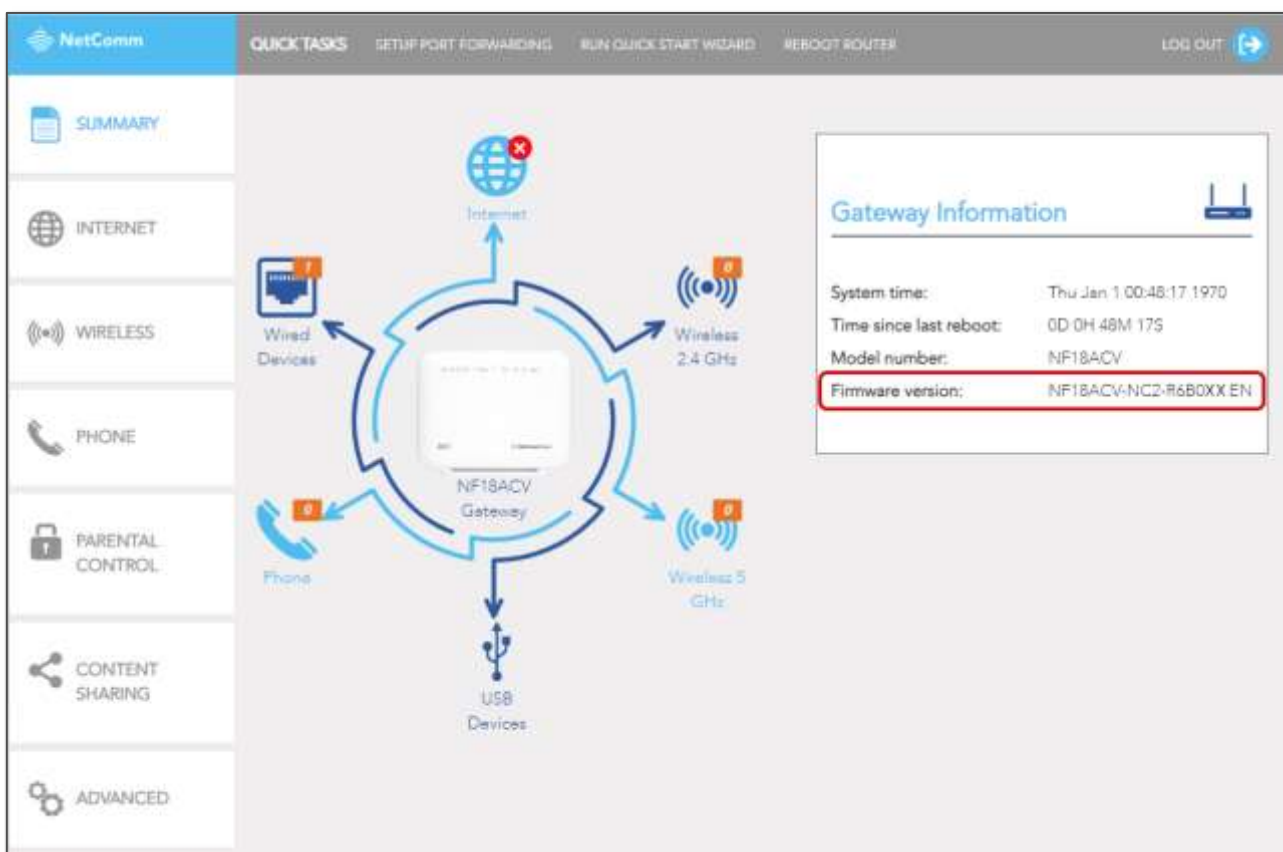


- 5 Type **admin** into both the **Username** and the **Password** fields and click the **Login >** button.
- 6 The **Setup Wizard** start page will display.



- ☞ If you had previously configured your router and are happy with its settings and performance, click the **No, skip to main menu** button.
- ☞ If you have not previously set up the gateway, we recommend that you click the **Yes start the setup wizard** button.

7 The **Summary** page on the main menu will be displayed.



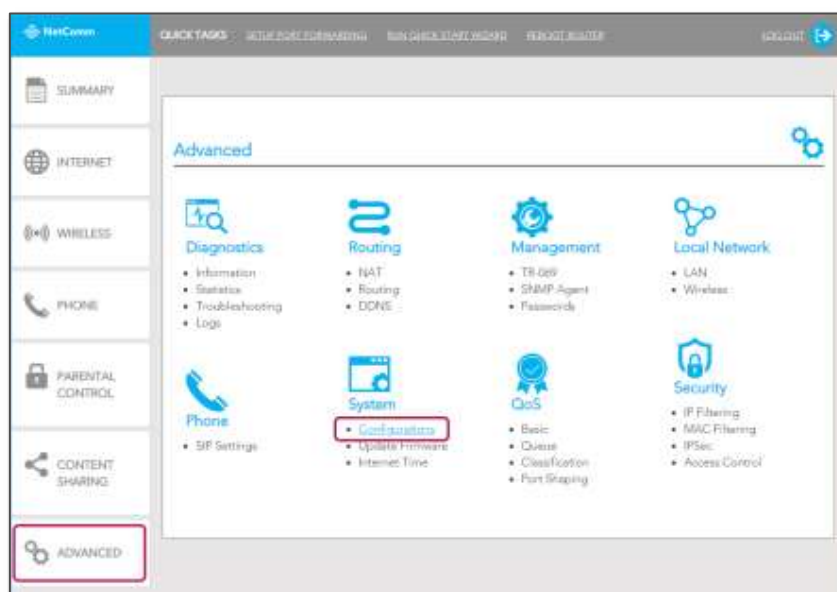
- 8 If **Gateway information** is not showing, click on the **NF18ACV Gateway** icon in the center of the network diagram.
- 9 In the **Gateway information** check that the Firmware version is the version you selected to be installed: **NF18ACV-NC2-R6B0XX.EN**

Note – You may encounter problems if you do not factory reset the router. Where possible, we recommend resetting the router to the factory default settings after the firmware upgrade to ensure that it functions correctly.



Warning: Factory reset will erase all stored configuration, please ensure you have internet settings from your ISP to reconfigure the device. Follow Quick Setup Guide on our website to reconfigure the gateway.

- 1 To **Factory Reset** the device Click **Advanced** in the main menu on the left to open the **Advanced** settings page, then click the **Configurations** link in the **System** group.



- 2 The **System Settings** page opens.



- 3 Select **Factory Reset** and then click the **Restore Default Settings** button.
- 4 A message confirming that you are sure you want to restore factory settings is displayed. Click the **OK** button.
- 5 The browser will close the NF18ACV-NC2 webpage and display the following message:



- 6 Re-open the browser, type <http://192.168.20.1> into the address bar and press **Enter**.
- 7 At the login screen, type **admin** into both the Username and the Password fields and click **OK**.

The NF18ACV-NC2 webpage will open with the gateway running on its default settings.

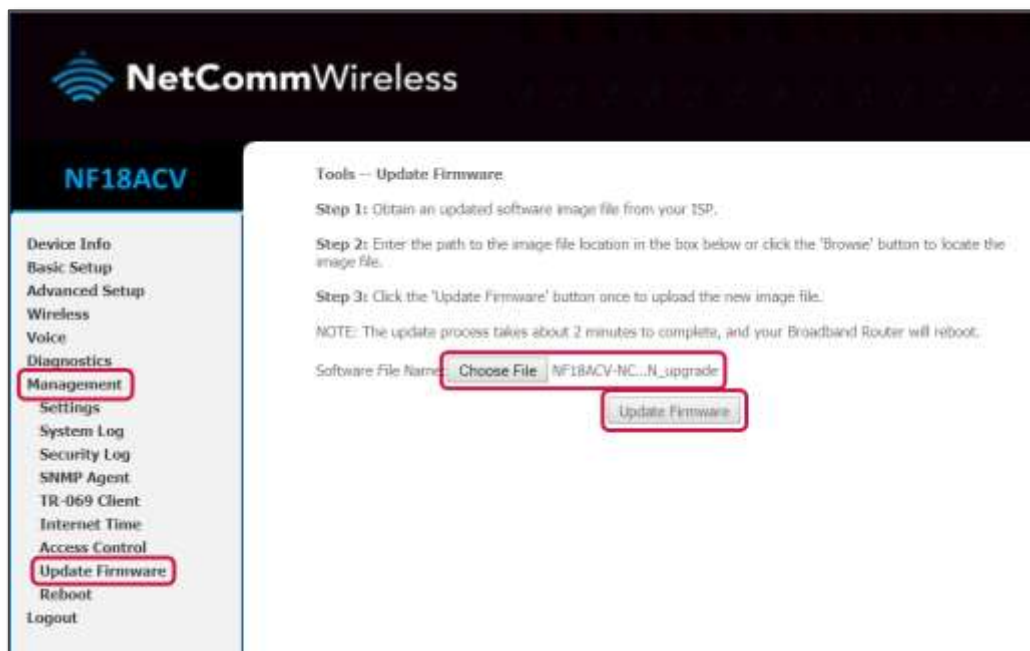
Upgrade instructions – Early firmware

This procedure outlines the steps to take when upgrading from an earlier firmware version, specifically R6B016 or earlier, to a more recent **NC2**- version of the firmware. These versions of firmware featured a very different interface as seen in the screenshots later in this section.

In this example we describe updating to NC2-R6B023 but this procedure can be used for all future **NC2**- version firmware.

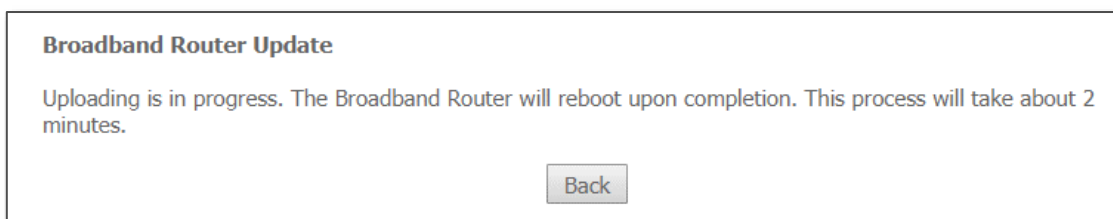
Upgrade Process

- 1 Connect the supplied RJ45 Ethernet cable from one of the Ethernet Ports on the back of the device to your computer.
- 2 Connect the supplied power adapter to your router and press the on/off button to power the router on.
- 3 Allow 60 – 90 seconds for the NF18ACV to power up.
- 4 Open a web browser (e.g. Chrome, Safari, etc) and type <http://192.168.20.1> into the address bar and press **Enter**.
- 5 At the login screen, type **admin** into both the **Username** and the **Password** fields and click **OK**.
- 6 Select **Management** and then **Update Firmware** from the menu on the left side of the screen. Select **Browse / Choose File** to locate and load the firmware (**NF18ACV-NC2-R6B023.EN_upgrade**)



- 7 Click the **Update Firmware** button to proceed.
- 8 The process will take a few minutes until the router reboots itself.


During this time the following message appears:





- 9 Once the upgrade is done, the new user interface will display and you will be asked to log in.

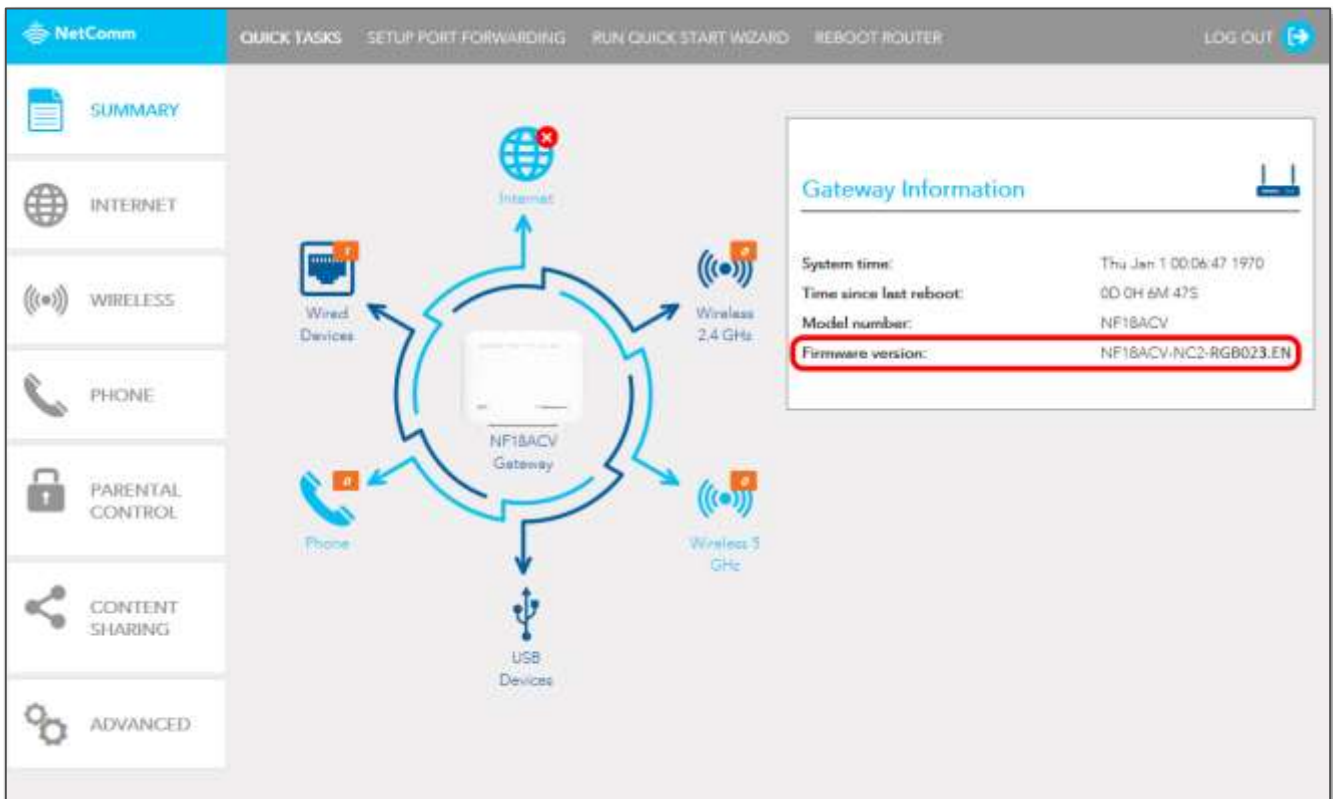
The image shows the NetComm login interface. At the top is the NetComm logo. Below it, the text "LOGIN TO YOUR DEVICE" is displayed. There are two input fields: "Username:" and "Password:". The "Username:" field contains the text "admin". The "Password:" field contains six asterisks "*****". To the right of these fields is a blue button with the text "Login >".

- 10 Type **admin** into both the **Username** and the **Password** fields and click the **Login >** button.
- 11 The **Setup Wizard** start page will display.

The image shows the NetComm Setup Wizard start page. At the top is the NetComm logo. Below it, the text "THANK YOU FOR PURCHASING A NETCOMM WIRELESS GATEWAY." is displayed. Below this, a paragraph states: "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](#)." Below this paragraph is the question "Would you like to use the first time Setup Wizard?". At the bottom right, there are two buttons: "Yes, start the setup wizard" and "No, skip to main menu".

-  If you had previously configured your router and are happy with its settings and performance, click the **No, skip to main menu** button.
-  If you have not previously set up the gateway, we recommend that you click the **Yes start the setup wizard** button.

12 The **Summary** page on the main menu will be displayed.



13 If **Gateway information** is not showing, click on the **NF18ACV Gateway** icon in the center of the network diagram.

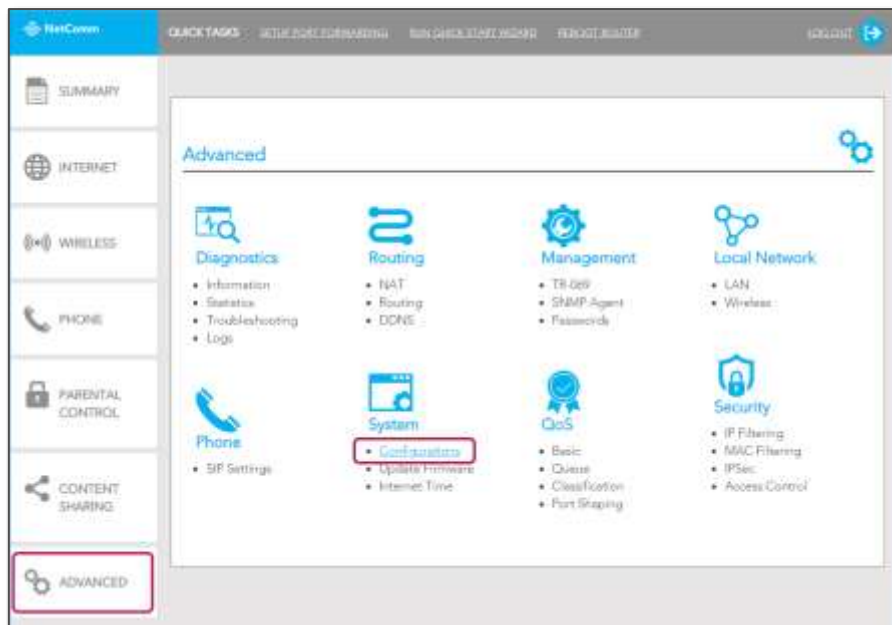
14 In the **Gateway information** check that the Firmware version is **NF18ACV-NC2-R6B023.EN**

Note – You must reset the router to the factory default settings after the firmware upgrade to ensure that it functions correctly.

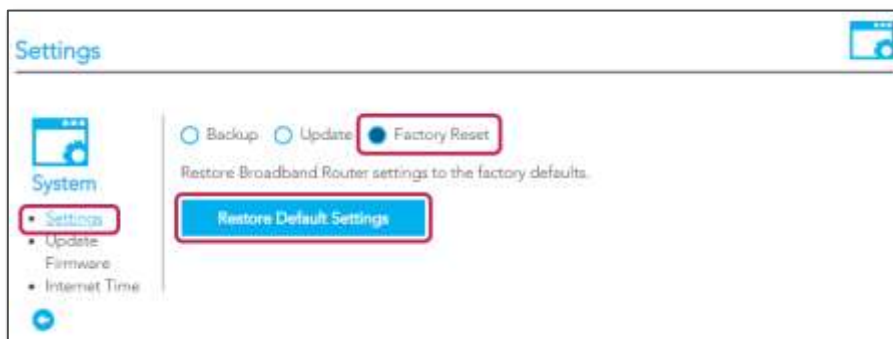


Warning: Factory reset will erase all stored configuration, please ensure you have internet settings from your ISP to reconfigure the device. Follow Quick Setup Guide on our website to reconfigure the gateway.

- 15 To **Factory Reset** the device Click **Advanced** in the main menu on the left to open the **Advanced** settings page, then click the **Configurations** link in the **System** group.



- 16 The **System Settings** page opens.



- 17 Select **Factory Reset** and then click the **Restore Default Settings** button.
 - 18 A message confirming that you are sure you want to restore factory settings is displayed. Click the **OK** button.
- The browser will close the NF18ACV-NC2 webpage and display the following message:



- 19 Reopen the browser, type <http://192.168.20.1> into the address bar and press **Enter**.

- 20 At the login screen, type **admin** into both the Username and the Password fields and click **OK**.
The NF18ACV-NC2 webpage will open with the gateway running on its default settings.