Quick Start Guide

Netgear® N300
Wireless ADSL 2+ Modem Router

ACN®

Welcome to ACN

Congratulations on your selection

The Netgear® N300 Wireless ADSL 2+ Modem Router is ideal for both professional and personal Internet use, providing Wireless-N speed for simultaneous downloads, voice and music, and online gaming. Complete with a built-in DSL modem, it is compatible with all major DSL Internet service providers. Storage for downloads is easy with ReadySHARE™ for shared access to a USB storage device.

This guide outlines the straightforward steps to install your Netgear® N300 Wireless ADSL 2+ Modem Router and connect to the Internet so you'll be up and running in no time!

Once you are online check our website at **acnpacific.com.au** for further information and technical support if required.

acnpacific.com.au/myaccount
At MyAccount you can check your monthly usage, change your rate plan, purchase extra data, download your invoices and pay your ACN account.

With ACN Broadband you get free access to WebTools powered by Google, a suite of applications including Calendar, Talk and up to five Email accounts, each with their own **myacn.net.au** email address.

Customer Service

Our dedicated Customer Service team is available 6 days a week

Hours of Operation

9:00am - 6:00pm (AEST) Monday to Friday

10:00am - 6:00pm (AEST) Saturday

Contact Details

Email Enquiries: enquiries@acnpacific.com.au

Online Chat: acnpacific.com.au/contact-us

Customer Service: 1300 881 778

For further information about pricing, other services available from ACN, the ACN Opportunity or becoming an ACN Independent Business Owner (IBO), please visit **acnpacific.com.au**.

What's Inside?

Netgear® N300 Setup Guide

The Netgear® N300 Modem Router from ACN has been setup to Plug-and-Play. All that you need to do now is follow the instructions in this guide.

We recommend Microsoft® Windows 7, Vista, XP, 2000 and MAC OS as the minimum Operating System requirements. Ideally, your computer should be less than five years old and of a reasonable specification to get the most out of the Internet. It is very important to ensure that your computer is up to date with anti-virus and firewall / Internet protection software.

Front Panel

The front panel consists of 8 LED lights and 2 buttons.

Power Supply | Ethernet LAN Ports 1-4 | USB Light | DSL Light | Internet Light | WPS

Wireless Light

Back Panel

The back panel consists of port connections and also the Power (On/Off) button.

USB | Ethernet LAN | ADSL | On/Off | Power
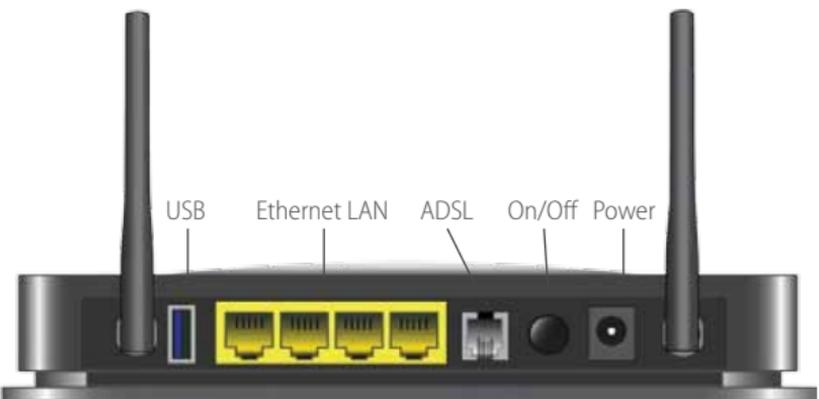
Getting to Know your Device

The table below describes the LED icons and buttons on the front panel of the Netgear® N300 Modem Router.

Icon	LED Activity	Description
Power	Solid green	Power is supplied to the Modem Router.
	Solid red	Failure or a device malfunction has occurred. Attempt to restart your Modem Router.
	Off	Power is not supplied to the Modem Router. Check that the Power adaptor is plugged in and your electrical power point is switched on.
	Restore factory settings	The LED blinks momentarily when the Restore Factory Settings button on the bottom of the unit is pressed for 6 seconds. The Power LED then blinks red three times when the Restore Factory Settings button is released and then turns green as the gateway resets to the factory default settings.
LAN	Solid green	The LAN port has detected an Ethernet link with a device.
	Blinking green	Data is being transmitted or received.
	Off	No link is detected on this port.
USB	Off	• No USB device connected • 'Safely Remove Hardware' has been activated • An error has occurred with the device
	Solid green	USB device is ready to use.
	Blinking green	USB device is in use.
DSL	Solid green	You have a DSL connection. DSL port is synchronised with your network.
	Blinking green	Indicates that the Modem Router is negotiating the best possible speed on the DSL line.
	Off	The unit is off or there is no IP connection.
Internet	Solid green	You have an Internet connection. If this connection is dropped due to an idle time-out but the DSL connection is still present, the light stays green.
	Solid red	Connection to the Internet has failed to connect.
	Blinking green	Data is being transferred or received over the wireless link.
Wireless	Off	No Internet connection is detected or the device is in bridge mode.
	Solid green	There is wireless connectivity.
	Blinking green	Data is being transmitted or received over the wireless link.
WPS	Solid green	Indicates that wireless security has been enabled.
	Blinking green	WPS-capable device is connecting to the device.
	Off	WPS is not enabled.

Logins and Passwords

The table below outlines the required username and password format for your Internet connection and Online Tools.

| Use	Username	Password	What is it used for?	Example
Internet and Email	This is your main email address you requested at sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	This is the password you nominated during online sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	Your Internet username and password is a unique login for your ADSL or Naked ADSL Service. This is also used to access your email from **www.mail.myacn.net.au**	**Internet login:** Username: smith@myacn.net.au Password: Abcdef123 **For email login:** Username: smith Password: Abcdef123
Modem Wi-Fi™	Your Wi-Fi™ username is your SSID provided on the Modem Router label which can be found on the bottom of your Modem Router.	Your Wi-Fi™ password is your Network Key provided on the Modem Router label.	Your Modem Wi-Fi™ username and password is required when you connect a device wirelessly to your modem.	Username: Netgear99 Password: Bumblebee92
MyAccount	Your MyAccount Username is your 9 digit Customer ID Number which can be found on your first invoice.	You would have been asked to create a password for MyAccount during registration.	Your MyAccount username and password enables you to login to MyAccount to manage your details.	Username: 1000000001 Password: MagicBeans
NETGEAR® Smart Wizard	admin	password	The Netgear® Smart Wizard login details enables you to gain access to your Modem Router settings if you wish to customise your setup.	The username and password is generic: Username: admin Password: password

Equipment Setup

Step 1 - Your Equipment

Once you have received your ADSL activation email from us, take the following equipment out of the box

1 Router
2 Phone Cable
3 ADSL Splitter
4 Power Adaptor
5 Ethernet Cable
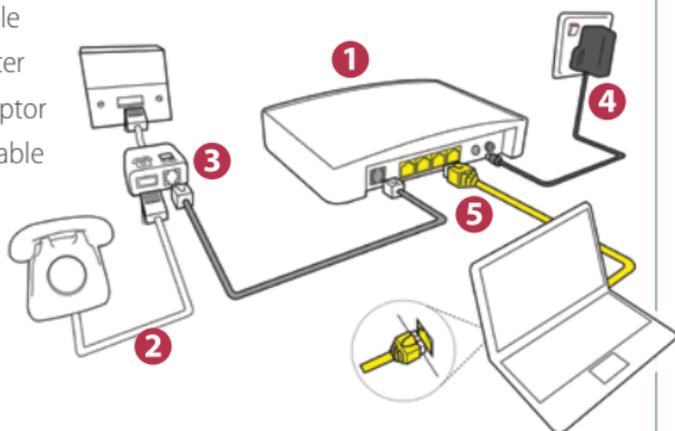
Step 2 - Connect Splitter (not required for Naked DSL)

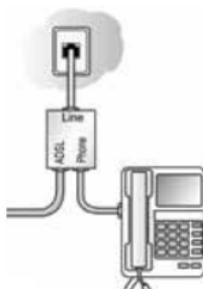Connect the supplied splitter directly to the telephone wall socket.
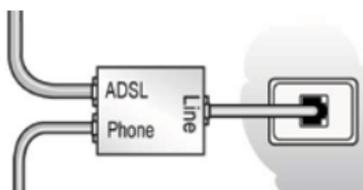
Step 3 - Connect Router

Connect the supplied grey telephone cable from the splitter's ADSL port to the grey ADSL port on the Modem Router.

Step 4 - Connect Your Home Telephone (not required for Naked DSL)

Connect your telephone to the phone port on the splitter.

Step 5 - Connect PC

Connect the supplied yellow Ethernet cable from the Modem Router's yellow LAN port to your computer's Ethernet port.
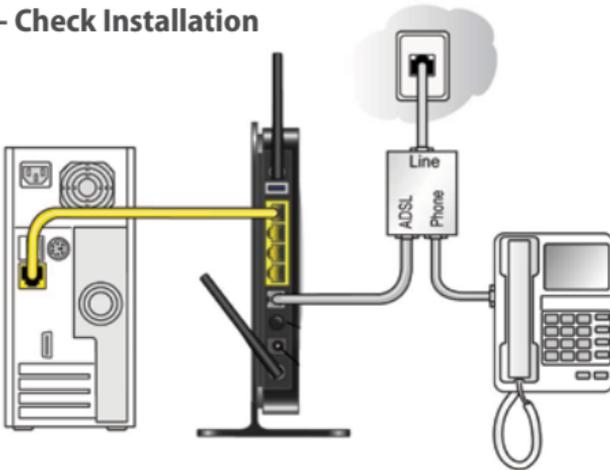
Step 6 - Connect Power

Connect the power adapter to the router then plug it into an electrical outlet. Ensure electrical outlet is ON. Press the black power button at the back of the router to turn on the Modem Router.
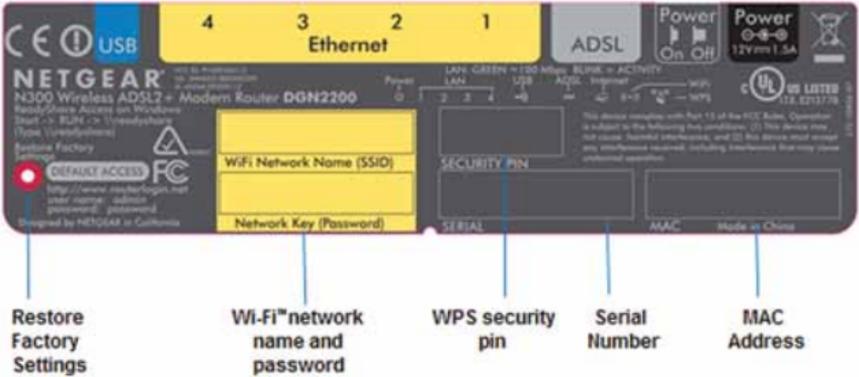
Step 7 - Check Installation

1. If the power is connected correctly, the POWER LED will light up.
2. If the grey telephone cable and the splitter are connected correctly, the ADSL LED will flash and after a few seconds turn solid green.
3. Since the Modem Router is pre-configured the INTERNET LED will turn green after a few seconds.
4. If the yellow Ethernet cable is connected correctly, the corresponding ETHERNET (LAN) LED will light up.
5. Once you have confirmed the above, open your web browser (e.g. Internet Explorer, Google Chrome, Firefox or Safari) and go to your favourite website.

**Congratulations, you are now connected to the Internet.**

Setup Wi-Fi™ Connections (optional)

By default, Wi-Fi™ is turned on and is secured using Wi-Fi™ Protected Access with a Pre-Shared Key (WPA2-PSK).

Please take note of your Wi-Fi™ Network Name (SSID) and Network Key (Password) printed on the sticker attached to the bottom of your Modem Router, as these are necessary to connect to wireless devices.

| Restore Factory Settings | Wi-Fi™ network name and password | WPS security pin | Serial Number | MAC Address |

To connect a Wi-Fi™ enabled device (such as your laptop, mobile phone, tablet or gaming device) to the Internet please ensure that the Wi-Fi™ on the device is switched on. Then select your wireless network (this is your Wi-Fi™ Network Name [SSID]) and click 'Connect'.
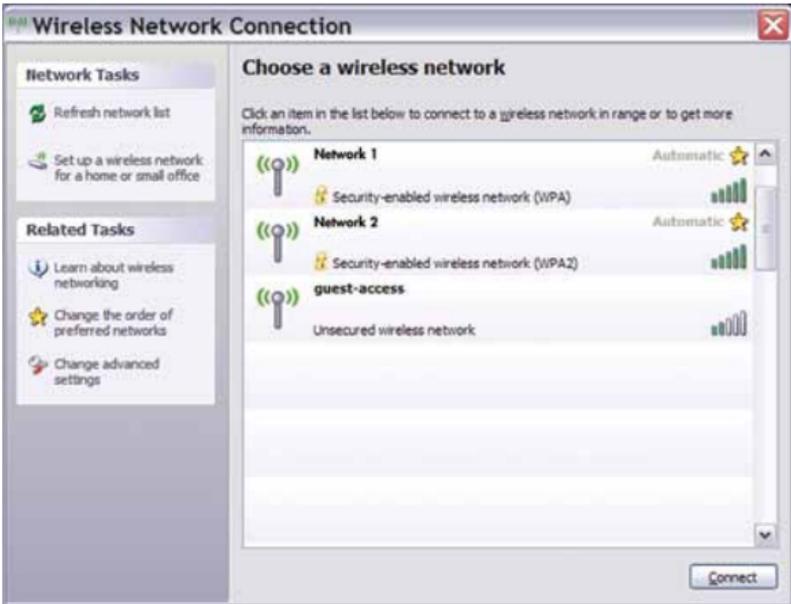
You will be required to enter your Network Key (Password) and 'Connect'. Please note the password is case sensitive.

Your Modem Router will now be connected and you will be able to access the Internet.

Change Default Modem Router Settings

To change your Modem Router's default settings **(not recommended for novice users)**:

1. Open a browser and go to **routerlogin.com**
    (or **192.168.0.1** alternatively).

2. Enter the default username and password, which is **admin** and **password** respectively.

ACN recommends keeping the Wi-Fi™ connection secured to block unauthorised access to your network.

Troubleshooting

Quick Tips

If you are unable to get connected to the Internet try these quick tips:

*   Restart the Modem Router. Turn off the power, leave for 5 minutes and then turn the power and the Modem Router back on. Once the lights are on (refer to page 5), open your browser to connect to the Internet.

*   Alternatively, isolate the Modem Router. Remove all equipment connected to the line (including your splitter, telephone and any other equipment) except your Modem Router. Then restart the Modem Router and connect it to your computer via an Ethernet Cable - once the lights are on, try to connect to the Internet.

*   If you are still unable to connect to the Internet remove your Ethernet cable and attempt to connect wirelessly through Wi-Fi™. (If you have a successful Wi-Fi™ connection you may have a malfunctioning Ethernet Cable. In this case contact ACN Technical Support for further assistance.)

If you have tried all of the above, rebooted your computer and still cannot connect to the Internet, please contact ACN Technical Support on 1300 881 778.

ACN Email Setup Guide

Your primary email address will be the email address you requested during sign-up, e.g. **smith@myacn.net.au**. This can be found in the confirmation email we sent you after sign-up.

To access your email:

1. Open your browser and go to **mail.myacn.net.au**. It is helpful to bookmark this website for future reference.

2. At the login screen enter your username and password.

If your username is **smith@myacn.net.au**, you will only be required to enter "**smith**".

This will take you to your email account where you will be able to send and receive emails from your ACN email address.

If you wish to setup your ACN email in Outlook please refer to our website: **acnpacific.com.au/help-support/user-guides-manuals**

For all other email clients please refer to GoogleMail Documents for assistance:
**mail.google.com/support**

ADSL MyAccount Functionality

ACN provides you with the ability to view and manage your account online through 'MyAccount'. The following functions are available to you:

• Change your ADSL rate plan

• Relocate your service to another address

• View any equipment orders you have placed

• View your usage. You are able to determine your off-peak and peak data quota. This will show you the data you have consumed until 30 minutes previously. Alternatively you can use the N300 Traffic Meter which is explained on page 14. ACN also sends out courtesy email notifications to your ACN email address to notify you when you are reaching your data allowance at various intervals so you are aware of your usage and can manage accordingly.

• Purchase Top Up data

How to Login to MyAccount

1. Visit **acnpacific.com.au** and click on MyAccount at the top of the webpage.
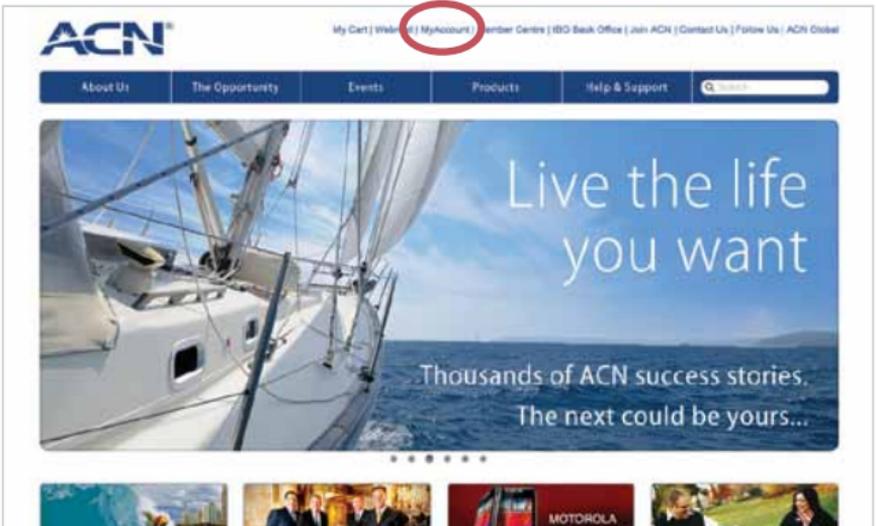
2.   Select Australia and you will be redirected to the following page:

3.   Enter your username and password. If this is your first time please
      select 'Not Registered' and follow the prompts.
      Your username is your Customer ID number and your password is your
      selected password upon registration to MyAccount.

4.   Once you have logged in, the following page will be displayed:

5.   Click on 'Broadband' and select your required functionality.
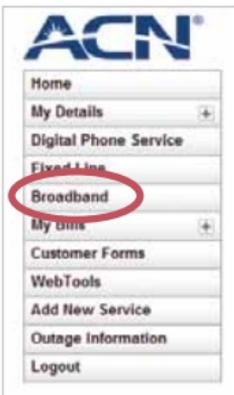
Add a Data Top Up

If you have exhausted your peak data allowance, you can purchase a Data Top Up.

To purchase a Data Top Up you will need to:

1. Login to MyAccount and enter the 'Manage My Broadband Services Screen.'

2. Click on 'View Usage' and select 'Add Top Up.'

3. Select your Top Up and purchase. This will appear on your next statement and will last for 60 days. If you exhaust your Top Up you are able to purchase additional data.

How to use the N300 Traffic Meter

The N300 allows you to monitor the volume of Internet traffic passing through your Modem Router's Internet port. With the Traffic Meter utility, you can set limits for traffic volume, set a monthly limit, and get a live update of traffic usage.

To use this tool, simply login to the Netgear® Smart Wizard by entering the following address in the URL bar: **http://192.168.0.1**

You will be prompted to enter your username and password which is:
Username: admin
Password: password

Select 'Advanced' from the side menu. Then select 'Traffic Meter' and tick the 'Enable Traffic Meter' check box.

For more information on the Traffic Meter please refer the N300 User Guide available on our website:

acnpacific.com.au/help-support/user-guides-manuals

Dead-On-Arrival (DOA) and Early Life Failure (ELF)

We will arrange to replace your Netgear® N300 Wireless ADSL2+ Modem Router ("Product") if it fails within 14 days from the date of purchase. This period is the Dead on Arrival/Early Life Failure ("DOA/ELF") period. Please refer to the Warranty Claims section to learn how to make a claim in these circumstances. If the Product fails outside the DOA/ELF period, please also refer to the Warranty section of this guide on pages 16-19.

Warranty

Subject to the conditions of this limited warranty ("Warranty"), ACN warrants your Netgear® N300 Wireless ADSL2+ Modem Router ("Product") to be free from defects in design, materials and workmanship at the time of its original purchase by you. The Warranty is valid for a period of **24** months ("Warranty Period") from the original date of purchase of the Product.

If during the Warranty Period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, ACN will either repair or replace, at our option, the Product in accordance with the conditions stipulated herein.

ACN reserves the right to charge a handling fee if a returned Product is found to not be under Warranty according to the conditions below.

Conditions

This Warranty does not cover mechanical damage caused by misuse, abuse, impact or accident or damage caused to the Product or damage caused by liquids, lightning, power surges (ACN recommends you obtain surge protection for your electricity supply), theft, or heat damage sustained from the stacking of electrical equipment on or in close proximity to the Product. This Warranty does not cover you changing your mind about purchasing the Product. The Warranty is not transferable and does not cover any ACN services nor does the Warranty Period recommence upon receipt of any replacement unit sent to you by ACN. If you hack the firmware or software installed with the Product or if you tamper with security seals or remove any service covers on the equipment ACN will consider this Warranty voided. The Warranty does not cover any computer viruses obtained from your use of the Product or any ACN services. This Warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not ACN branded original accessories intended for use with this Product.

Equipment models may change over the course of this Warranty. It may be necessary for the replacement unit to be a refurbished unit, a different model, and/or from a different manufacturer. 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. ACN confirms that any replacement Product sent to you will be of merchantable quality and functionally similar to the original Product supplied.

Warranty Claims

Should your Product fail within the DOA/ELF Period or the Warranty Period you will need to contact ACN's Customer Service Team on 1300 881 778 to describe the defect. ACN will then issue you with a prepaid return courier satchel for you to return the device for testing purposes. ACN will not be liable for any expenses you incur in relation to any DOA/ELF or Warranty claim.

The return satchel is pre-labelled with our return address which is:

ACN Product Returns
Locked Bag 2145
NORTH SYDNEY NSW 2059

Please note that some of your personal settings, content and other information and stored data may be lost when the Product is repaired or replaced. Due to applicable law, other regulation or technical restrictions, ACN will not make a back-up copy of your information.

ACN does not take responsibility for any lost information of any kind and will not reimburse you for such loss. You should always make back-up copies of all the information stored on the Product before handing it in for repair or replacement.

You will need to comply with any other return procedures stipulated by ACN as published or explained at the time of the claim. If a defect exists and a valid claim under the Warranty is received by ACN after the first 15 days following the expiry of the Warranty Period, ACN is entitled to charge for any reasonable shipping and handling costs made in connection with the repair or replacement of the Product.

ACN respects your rights as a consumer. 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 for 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. Nothing contained in this Warranty shall be read or applied so as to exclude, restrict or modify the application of applicable provisions of Australian Consumer Law, including Consumer entitlements described in the Competition and Consumer Act (as amended), or any relevant State or Territory statute which by law cannot be excluded, restricted or modified.

To the extent that any such statute permits ACN to limit our liabilities to compensate or indemnify you or any other person for breach of an implied guarantee, condition or warranty, our respective liabilities for such breach shall be limited to, at our option: (a) the replacement of the Product or the supply of an equivalent Product or payment of the cost of replacing the Product or acquiring an equivalent Product; or (b) the repair of the Product or payment of the cost of having the Product repaired.

Standard Form of Agreement

Important Customer Information: Your Rights and Obligations

For the complete terms and conditions which apply to the supply of the Product and ACN services, and which set out your rights and obligations, please refer to ACN's Standard Form of Agreement (SFOA), available on our website: **acnpacific.com.au**.

Further Information

For the latest rate plans, products and services visit **acnpacific.com.au**.

For further information about pricing, other services available from ACN, the ACN Opportunity or becoming an ACN Independent Business Owner (IBO), please visit **acnpacific.com.au**.

Contact Us

Email: enquiries@acnpacific.com.au
acnpacific.com.au
Customer Service:1300 881 778