

Wi-Fi 7 BE6400 GATEWAY WITH VDSL AND VOICE

NF71

Quick Start Guide



NetComm



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GETTING STARTED

Download the Aurora app

Configuring your Gateway and finding the best place for your Satellite is easy using the Aurora app. Follow the on-screen instructions to set up your Gateway.



Get it on the **App Store** or **Google Play**.

Can't scan the QR code?

Click on the link <https://qr.netcomm.com/m/aurora>, to download the app.



PRE-CONFIGURED?

If you received your Gateway from your service provider and they have provided you with their own instructions, refer to those to complete the setup. In some cases, the Gateway has been pre-configured for you and is ready to use. Otherwise, you will need to complete the setup yourself.

CONFIGURING YOUR GATEWAY

Before you begin

Ensure that you have the following information from your service provider:

- › How your **Internet service** will physically connect to your Gateway
- › The **Settings** specific to your type of service.

There are two ways to connect your Gateway to the Internet service:

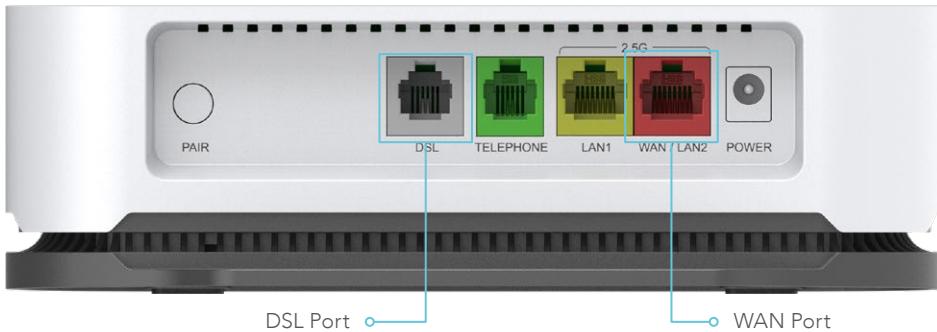
Ethernet WAN

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

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

VDSL

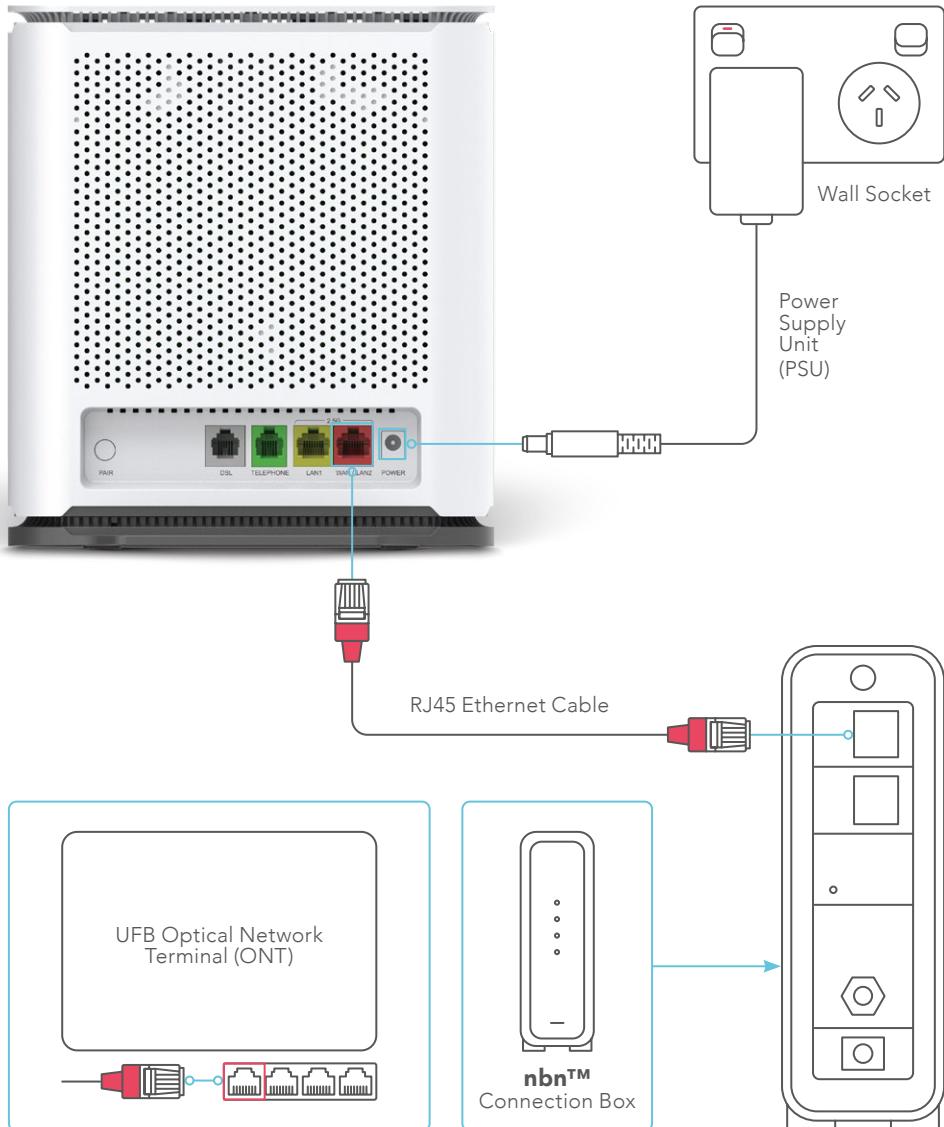
These access types are provided by **nbn™ FTTB, FTTN** or **VDSL** over a traditional telephone line. This connection uses the **grey DSL port** on the back of the Gateway.



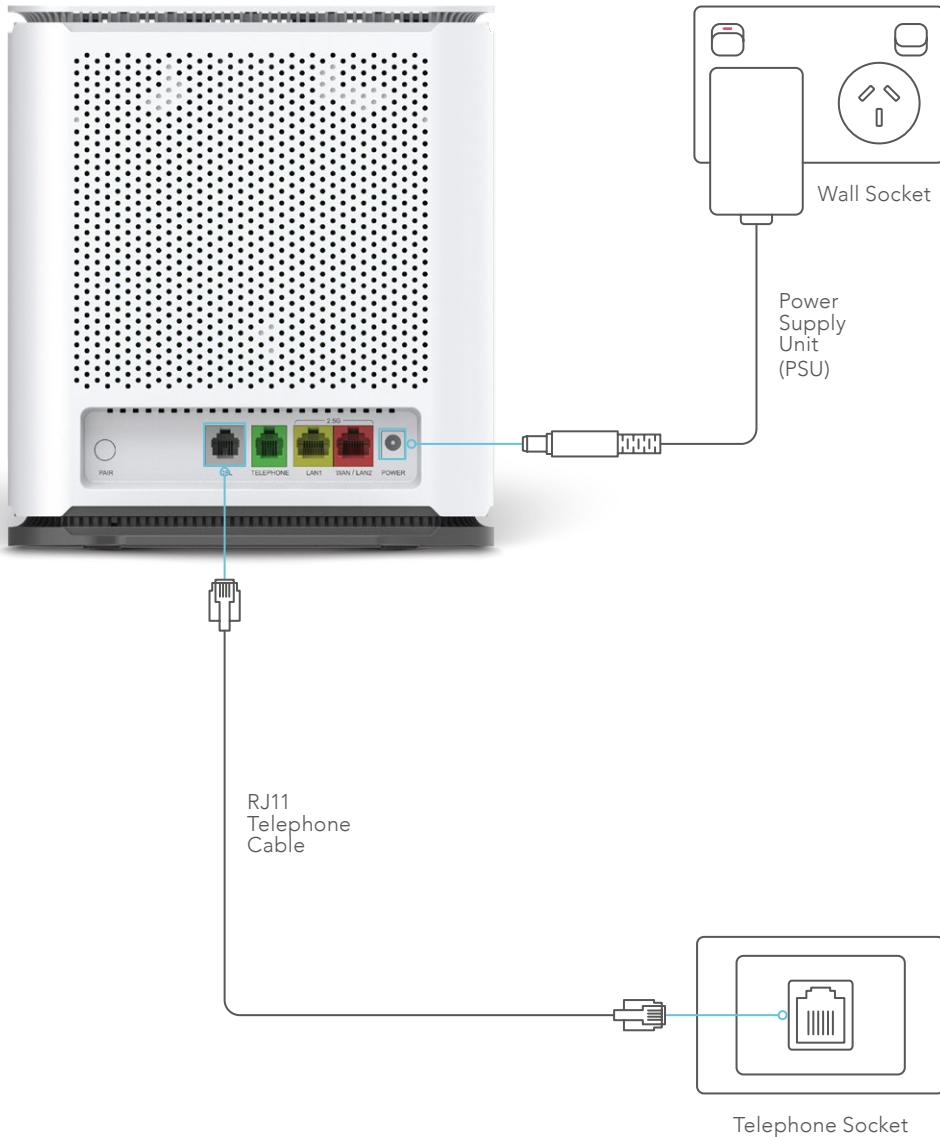
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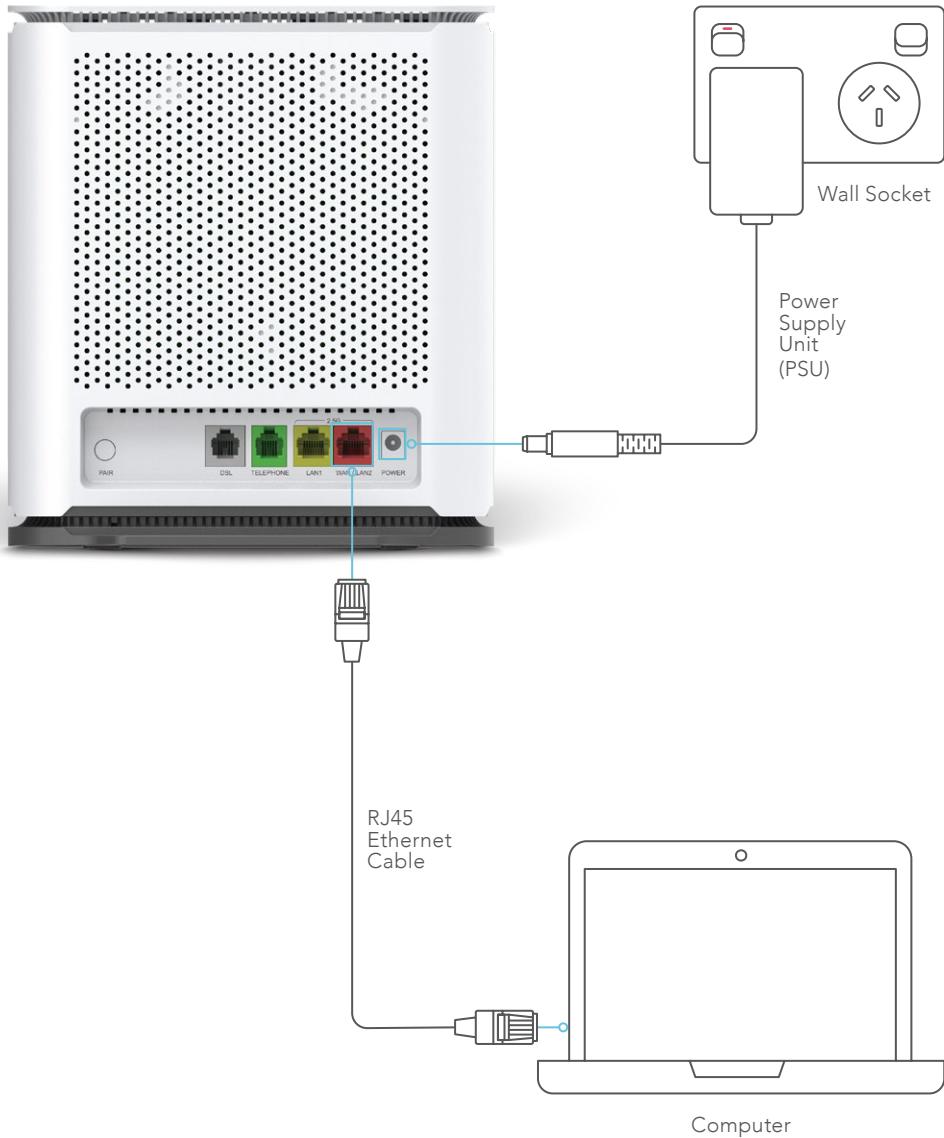
ETHERNET WAN CONNECTION



VDSL CONNECTION



CONNECTING WITH AN ETHERNET CABLE

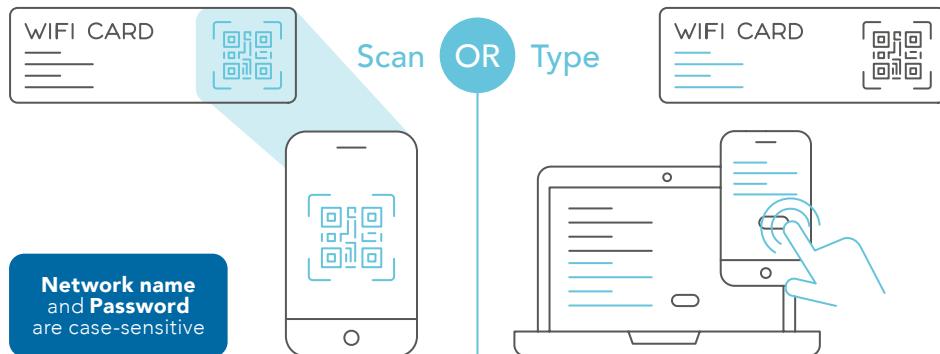


CONNECTING WITH Wi-Fi

1. Turn on the **Wi-Fi 7 Gateway**. Wait a few minutes for it to start up.
2. Type the **network name** and **password** on the **Wi-Fi Security Card** into your wireless device when connecting or scan the **QR code**.



Power Button



Note that you can also connect a **Wi-Fi device** by pressing and holding the **Pair button** for **3 seconds**



Pair
Button



CONNECTING THE INTERNET SERVICE



To complete the setup, you will need the following information from your service provider:

- › Internet service type (**VDSL/Ethernet WAN**)
- › Connection type (**PPPoE/PPPoA/Dynamic IP/Static IP**)
- › Other specifics depending on your connection type including **802.1P priority, VLAN Tag, WAN IP Address, Subnet Mask** and **DNS Servers**
- › **VoIP settings** from your service provider if you intend to use a phone with your service.

When you have the necessary information, follow these steps:

1. Connect your computer to the **Gateway LAN port** using an **Ethernet cable**, or wirelessly via **Wi-Fi**.
2. Push the power button on the **bottom** of the **Wi-Fi 7 Gateway** to turn it on. Wait a few minutes for it to complete starting up.
3. Open a web browser and type **192.168.20.1** into the address bar, then press **Enter**.
4. At the login screen, type **admin** into the **Username field**. In the **Password field**, type the **unique password** printed on the label on the **bottom** of the **Gateway**, then click on the **Login >** button.
5. Follow the **Quick start wizard** to complete the configuration.



Wi-Fi / PAIR / LIGHTS TURNING ON & OFF

Wi-Fi and LED button

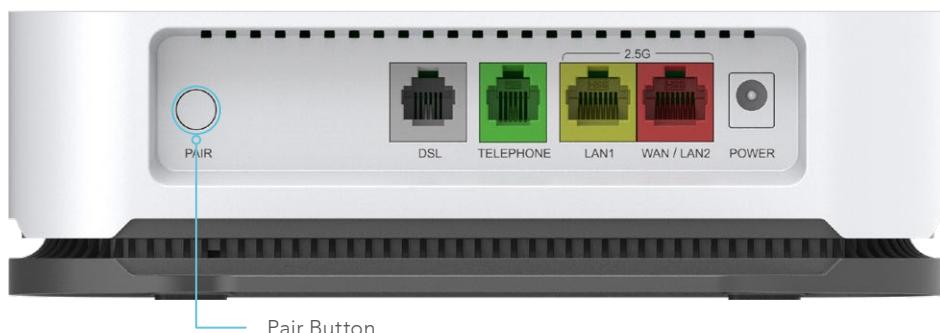
To turn **Wi-Fi ON/OFF**, Press and hold for **3 seconds**.

To turn **LED ON/OFF**, Press and hold for **3 seconds**.

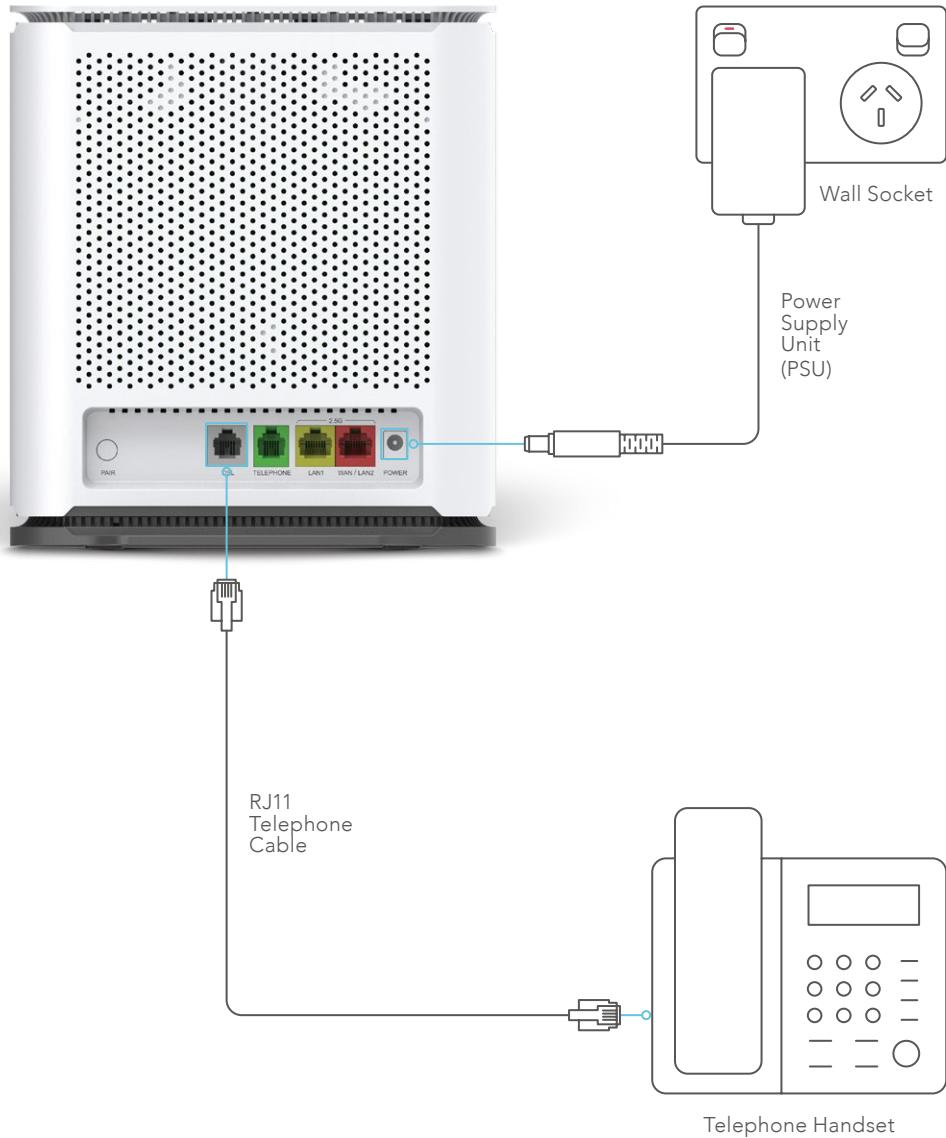


Pair button

To connect your **Wi-Fi devices** or pairing with **Satellite**, press and hold for **3 seconds**.



TELEPHONE CONNECTION



FRONT PANEL LIGHTS

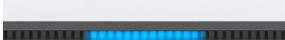
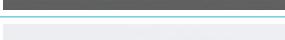
The following table contains an explanation of each of the indicator lights on the front of the Gateway.

LED	COLOUR	DESCRIPTION
 POWER	 Green	Starting up
	 White	Ready
	 Off	No power
 INTERNET	 Red	Authentication error
	 White	Internet connected
	 Off	No Internet
 WiFi	 Red	High-temperature alert, Wi-Fi performance reduced
	 White	Wi-Fi enabled
	 Blue blinking	Wi-Fi pairing
	 Off	Wi-Fi disabled
 WAN	 White	Ethernet WAN port connected
	 Off	Ethernet WAN port not connected or the WAN/LAN port is configured as a LAN port
 DSL	 White blinking	Synchronising
	 White	Synchronised
	 Off	No signal detected
 TELEPHONE	 White	Registered
	 White blinking	Incoming call or the handset is in use
	 Off	Not registered

MULTIFUNCTIONAL BASE LIGHT



There is also an **indicator light** at the **base** of the **Gateway**

LED	COLOUR	DESCRIPTION
 	 Green	Power on
 	 Green blinking	Firmware upgrade in progress
 	 Blue fast blinking	WPS pairing in progress
 	 Blue blinking	Ready to pair a satellite
 	 White blinking	Blinks 3 times when the Wi-Fi function toggles between on and off
 	 Red	No Internet connection
	 Red blinking	Overheating error, performance reduced, system may shut down

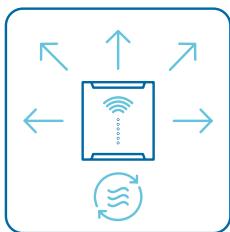
Note: The multifunctional LED will automatically turn off after 10 minutes and will turn on again when required.

SAFETY & PRODUCT CARE



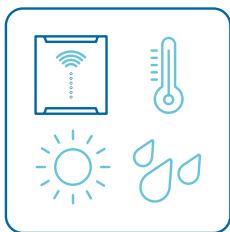
Location

- › The device is designed for indoor use only
- › Place the device in a central location for the best Wi-Fi performance



Airflow

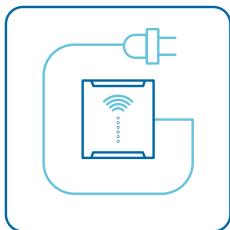
- › Do not restrict airflow around the device
- › The device is air-cooled and may overheat if airflow has been restricted
- › Always allow minimum clearance of 5cm around all sides and the top of the device
- › The device may become warm during normal use
- › Do not cover, do not put in an enclosed space, do not put under or behind large items of furniture



Environment

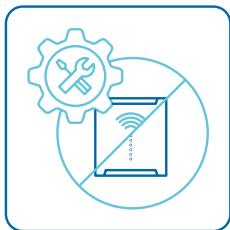
- › Do not place the device in direct sunlight or any hot areas
- › The safe operating temperature of the device is between 0° and 40°C
- › Do not allow the device to come in contact with any liquid or moisture
- › Do not place the device in any wet or humid areas such as kitchen, bathroom or laundry rooms

Safety & Product Care Continued



POWER ADAPTER

- › Always use the power adapter that came with the device
- › You should immediately stop using the power adapter if the cable or power adapter is damaged



SERVICE

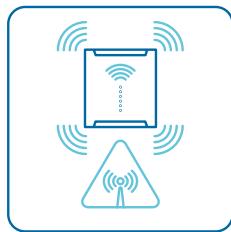
- › Do not attempt to disassemble, repair, or modify the device
- › There are no user-serviceable components in the device



Small Children

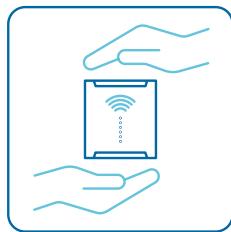
- › Do not leave the device or its accessories within the reach of small children or allow them to play with it
- › The device may contain small parts with sharp edges that could cause an injury or which could become detached and create a choking hazard

Safety & Product Care Continued



RF Exposure

- › The device contains a transmitter and a receiver. When it is on, it receives and transmits RF energy
- › The device conforms with the radio frequency (RF) exposure limits adopted by the Australian Communications and Media Authority, when used at a distance of not less than 20 cm from the body



Product handling

- › Always treat the device and its accessories with care and keep them in a clean and dust-free place
- › Do not expose the device or its accessories to open flames
- › Do not drop, throw or try to bend the device or its accessories
- › Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories
- › Do not paint the device or its accessories
- › Please check local regulations for disposal of electronic products
- › Arrange power and network cables in a manner such that they are not likely to be stepped on or have items placed on them

DATA PRIVACY STATEMENT



FOR NETCOMM Wi-Fi DEVICES ("DEVICE") AND AURORA MOBILE APPLICATION ("APP")

Last updated: 24 November 2025

About NetComm and its Device and App

Throughout this document, any reference to "we" or "us" is a reference to NetComm Wireless Pty Ltd. We are a leading global innovator of telecommunication solutions aiming to give everyone the connected life they need.

The Device has been designed to connect to a cloud-based platform that will process and store certain device and network parameters (see next section for more details) collected from the Device to improve your home Wi-Fi experience. The Device will be connected to such a platform based in Australia. To do so, the Device must be setup in accordance with the **Quick Start Guide**, included in the box, and connected to the internet.

The Device may be marked with your ISP's brand so you may need to check the Device's label to determine that it is a NetComm Device.

The App has been designed to enable you to access data about the Device and your Wi-Fi performance.

This **Data Privacy Statement** explains how we - independently, or on behalf of the ISPs - use, store and share the information we collect about you in relation to your use of the App and the Device. It also explains how you can exercise your privacy rights, and the measures we have in place to protect your privacy.

FOR MORE DETAILED INFORMATION ON HOW NETCOMM COLLECTS, USES, DISCLOSES AND OTHERWISE HANDLES PERSONAL INFORMATION COLLECTED THROUGH THE DEVICE, PLEASE SEE OUR PRIVACY POLICY AT <https://www.netcomm.com/legal> ("Privacy Policy").

Other ISP terms and conditions may also apply to your use of the Device and their use, collection, disclosure and handling of your personal information. For more information on how your ISP collects, uses, discloses or handles your personal information collected through the Device, visit your ISP's privacy policy.

We reserve the right to modify this **Data Privacy Statement** from time to time. We will post the modifications on our website.

We comply with all applicable laws which relate to the protection of individuals with regards to the processing of personal information, including, to the extent applicable, and without limitation:

- › Privacy Act 1988 (Cth);
- › Privacy Act 1993 (NZ);
- › the General Data Protection Regulation (EU) 2016/679 ("EU GDPR");
- › the EU GDPR as it is incorporated into the law of the UK (the "UK GDPR") and UK Data Protection Act 2018;
- › the California Consumer Privacy Act 2018 ("CCPA"); and
- › the Canadian Personal Information Protection and Electronic Documents Act, (together, "Privacy Laws").

What personal information do we collect?

We collect a range of information through the Device and the App. This includes:

- › MAC/IP address
- › Service set identifier (SSID)
- › Serial numbers
- › Model numbers
- › Network connection
- › Device connection status
- › Device password
- › Internet connection setup credentials
- › Domain account-related information (Email, Credentials, contact phone number)

(above list items collectively referred to in this Data Privacy Statement as "**Data**").

If the Data is not collected, your ISP may not be able to properly resolve technical problems remotely should you require assistance. Also, the Device might not be able to function as intended to optimise your home Wi-Fi experience. If you do not wish for your Data to be collected, **you should not use the Device**.

Who has access to the Data and what purpose is it used for?

Both NetComm and your ISPs may have access to the Data via a cloud-based platform.

We may use the Data to provide your ISP with the cloud-based service mentioned above and related services to your ISP. We may use the Data to improve the quality of our product and services. We may also aggregate the Data we collect from you with data from other users.

We provide secure access to and may disclose the Data to third party service providers who assist us with the delivery of the services mentioned in this Data Privacy Statement.

We do not 'sell' your personal information as that term is defined under the CCPA. California residents can find additional information regarding their CCPA rights in the "California Privacy Rights" section in the Privacy Policy.

For more information about who has access to your Data, please refer to the "Disclosure of Personal Information" section in the Privacy Policy.

What is the lawful basis for our processing?

If the EU GDPR or UK GDPR applies, our legal basis for collecting and using your Data are set out in the Privacy Policy in the section titled "How we use the personal information we collect".

How long is my Data retained for?

We retain your Data for as long as required for the purposes set out in this Data Privacy Statement. In particular, the Data collected by the Device, App and cloud service are as follows:

Smartphone App	Retained until the App is deleted from the user's smartphone.
MPM Device (Wi-Fi 7 Device)	Retained until the user performs a factory reset of the Device.
MPM Cloud	For the lifetime of the MPM Device.

For more information about our data retention practices, please refer to the "Data Retention" section of our Privacy Policy.

What rights do you have in relation to your Data?

Depending on the **Privacy Laws** applicable to your Data, you may have a number of rights in relation to the way we process your Data.

Our **Privacy Policy** includes information about how you can exercise your rights to access your personal information or seek correction of your personal information that we hold. The rights available to you, and information about how to exercise those rights, are set out in our **Privacy Policy** under the section titled **"Accessing and correction your personal information"**.

Where your Data is subject to a **Privacy Law** that provides for additional rights in respect of your Data, these rights can be found under the section applicable to that Privacy Law e.g. the "California Privacy Rights" section and the "EU GDPR and UK GDPR Privacy Rights" section.

Cookies and similar technologies

We do not use cookies or any similar technologies in our App.

How can I contact you?

If you have any questions about our privacy practices or this **Data Privacy Statement**, you can contact us as follows:

NetComm Wireless
Level 1, 18-20 Orion Road
Lane Cove, NSW 2066, Australia

Attention: Privacy Officer
Email: privacy@netcomm.com
Phone: +61 2 9424 2000

Further information about how to raise a question or complaint, including your right to make a complaint to your local data protection authority, is set out in the **"Complaints about the handling of your personal information or data"** section of our **Privacy Policy**.



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