

Wireless Troubleshooting Guide

NF12 FAQs

Wireless Troubleshooting guide

First, check whether your modem/router's WLAN is turned ON or not. Check LED light status for WiFi.

If WLAN light is OFF, it means that your Wi-Fi service is disabled.



Accessing modem/router's web user interface

- 1 Connect a computer and modem using Ethernet (Yellow) cable.
- 2 Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type following address into the address bar and press **Enter**.
- 3 <u>http://192.168.1.1</u>
- 4 Type **admin** in both the **User Name** and **Password** fields and click **OK**.

New Tab	× +
$\leftrightarrow \rightarrow \mathbf{x}$	@
这 Helpdesk (🕏 NTC-140w 🛛 NTC-6200 🔿 NF10WV < NetComm Wireless Su
Authentication	n Required X
0	http://192.168.1.1 is requesting your username and password. The site says: "Broadband Router"
User Name:	admin
Password:	••••
	OK Cancel

It is recommended to use Ethernet cable to connect to modem using Laptop/Computer to change Wi-Fi security key/password. It is also recommended to change old Wi-Fi network name/SSID before changing the Wi-Fi security key (Wi-Fi password).



Frequently Asked Questions

I cannot see my Wi-Fi (Wireless network name/SSID)2
A Wi-Fi client (Laptop/mobile/Pad) cannot connect to Wireless network3
I am connected to Wi-Fi network but unable to browse internet13

I cannot see my Wi-Fi (Wireless network name/SSID)

1 Navigate to Wireless > Basic. Untick "Enable Wireless" and press Apply/Save. Again, tick "Enable Wireless" and press Apply/Save.

🚔 NetComn	nWireless					
NF12	Wireless Basic					
Device Info Basic Setup Advanced Setup Wireless Basic Security MAC Filter Wireless Bridge Advanced Station Info Diagnostics Management	Wireless Basic This page allows you to configure basic feat the network from active scans, set the wirel requirements. Click "Apply/Save" to configure the basic v Enable Wireless Hide Access Point Clients Isolation Disable WMM Advertise Enable Wireless Multicast Forward Support WPS v2.0 SSID: Netcomm 8386 BSSID: 00:90:4C:01:60:01 Country: AUSTRALIA Max 32 Clients: 32 Wireless - Guest/Virtual Access Points: WLAN_Guest1 WLAN_Guest3 MaxLAN_Guest3 	iess network name vireless options.	Isolate Clients	wn as SSID)		

2 If you still cannot scan/see the Wi-Fi network name in your client devices, take backup, re-flash the firmware, factory reset the device and reconfigure the modem again.



A Wi-Fi client (Laptop/mobile/Pad) cannot connect to Wireless network

Case1 - MAC address is restricted: Ensure that the MAC Restrict Mode is Disabled.

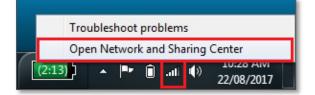
충 NetCo	omm Wireless
NF12	Wireless MAC Filter
Device Info Basic Setup Advanced Setup Wireless	Select SSID: NetComm 8386 ~ MAC Restrict Mode: O Allow O Deny
Basic Security MAC Filter Wireless Bridge Advanced Station Info	Add Remove

Case2 – Stored old Wi-Fi password: It may occur if the client device is storing old Wi-Fi password and it is not prompting for new password. In such case, a) the saved Wi-Fi network name and password should be removed, b) scan for the Wi-Fi network name and c) enter new password again. It is recommended to re-check the Wi-Fi security key/password from modem's web interface. Check **wireless setup guide** or **wireless security setup guide** for the instruction to check the Wi-Fi security key/password.

Please follow the below instructions to remove stored Wi-Fi network name/SSID and Wi-Fi security key/password from client devices. Please find the appropriate operating system listed below and follow the instructions.

Windows 7

1 Right Click the Wireless symbol on the bottom right of your screen and click "Open Network and Sharing Center".



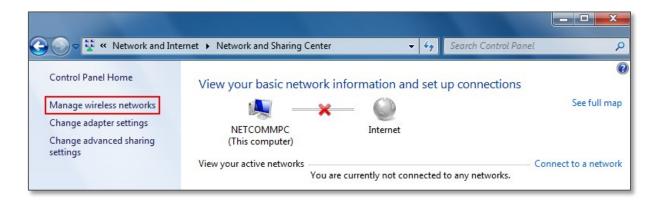
OR

Click on the **Start Menu**, and go to "**Control Panel**". Select View by: Category. Click "View network status and tasks" under "Network and Internet".

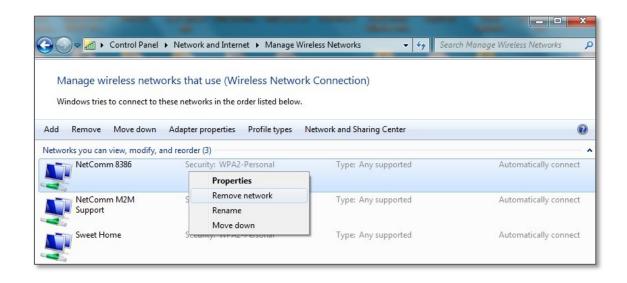




2 Click "Manage wireless networks". If it is not shown, proceed to Step 5.



3 Select your Wi-Fi network name/SSID, right click and select **Remove network** from the popup menu.





These are stored settings and passwords for connecting to the listed networks. If your Wi-Fi network name/SSID is not listed here, close this window and return to the "**Network and Sharing Center**".

4 Click **Yes** in the confirmation dialog box.



5 Click on "Change Adapter settings" on the left-hand side.



6 Right-click on "Wireless Network Connection" and select "Connect / Disconnect".

🕞 🔵 🛛 😰 « Network and Internet 🕨 Network Connections 🕨	•	✓y Search Network Connection	
Organize Connect To Disable this network device Diagnose this connect	ction	» »	
Local Area Connection Network cable unplugged Wireless Network Connection			22
Network cable unplugged Broadcom NetLink (TM) Gigabit E Xulture Intel(R) Wireless WiFi Link 4965		Disable	
		Connect / Disconnect	
		Status Diagnose	
	8	Bridge Connections	
		Create Shortcut	
		Delete	
	•	Rename	
		Properties	



Note – If you cannot see a "Wireless Network Connection" item, your wireless adapter may not be installed or inserted correctly. Please check this before continuing with steps in this guide.

7 You should see a network listed with the **SSID** you obtained at the start of this guide. Select your wireless network and click "**Connect**". Enter your Wi-Fi security key/password and click OK. You will be connected to the Wi-Fi network (Example: NetComm 8386).

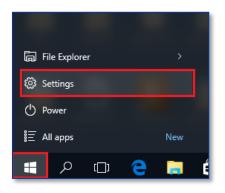


NetComm 8386			Wireless Network Connection	^
☑ Connect automatically	Connect		NetComm 8386 3 Connec	ted 🚚
NetComm 2712	ع الر	Connect to a Network	NetComm M2M Support	lte.
NTC guest L5		ype the network security key	NetComm Office WiFi	llee
NTC-400_2.4GHz	% 11	2	NetComm 2712	1000
- KenComm VDSL DSLAM	-11	Security key:	NTC guest L5	311
NetComm 0426			NTC-400_2.4GHz	511
RonMTK		OK Cancel	KenComm VDSL DSLAM	100
Blackwatch	-31	UK Lancei	NetComm 0426	1000
NTC-IT	-11		RonMTK	1000
Guest			Blackwatch	lte.
Open Network and Sharin	g Center		Open Network and Sharing (Center

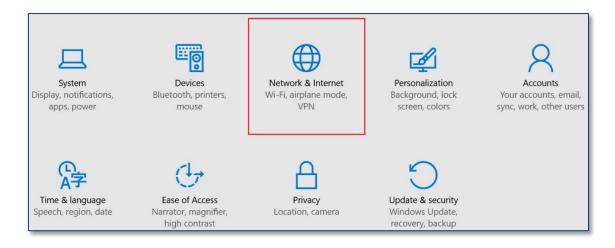
Do not forget to disconnect your ethernet cable.

Windows 8 / Windows 10

1 Click the **Windows button** on the bottom left corner of your screen and click **Settings**.

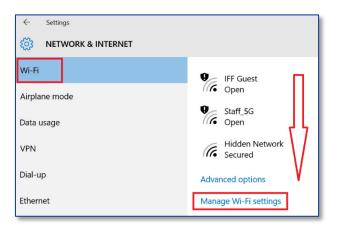


2 Click Network and Internet.





3 Click Wi-Fi, scroll down to the bottom in the right side and click manage Wi-Fi settings



4 Find your Wi-Fi network name/SSID and click **Forget**.

\leftarrow	Settings
िंडे	MANAGE WI-FI SETTINGS
	e settings are managed by your system administrator. anage known networks
(7.	NetComm 8386 Not shared Share Forget
(NetComm 8459 Not shared
(7)	NetComm 8467 Not shared
(NetComm 8823 Not shared

5 Navigate back to **Network and Internet > Wi-Fi**.

← Settings	
INTERNET	
Wi-Fi Airplane mode	Wi-Fi • on
Data usage VPN	NetComm 6082 Secured
Dial-up	In Secured
Ethernet Proxy	Secured Enter the network security key
	You can also connect by pushing the button on the router. Share network with my contacts Next Cancel

a Make sure Wi-Fi in turned **On**.



- b Select your Wi-Fi network name/SSID (Example: NetComm 8386)
- c Enter your Wi-Fi security key/password
- d Click Next.



Note – If you cannot see a "Wireless Network Connection" item, your wireless adapter may not be installed or inserted correctly. Please check this before continuing with steps in this guide.

6 You will now be connected to Wi-Fi network. Please remember to disconnect your ethernet cable.

← Settings	
NETWORK & INTERNET	
Wi-Fi	Wi-Fi
Airplane mode	On
Data usage	NetComm 8386
VPN	Internet, secured
Dial-up	Disconnect
Ethernet	NetComm Office WiFi Secured
Proxy	NetComm M2M Support Secured

iPhone

Your iPhone may be storing your old Wi-Fi password causing it not to connect to Wi-Fi network.

In your iPhone, navigate to **Settings > Wi-Fi**.

- 1 Press the (i) symbol as in the snapshot below and
- 2 Press Forget this network and then
- 3 Click the **Forget** button in the popup dialog.

vodafone AU	9:05 АМ Wi-Fi	ö 81% E D		9:05 AM etComm 838	ø 81% m) 6	< Wi-F		5 AM 1m 8386	0 81% m)	
Wi-Fi			Forget This Netw	vork		Forge	t This Network			
 NetComm 83 	86	₽ ≎ (j	IP ADDRESS	2		IP ADDI	RESS	3		
CHOOSE A NETWORK			DHCP	BootP	Static	DI	HCP Bo	otP St	atic	
400Cong		ê 🗢 🚺	IP Address		192.168.20.5	IP Ac		Fi Network		
ASDM-Voice	ASDM-Voice		Subnet Mask		255.255.255.0	Subr	Your iPhone and o	m 8386" ? ther devices using	:55.0	
BandSteering	Test	€ ╤ (j	Router		192.168.20.1	Route		II no longer join this network.	.20.1	
Blackwatch		a 🗢 🚺	DNS	192.1	68.20.1, 0.0.0.0	DNS	Cancel	Forget	0.0.0	



Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.

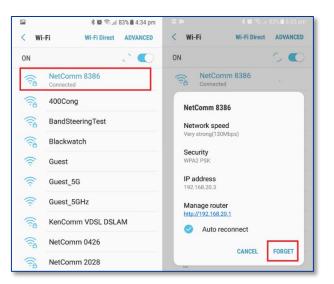
vodafone AU 4G 3:34 PM Settings Wi-Fi	0 79% - D	Enter the password for "NetComm 8386"	vodafone AU Settings Wi-Fi	🖉 79% 💶D
NetComm 8386	≜ ≑ ()	Cancel Enter Password Join	Wi-Fi	
NetComm 8547	() ج ا	Password ••••••	 VetComm 8386 	• ≈ ()
NetComm 9202	a 🕫 🚺	2	CHOOSE A NETWORK	
NetComm 9375 test	₽ 중 (j)	4	400Cong	≜ ≑ (j
NetComm M2M Support	a 🗢 🕕		BandSteeringTest	≜ 奈 (j
NetComm Office WiFi	a ≈ (i)		Blackwatch	ê ╤ (j)

android

Your android phone may be storing your old Wi-Fi password causing it not to connect to Wi-Fi network.

In your android phone, navigate to Settings > Connections > Wi-Fi.

Press Wi-Fi network name (Example: NetComm 8386) as in the snapshot below and press Forget.



Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.





Mac OS X

- 1 Click on the **Airport/Wi-Fi** icon at the top right corner of the screen as shown below.
- 2 Scroll down and click "Open Network Preferences...".

	😔 🤶		Tue 12:29 pm
A			
Smiles	ê 🛜		
Staff_5G	(îŗ		
Trustpower 7627	9		
tux-dock	9		
tux-tik	₽		
WISDOM	₽ 奈		
Join Other Network			
Create Network		-	
Open Network Preferences			

3 Select **Wi-Fi** and then select the **Advanced...** button.

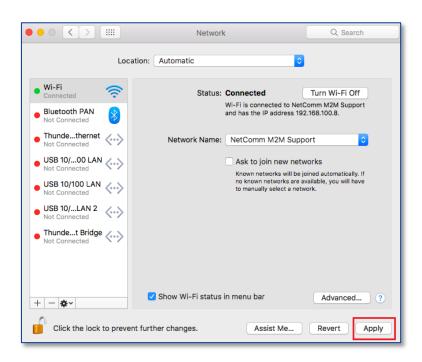
	Network		Q Search
Locatio	on: Automatic		•
Wi-Fi Connected		Connected Ni-Fi is connected to N	Turn Wi-Fi Off
Bluetooth PAN Not Connected		he IP address 192.168.2	
• Thundethernet	Network Name:	NetComm 8386	e
• USB 10/00 LAN		Ask to join new ne	
USB 10/100 LAN			e joined automatically. If e available, you will have etwork.
• USB 10/LAN 2			
• Thundet Bridge			
+	✓ Show Wi-Fi status in	n menu bar	Advanced ?
Click the lock to make ch	anges.	Assist Me	Revert Apply

4 Select your Wi-Fi network name (*Example: NetComm 8386*), click "−" as shown below, check 🗹 **Remove** and **OK**.

$\circ \checkmark \rightarrow \blacksquare$	Network				Q	Search
🔁 Wi-Fi						
Wi-Fi	TCP/IP	DNS WIN	S 802.1X	Proxies	Hardware	
Preferred Net	tworks:					
Network Name	•		Security			
	NetComm Office WiFi OPTUSVD3DA81A0			prise Personal		
NetComm 83	386		WPA2 Perso	onal		
Create of Change	Require administrator authorization to: Create computer-to-computer networks Change networks Turn Wi-Fi on or off					
Wi-Fi Addres	Wi-Fi Address: 48:bf:6b:f1:87:dc					
					Cancel	



5 Next click Apply



6 Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again. You should see a list of Wi-Fi network name along with your Wi-Fi network name/SSID (Example: NetComm 8386). Click your Wi-Fi network name/SSID to connect to this network.

	<u>چَ</u>	Fri 10:51 am
A		
NetComm 8386	ê 🤶	
Eltons24	e (
Eltons58		
Guest_5G	(((:	

7 Enter your Wi-Fi security key/password and click Join to connect to the Wi-Fi network.

(((•	The Wi-Fi network "NetComm 8386" requires a WPA2 password.					
	Password:	•••••				
		 Show password Remember this network 				
?		Cancel Join				

If you enter an incorrect Wi-Fi security key, a message will appear, and you will be prompted to enter the correct key again.



8 The Airport icon will now have black lines to indicate signal strength. To see if the wireless is connected, click on the Airport icon again. You should be able to see Tick on your connected Wi-Fi network.

	0	Þ	Fri 10:56 am
Wi-Fi: Looking for Networks Turn Wi-Fi Off			
✓ NetComm 8386	<u> </u>		
ASDM-AP	ê 🤶		
ASDM-GUEST	ê 🔶		
ASDM-Voice	ê 🤶		
Blackwatch	ê 🤶		

After completing the steps above, you should now be connected to your wireless network and able to surf the internet. Please remember to disconnect your ethernet cable.



I am connected to Wi-Fi network but unable to browse internet

Check if you are using static IP address of different network range. It is mandatory to use automatic IP address from modem.

1 Press Windows + R key in your keyboard.



2 In Run command, type **ncpa.cpl** and press enter. It will open Network connections window.

🖅 Run	×
۲	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	ncpa.cpl ~
	OK Cancel Browse

3 Right click "Wireless Connection" connection and 1) click "Properties", 2) Click "Internet Protocol Version 4 (TCP/IPv4) and 3) Click properties, 4) Click "Obtain an IP address automatically", 5) Click OK and 6) Click OK again.

🕒 💭 🖉 🕨 Control Panel 🕨 Network and Internet 🕨 Netv	vork C	Connections 🕨		✓ 4 Search I		
Organize 🔻 Connect To Disable this network device Diagnose this connection Rename this connection View status of this connection »						
corp.netcomm.com.au Networ	k 31	onnection 2 GBE Family Controller	Vi I	Internet Protocol Version 4 (TCP/IPv4) Properties		
VMware Network Adapter VMnet8 Enabled VMware Virtual Ethernet Adapter	ir 😌	Disable Connect / Disconnect Status	N N N	You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.		
🔆 Wireless Network Connection Properties		Diagnose Bridge Connections		Obtain an IP address automatically Use the following IP address:		
Networking Sharing Connect using:		Create Shortcut Delete		IP address:		
Configure	8 8	Rename Properties		Obtain DNS server address automatically Use the following DNS server addresses:		
Client for Microsoft Networks		1		Ode the Mohing of Size Ver addresses Preferred DNS server: Alternate DNS server:		
Qos Packet Scheduler Get Picket Sc				Validate settings upon exit		
Install				OK Cancel		
Description Transmission Control Protocol/Internet Protocol. The actual wide area network protocol that provides communication across diverse interconnected networks.						
6 OK Cancel						