## 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   http://192.168.1.1

4   Type `admin` in both the **User Name** and **Password** fields and click **OK**.
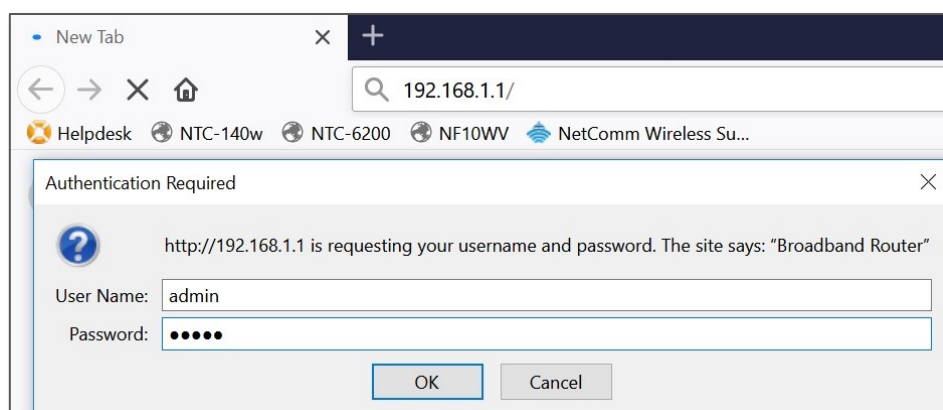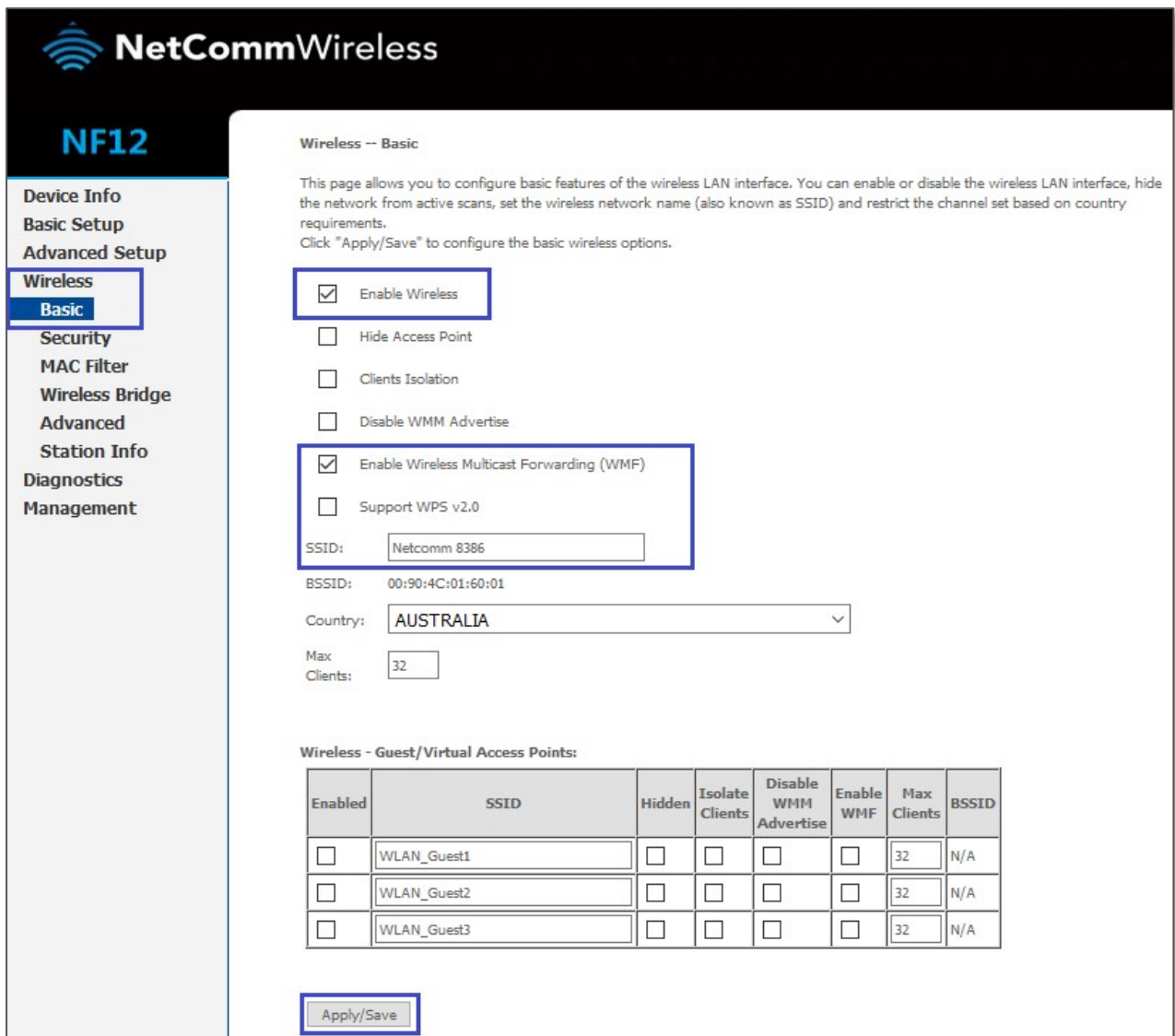

It is recommended to use Ethernet cable to connect to modem using Laptop/Computer to change Wi-Fi security key/password. It is also recommended to change old Wi-Fi network name/SSID before changing the Wi-Fi security key (Wi-Fi password).

![NetCommWireless logo]

Frequently Asked Questions

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.

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.
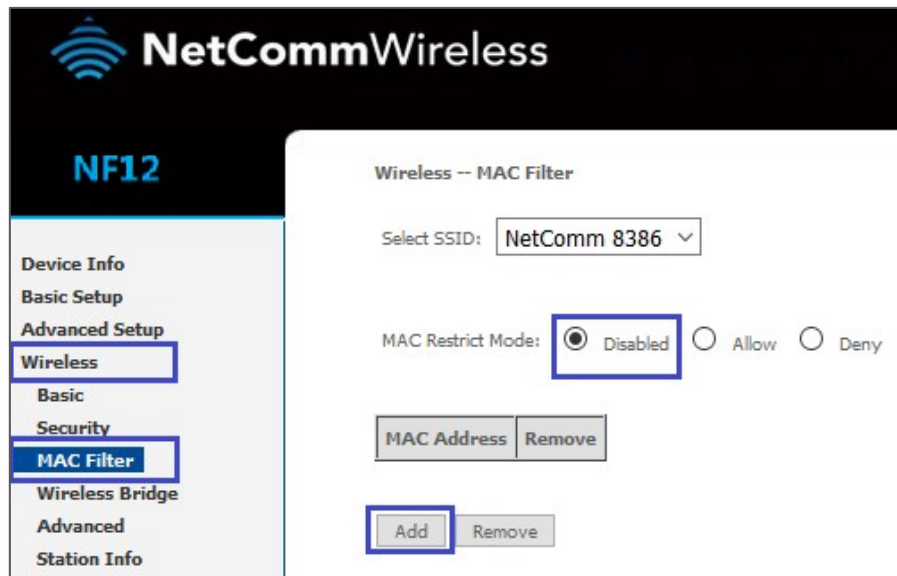
Case2 – Stored old Wi-Fi password: It may occur if the client device is storing old Wi-Fi password and it is not prompting for new password. In such case, a) the saved Wi-Fi network name and password should be removed, b) scan for the Wi-Fi network name and c) enter new password again. It is recommended 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.
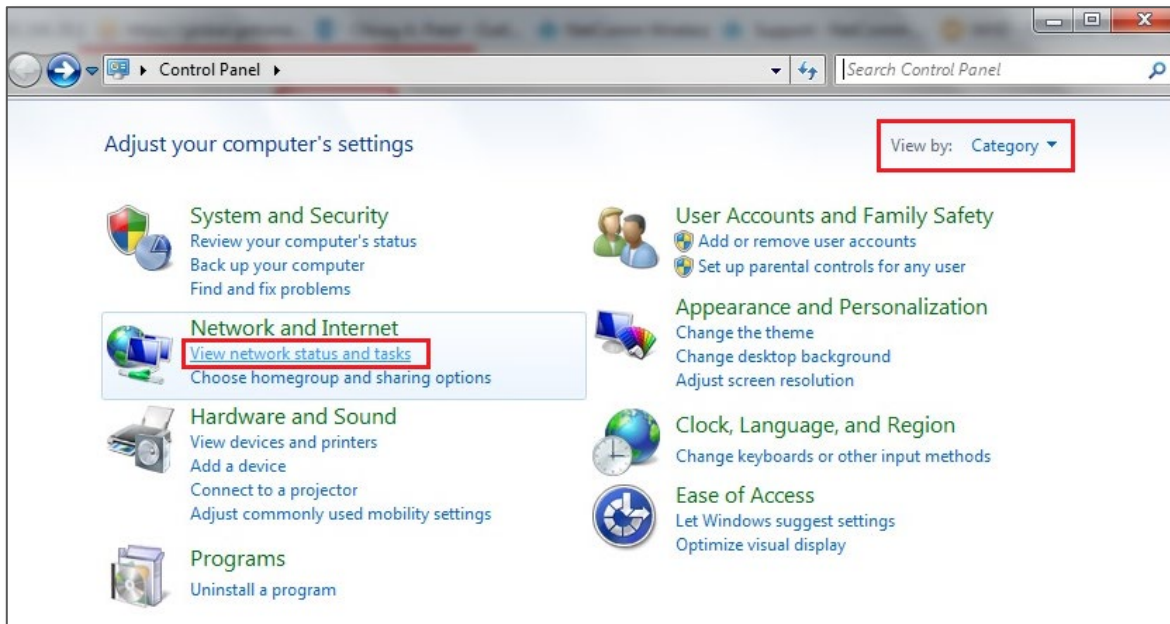
Windows 7

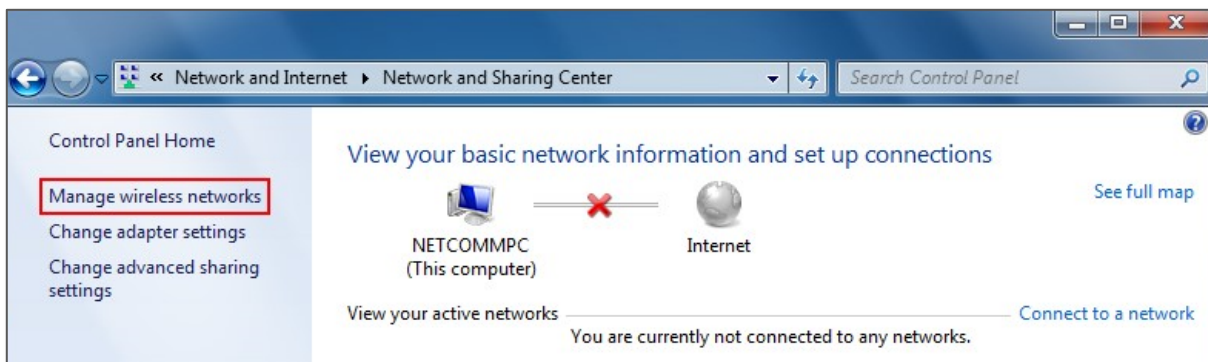1   Right Click the Wireless symbol on the bottom right of your screen and click "Open Network and Sharing Center".
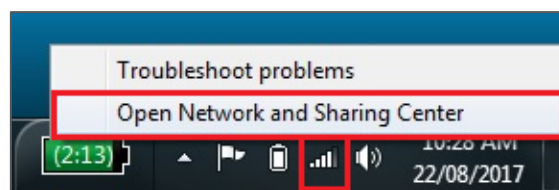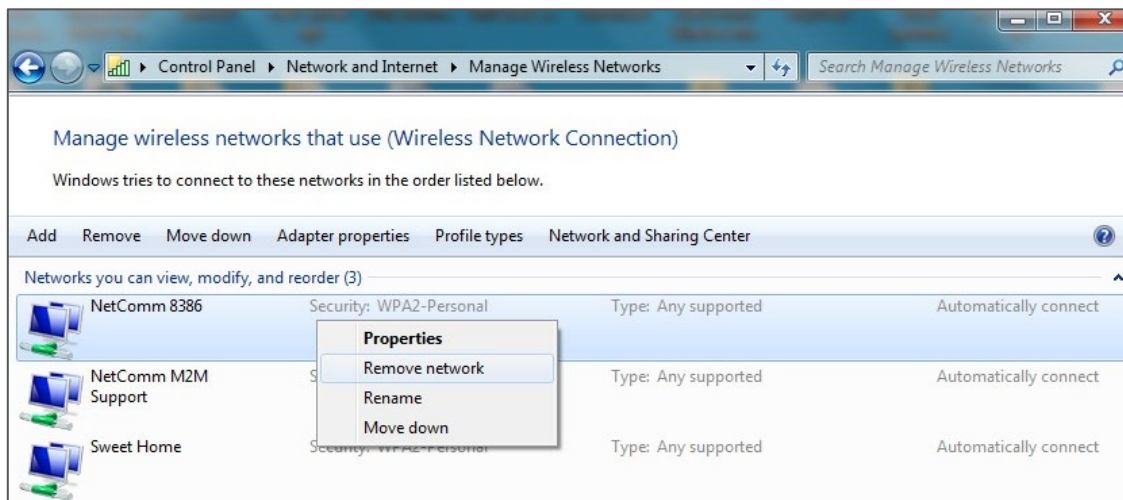

OR

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.
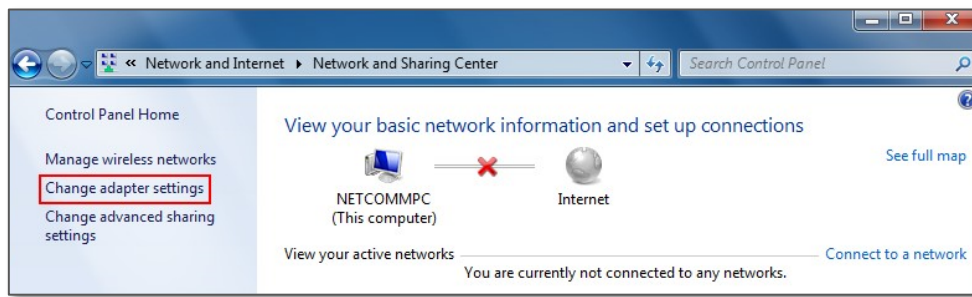
These are stored settings and passwords for connecting to the listed networks. If your Wi-Fi network name/SSID is not listed here, close this window and return to the "**Network and Sharing Center**".
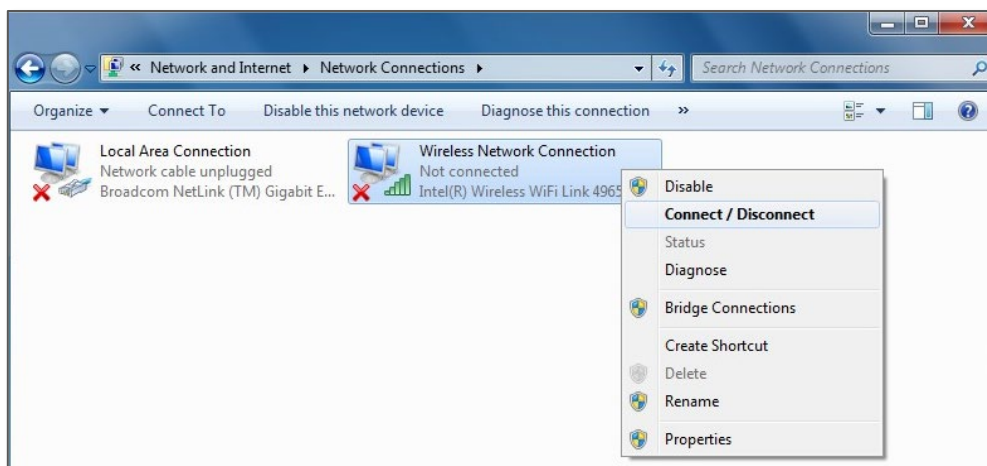
4   Click **Yes** in the confirmation dialog box**.**
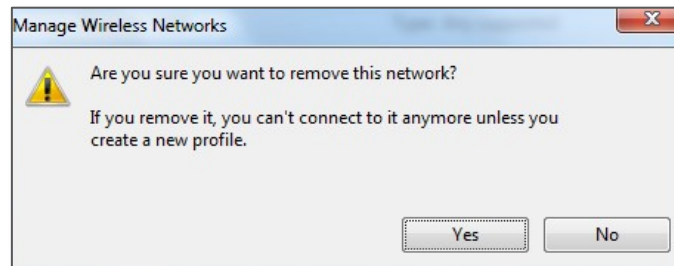
5   Click on **"Change Adapter settings"** on the left-hand side.

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

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).
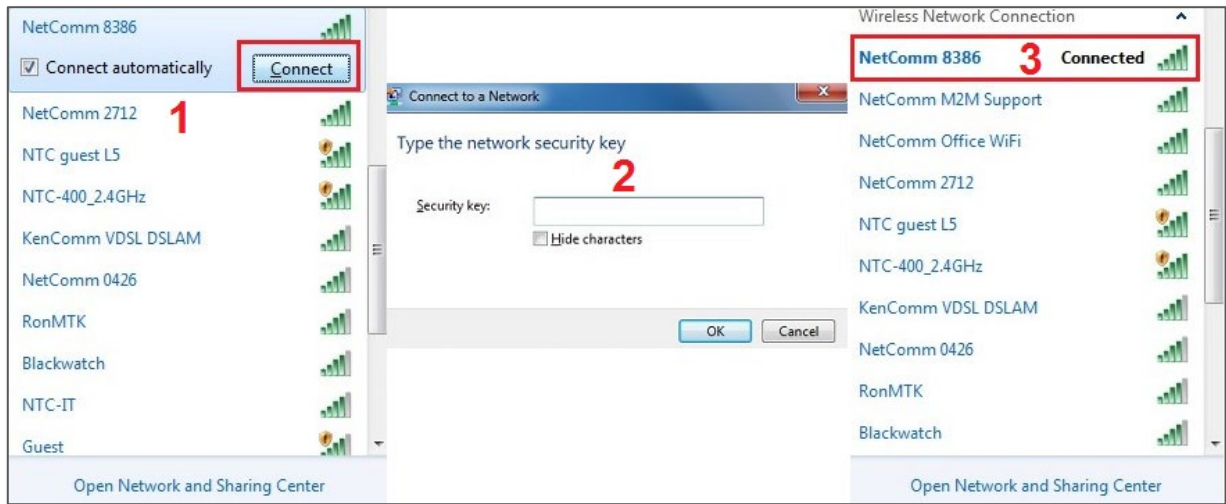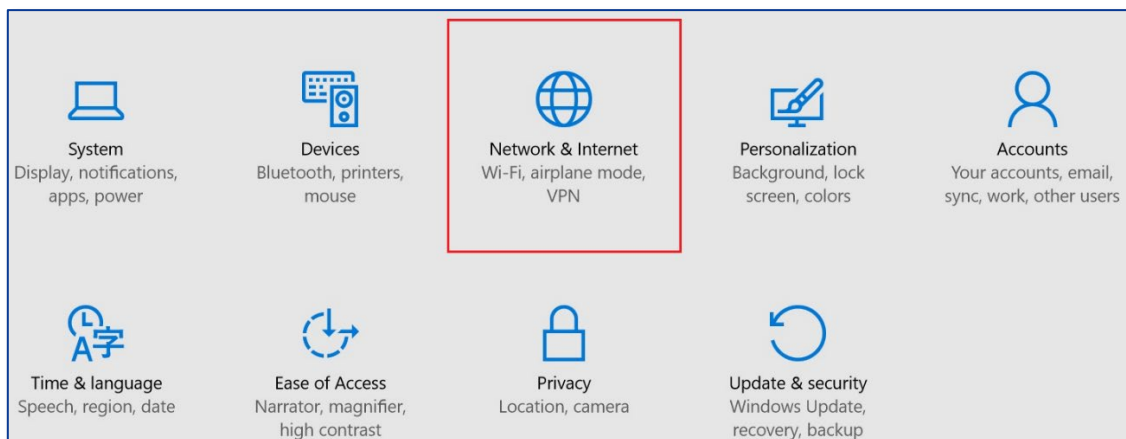
Do not forget to disconnect your ethernet cable.
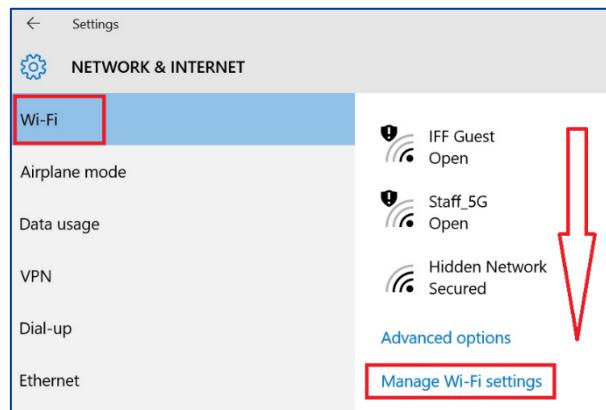
Windows 8 / Windows 10

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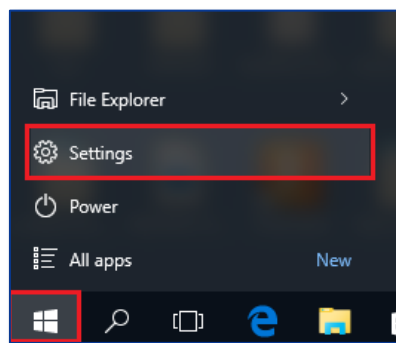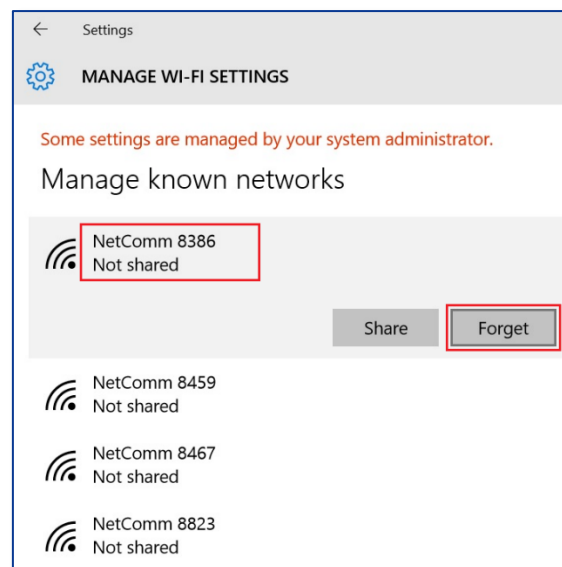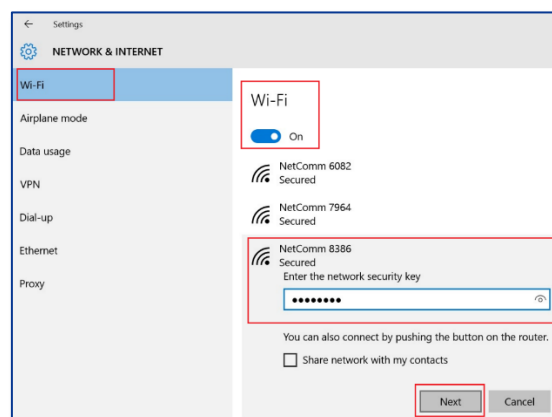

2   Click **Network and Internet.**

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**.

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

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.
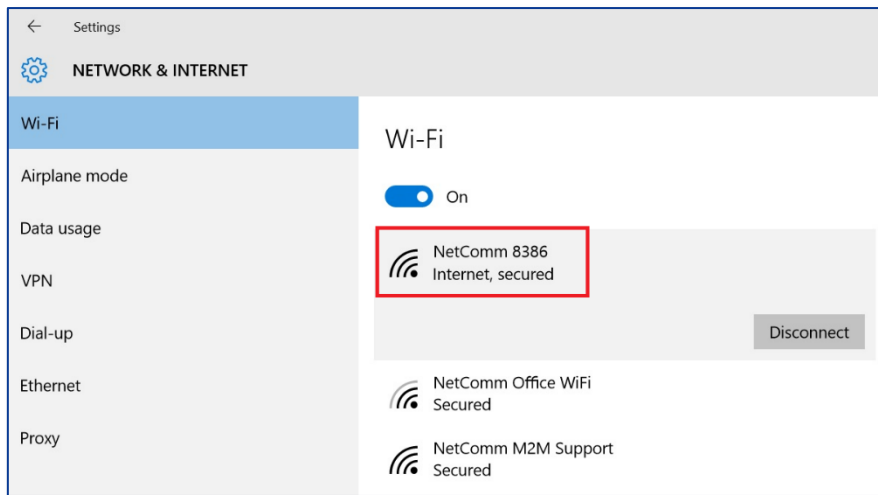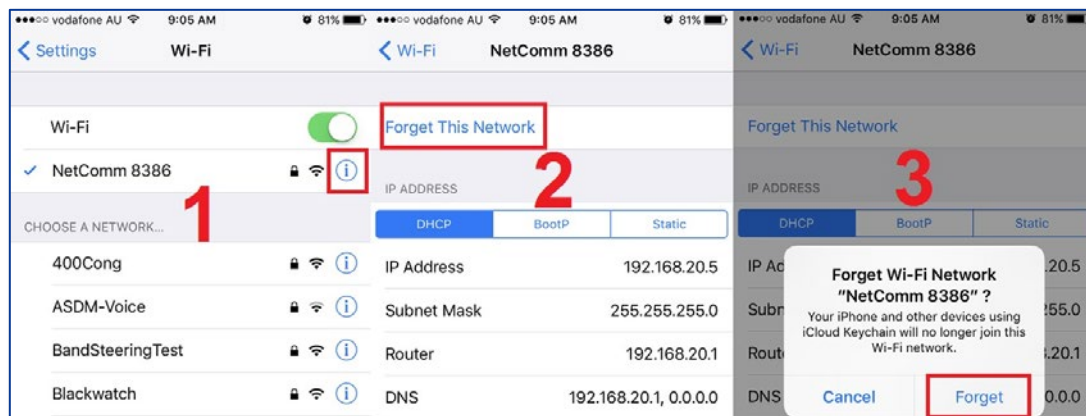

iPhone

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.

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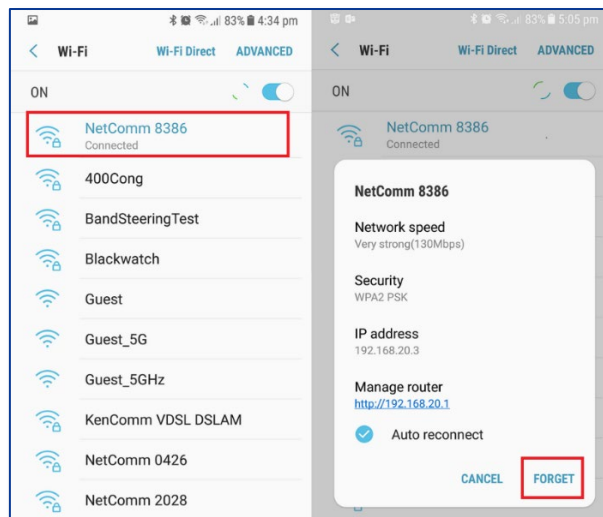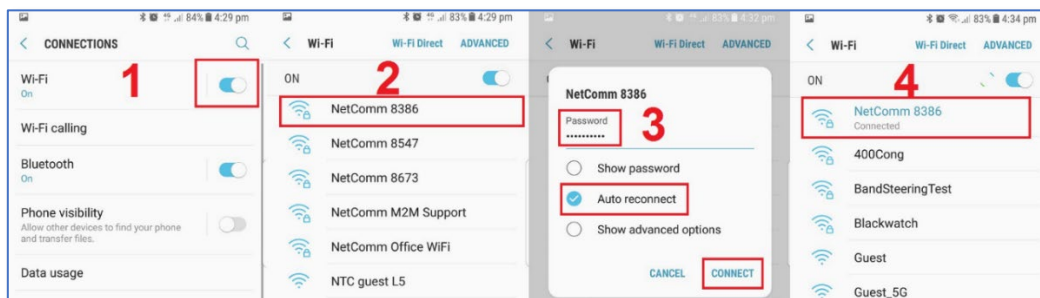

android

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**.
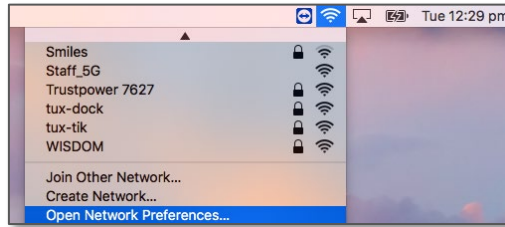

Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.
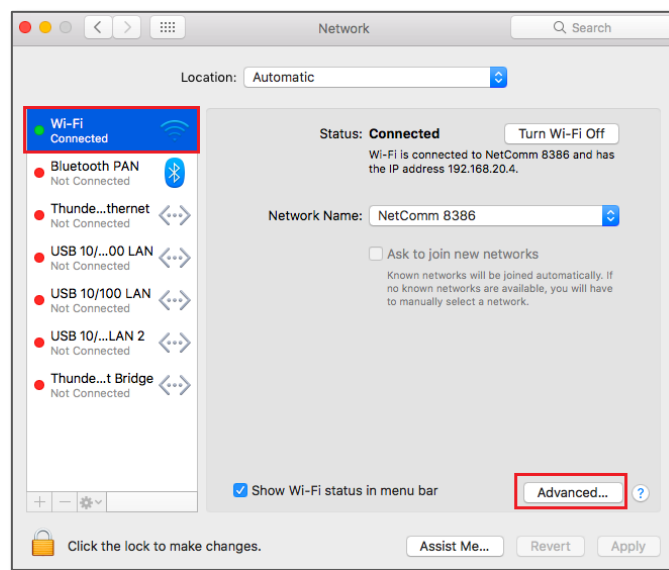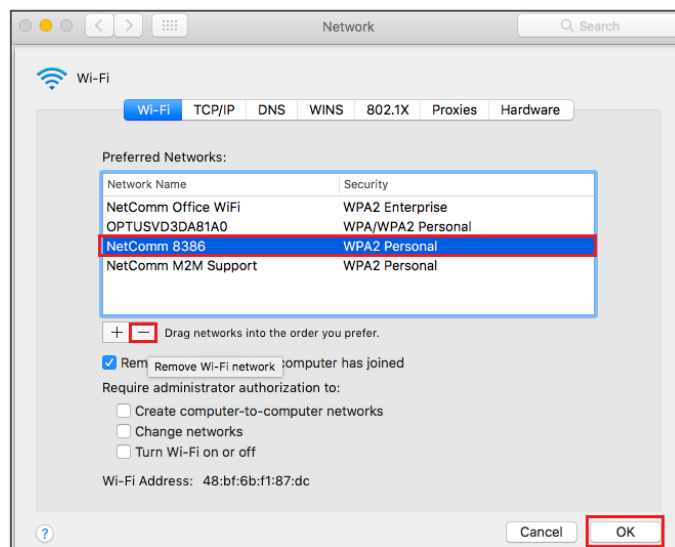
![NetComm Wireless logo]

Mac OS X

1   Click on the **Airport/Wi-Fi** icon at the top right corner of the screen as shown below.

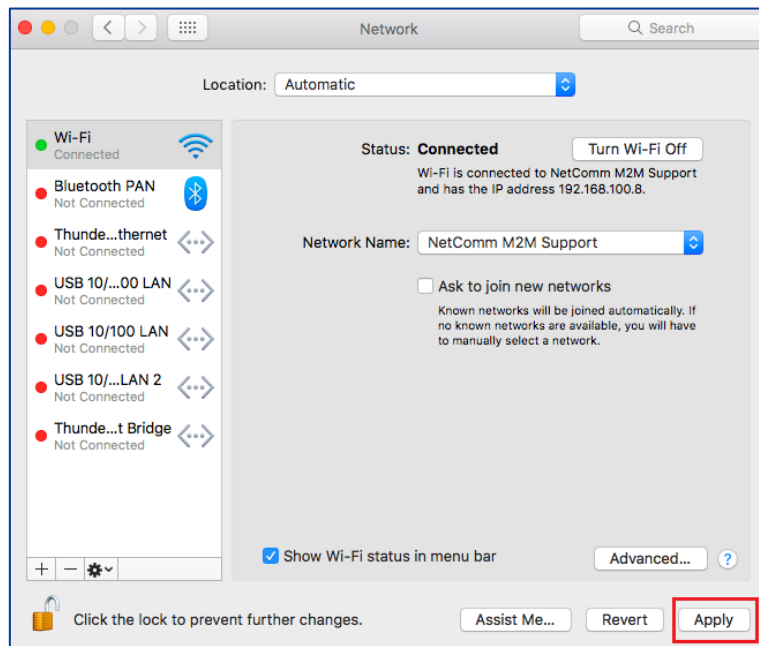2   Scroll down and click **"Open Network Preferences…"**.

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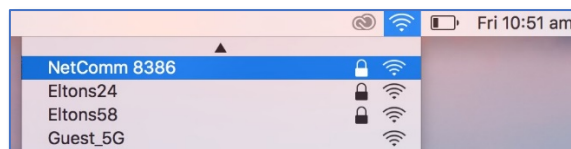

4   Select your Wi-Fi network name (*Example: NetComm 8386*), click "**–**" as shown below, check ☑ **Remove** and **OK**.
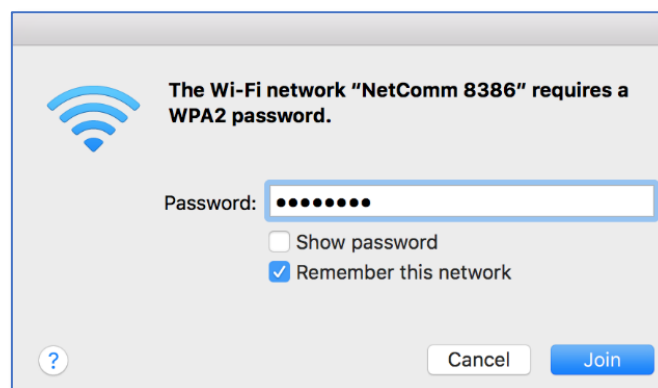
5   Next click **Apply**

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.


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

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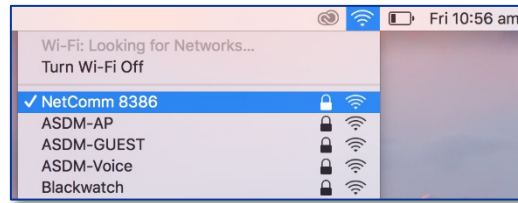
After completing the steps above, you should now be connected to your wireless network and able to surf the internet. Please remember to disconnect your ethernet cable.
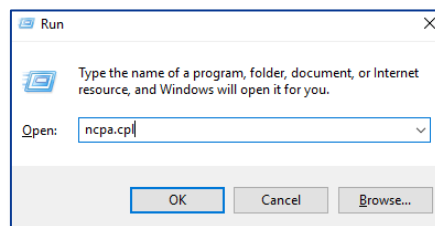
![NetCommWireless logo]

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.

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.