

# Netcomm NF18ACV

This page will go through some quick troubleshooting tips as well as ways to optimise the use of your router.

**For optimal performance of your internet service Leaptel recommend connecting devices directly to the router via an ethernet cable. Data intensive devices such as TV can effect Wi-Fi performance on other devices if they use Wi-Fi rather than ethernet cables for connection.**

## Optimising Wi-Fi Performance

**Wi-Fi speeds are not covered by our speed guarantee**

### Placement

Where you position your router can have a dramatic impact on your Wi-Fi performance. Wi-Fi works best when the router is in an open space and not near other electronic devices. Routers should not be placed in metal cabinets or shelving as this can lead to poor performance. You should consider what locations you mostly use Wi-Fi in and try and have the router at or near to those locations. You may need to have internal cabling installed to position your router in an optimal position.

### W-Fi Signals

Wi-Fi signals degrade significantly when they go through any sort of barrier, walls, doors, furniture, people etc. Different materials affect the strength of the signal in different ways. The further the signal travels through an object, the more it degrades and the slower your Wi-Fi speed will be.

### Wi-Fi Networks

The NetComm NF18 has two Wi-Fi networks that will both work with your connection. The 2.4GHz network is an older technology that has a slower speed, but can travel further. The 5GHz network is a faster connection, but as it is a higher frequency, has a smaller effective range. Wi-Fi networks can experience interference from other Wi-Fi networks or other devices in the area that operate on the same frequencies. Your Wi-Fi settings can be changed, but we recommend looking at the guides NetComm have published on their website - [support.netcommwireless.com](http://support.netcommwireless.com)

Wifi Network	Range	Speed
2.4 GHz	Larger	Slower
5 GHz	Smaller	Faster

## Contact Us

### By Phone

**1300 205 327**  
 9am-9pm Mon-Fri  
 9am-7pm Sat & Sun  
 Times are Melbourne local time.



### Online

**leaptel.com.au**  
 9am-9pm Mon-Fri  
 9am-7pm Sat & Sun  
 Times are Melbourne local time.



### Public Holiday Hours

Australian Public Holidays: Closed  
 Victorian Public Holiday: Weekend Hours

### By Email

[support@leaptel.com.au](mailto:support@leaptel.com.au)



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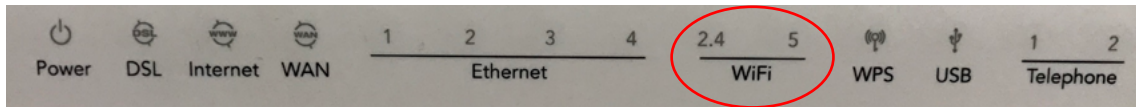
Please do not use the reset button on the back of the router unless directed to by Tech Support.

The reset button reverts the router back to default settings, breaking your connection. If you press the reset button the router will need to be reconfigured. If you are wanting to restart the connection, please only turn the router off and back on again with the power button.

## Troubleshooting

### Cannot connect to a Wi-Fi network

Take a look at your router, are the 2.4G & 5G light on or flashing? If not, you will need to log into your router and turn on the Wi-Fi networks. Once the lights are on, try connecting and it should work.



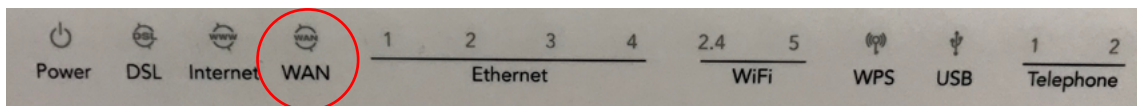
### Wi-Fi networks have disappeared

If you cannot see the "LeapTel" networks, do you see a "NetComm \*\*\*\*" network? This means the router has been reset and will need to be set up again. Please contact Support.

### WAN light not on

*For LBNCo, NBN Fibre to the Premise, NBN Fixed Wireless, NBN HFC & Opticomm only*

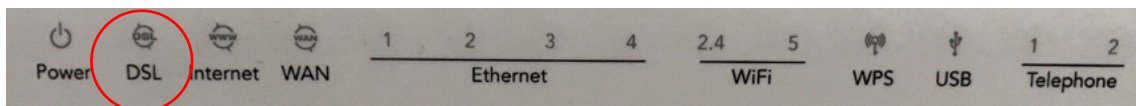
If your WAN light is not on this means that either the router is not connected properly or the Opticomm/LBNCo/NBN device is not switched on. Please double check how it is connected and if it does not light up please call Support. Your internet light will also be off if the WAN light is off.



### DSL light not on or flashing

*For ADSL and NBN Fibre to the Node only*

If the DSL light is not on then this means either the router is not connected properly or there is a fault with either the router or the service. If the DSL light is flashing, this means it is trying to obtain sync once this light goes solid then it is synced and the internet light should come on. If the DSL continues to flash or flashes and then turns off, means that there is possibly a fault with either the router or the service. If the DSL light is not going solid, please contact Support.



### Internet light is red

If the internet light is red, this means that your connection is likely not authenticating, please contact Support

