Wireless Troubleshooting Guide

NF20 / NF20MESH

Wireless Troubleshooting guide

First, check that your Gateway Wi-Fi is turned **ON**.

Next, check LED light status for 2.4 GHz and 5 GHz Wi-Fi. If 2.4 GHz and 5 GHz Wi-Fi LEDs are not lit, it means that your Wi-Fi service is disabled.

Accessing Gateway web user interface

1 Connect your computer to the Gateway using wired or wireless connection. A computer connected using ethernet cable is strongly recommended.

2 Open a web browser (such as Internet Explorer, Google Chrome, Safari or Mozilla Firefox), type following address into the address bar and press **Enter**.

http://192.168.20.1

3 Enter Gateway Login **Username** and **Password** printed on the label at the bottom of the Gateway and press **Login**.

WiFi 2.4GHz/WiFi 5GHz

The gateway allows you to maintain separate wireless settings for both 2.4GHz and 5GHz wireless services.

Select the service you want to use (or both) and separately configure them:

2.4 GHz Wireless configuration pages

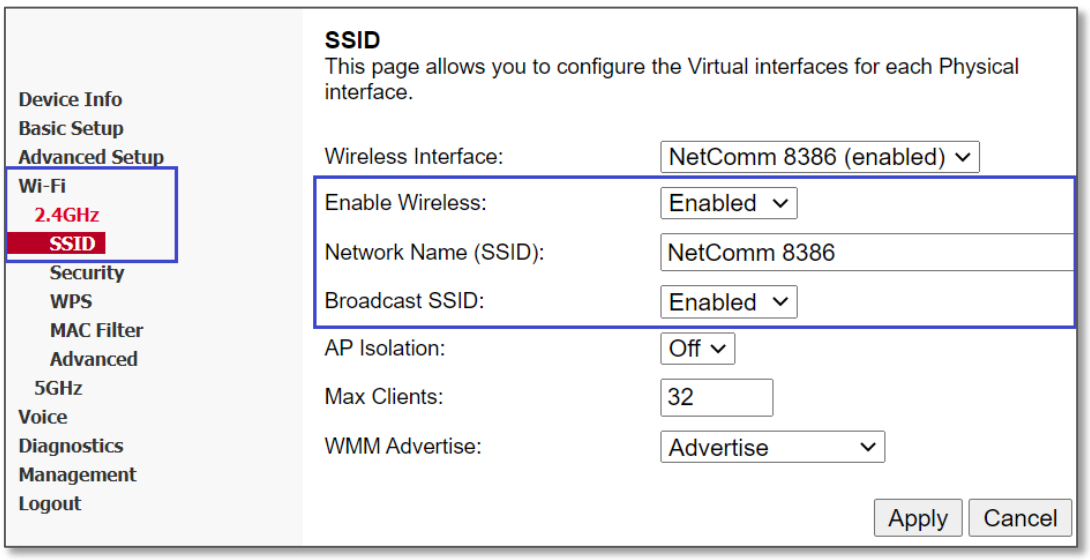
5 GHz Wireless configuration pages

- We recommend that you access the web interface over a wired connection (using Ethernet cable) to change the Wi-Fi security key/password.
- We recommend that you keep 2.4 GHz and 5 GHz Wi-Fi Network name (SSID) and Wi-Fi security key (Wi-Fi password) the same.

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

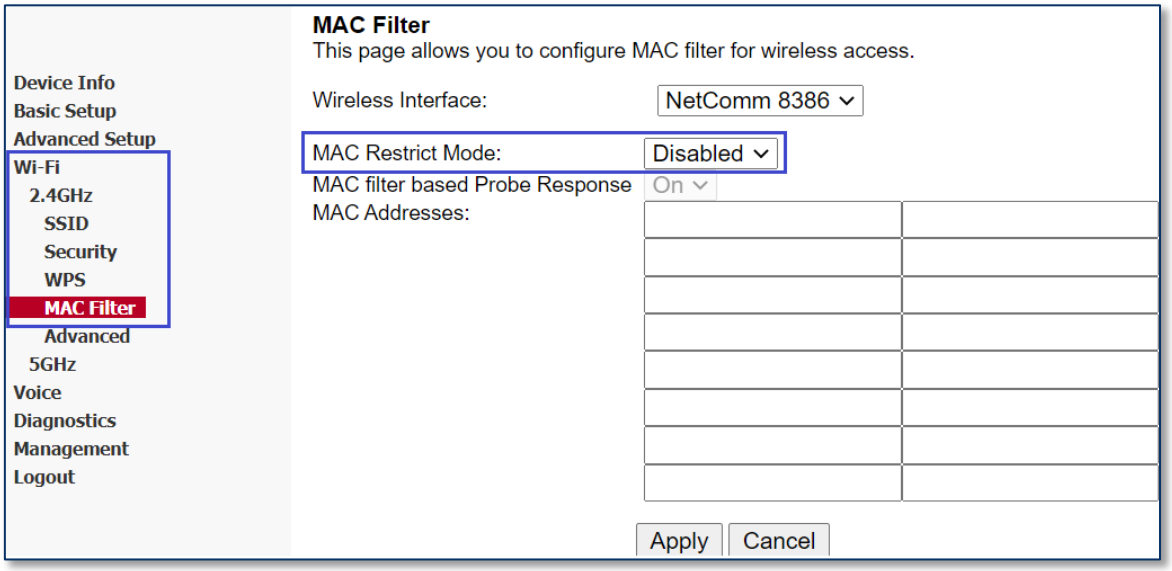
1 Navigate to Wireless > 2.4 GHz/5 GHz > Basic.

2 Confirm that Enable Wireless and Broadcast SSID are Enabled.



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: This may occur if the client device is storing an old Wi-Fi password and it is not prompting for new password. In such case the saved Wi-Fi network name and password should be removed:

1 Scan for the Wi-Fi network name, and

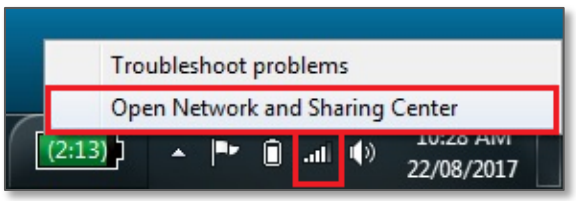
2 Enter new password again.

It is recommended to re-check the Wi-Fi security key/password from Gateway 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. Find the appropriate operating system listed below and follow the instructions.

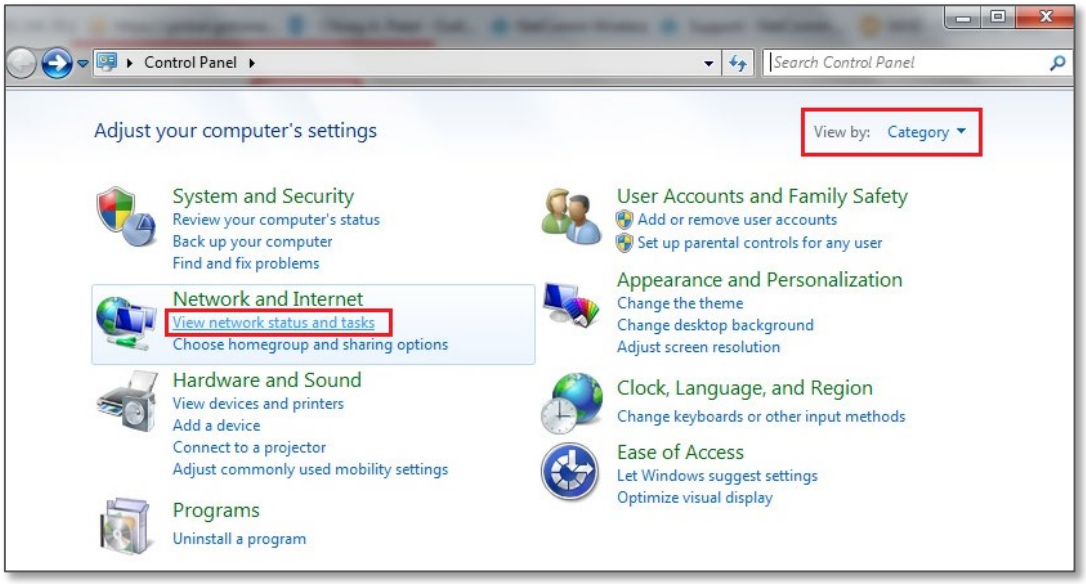
Windows 7

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

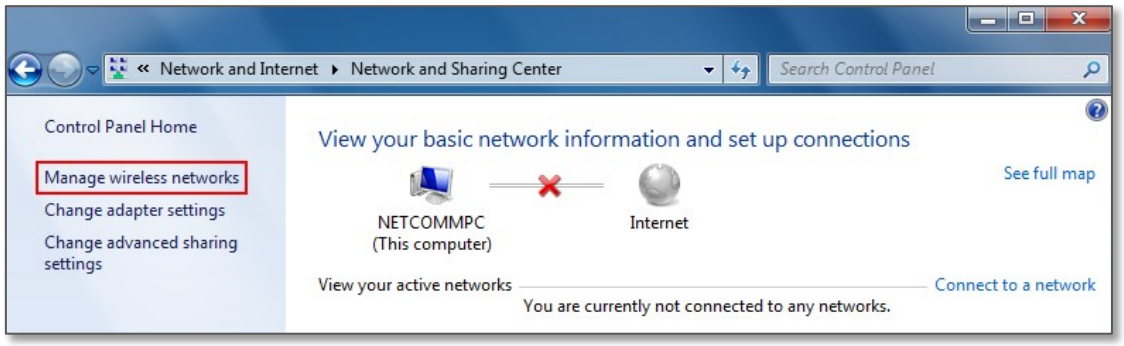


OR

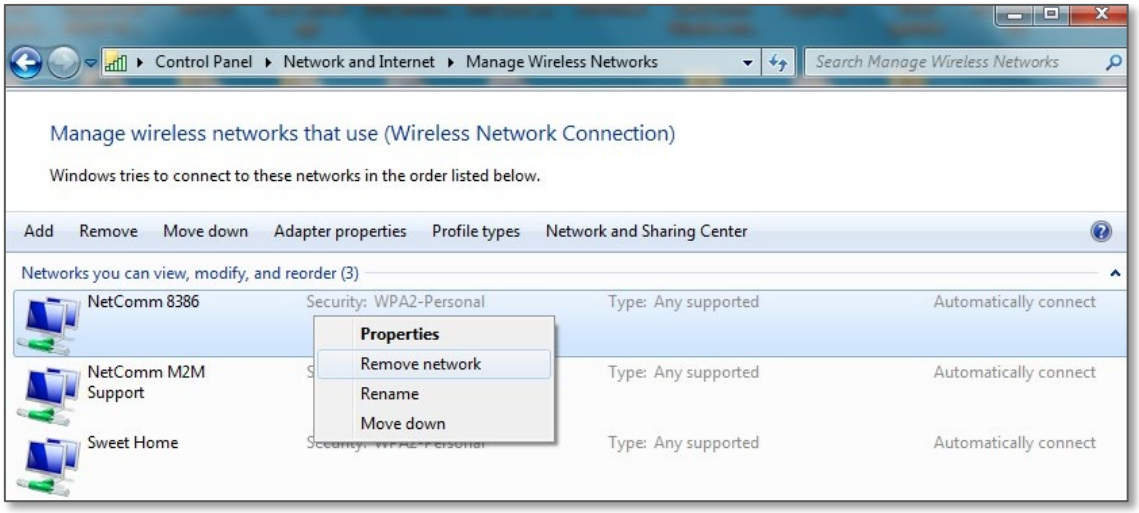
Click on the **Start Menu** and go to **Control Panel**. Select View by: Category. Click View network status and tasks in the Network and Internet group.



2 Click **Manage wireless networks**. If it is not shown, proceed to Step 4.



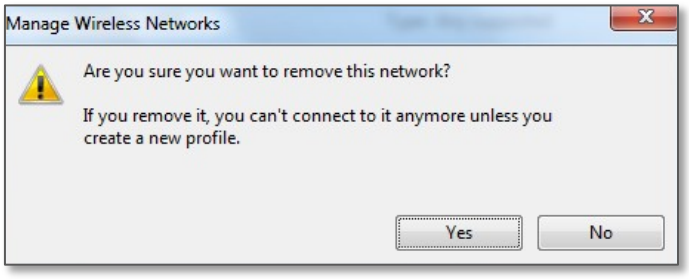
3 Select your Wi-Fi network name/SSID, right click and select Remove network from the popup menu.



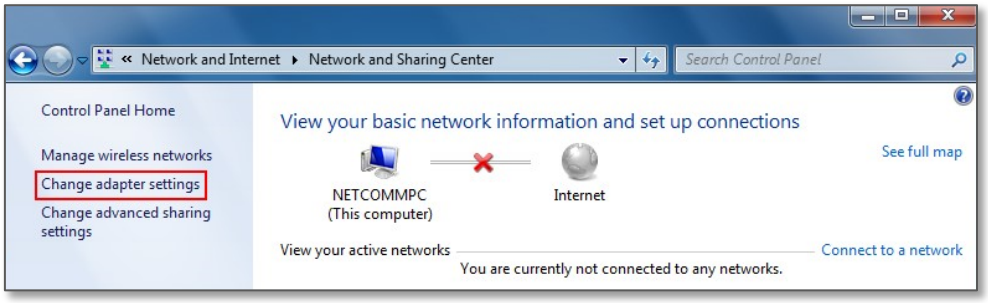
These are stored settings and passwords for connecting to the listed networks.

If your Wi-Fi network name/SSID is not listed here, close this window and return to the **Network and Sharing Center**.

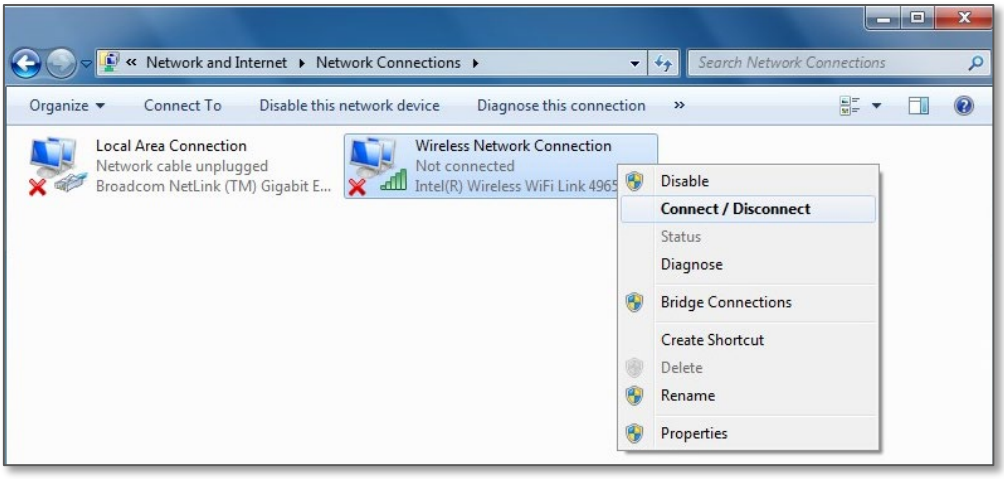
4 **Click Yes in the confirmation dialog box.**



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

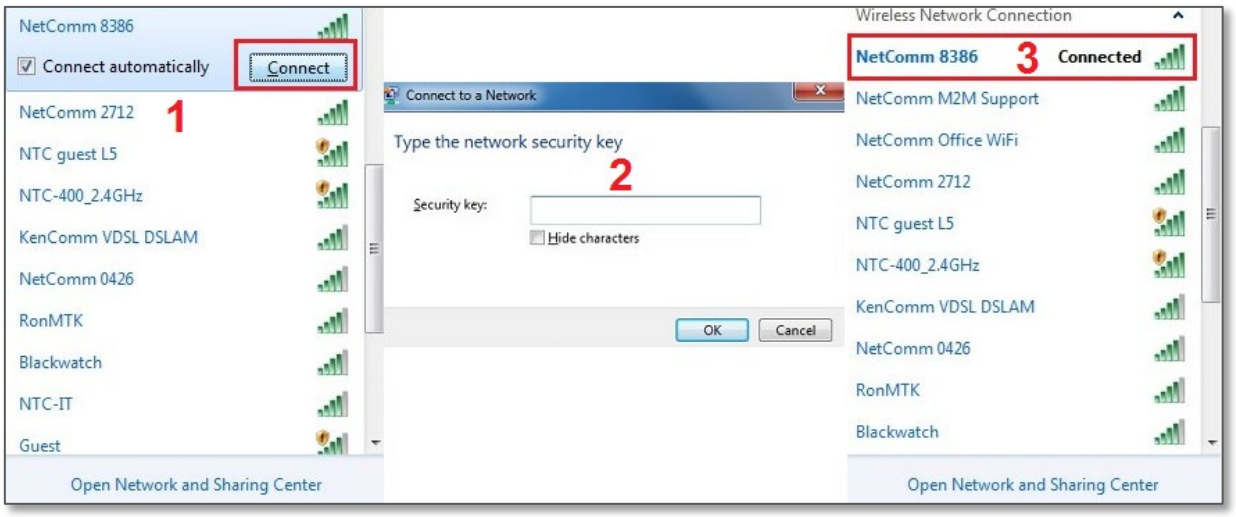


6 Right-click on **"Wireless Network Connection"** and select **"Connect / Disconnect"**.



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.

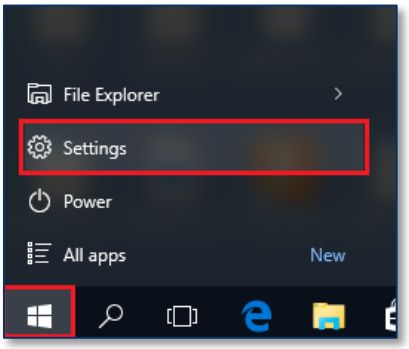
7 You should see a network listed with the **SSID** you obtained at the start of this guide. Select your wireless network and click **Connect.** Enter your Wi-Fi security key/password and click OK. You will be connected to the Wi-Fi network (Example: NetComm 8386).



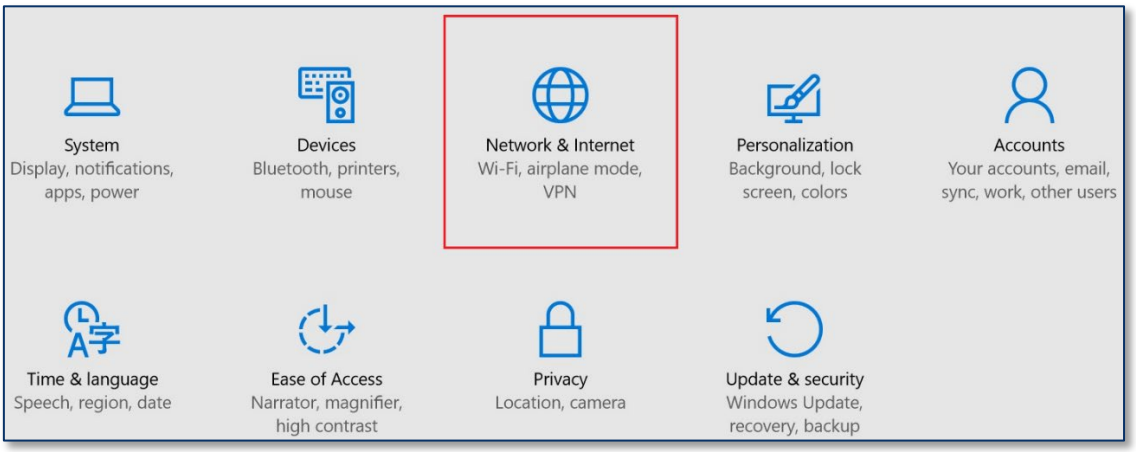
Do not forget to disconnect your ethernet cable.

Windows 8 / Windows 10

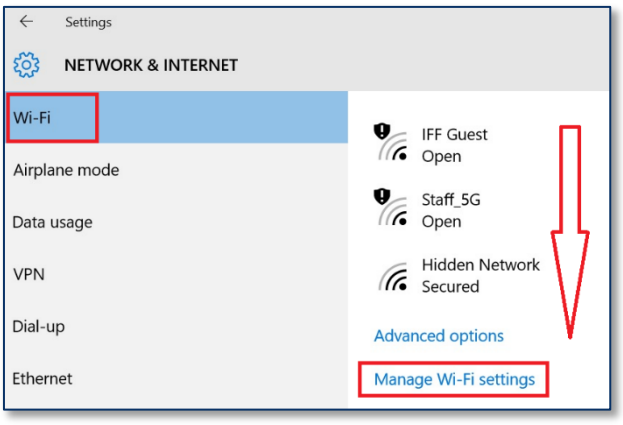
1 Click the Windows button on the bottom left corner of your screen and click Settings.



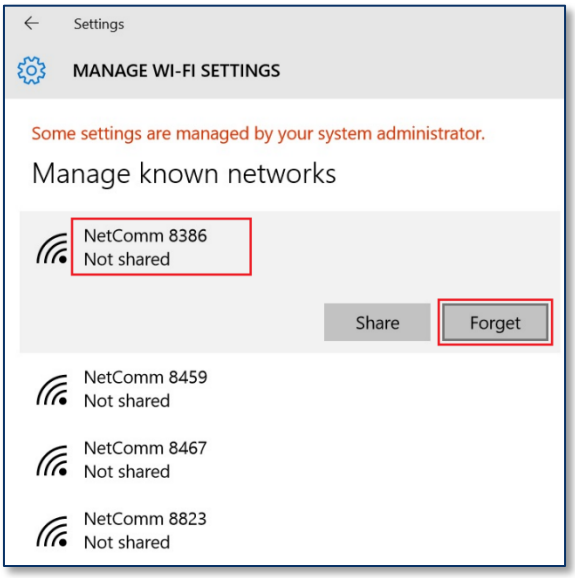
2 Click Network and Internet.



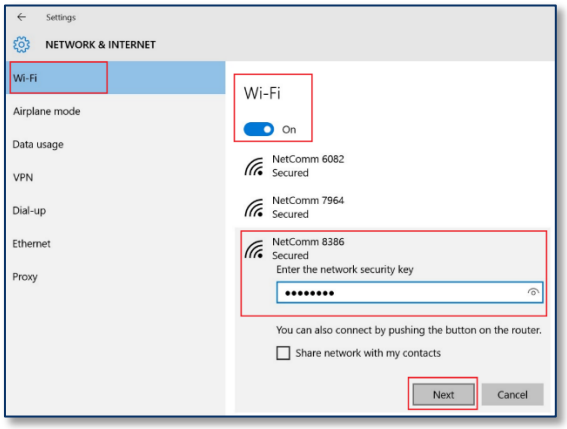
3 Click Wi-Fi, scroll down to the bottom in the right side and click Manage Wi-Fi settings:



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**.

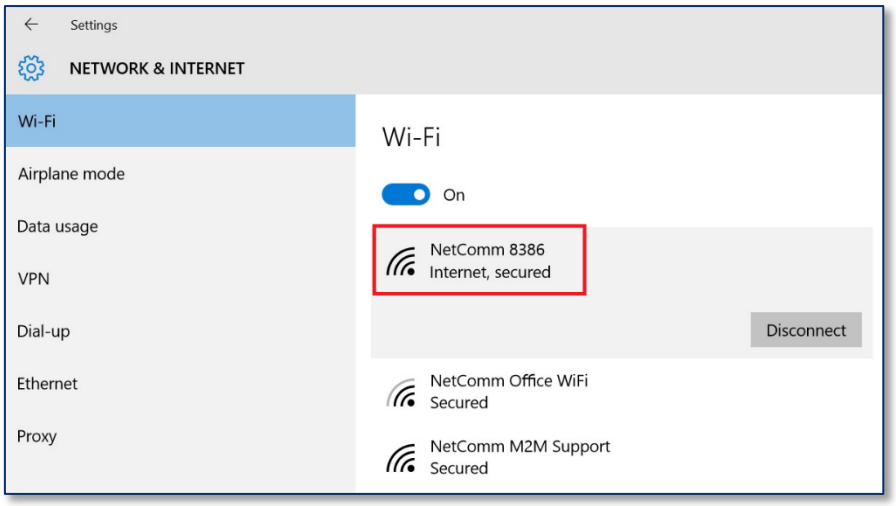
b Select your Wi-Fi network name/SSID (Example: *NetComm 8386*)

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

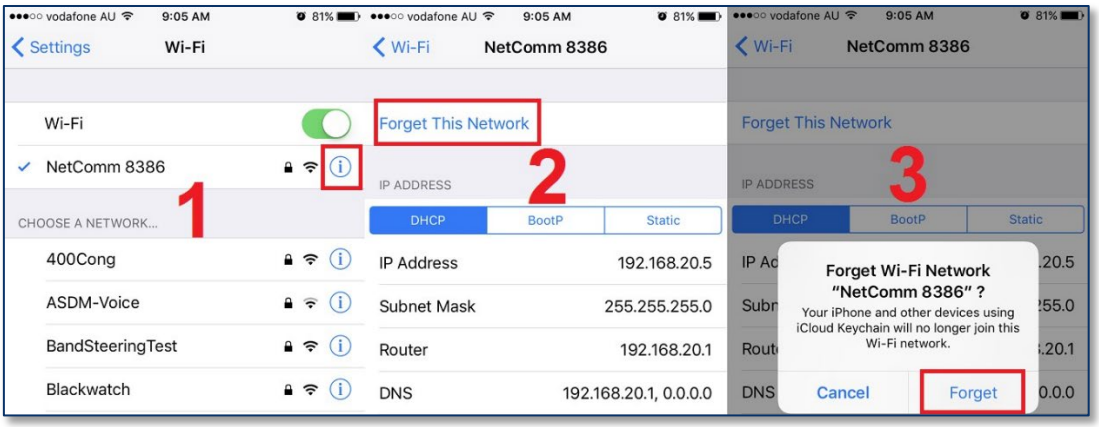
Your iPhone may be storing your old Wi-Fi password causing it not to connect to Wi-Fi network.

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

1 Press the (**i**) symbol as in the snapshot below,

2 Press **Forget this network** and then,

3 Click the **Forget** button in the popup dialog.



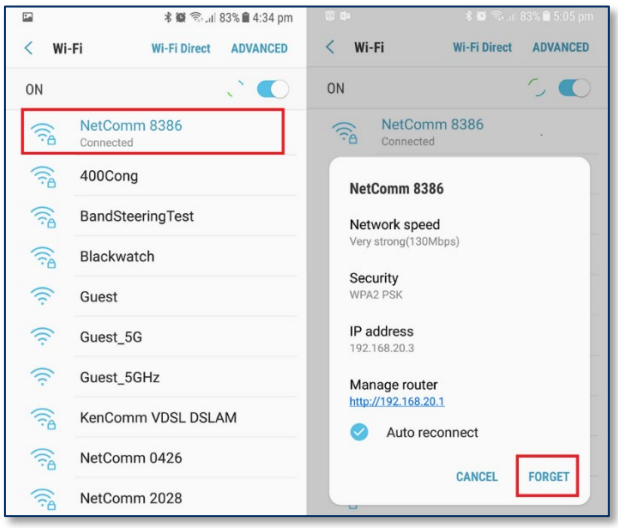
Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.

Android

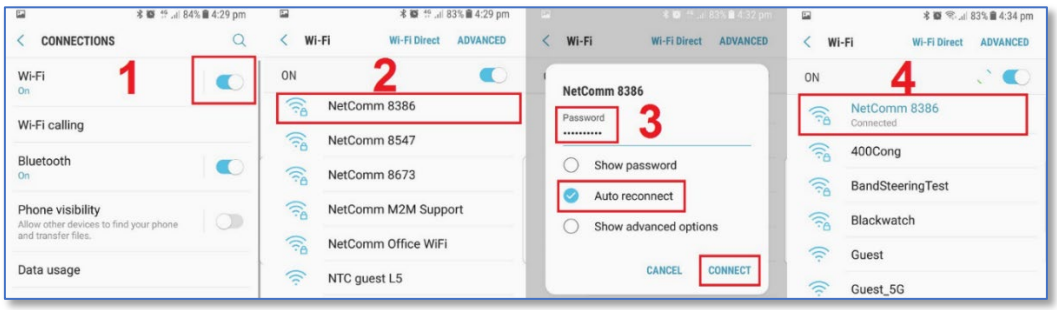
Your Android phone may be storing your old Wi-Fi password causing it not to connect to the Wi-Fi network.

1 In your Android phone, navigate to **Settings > Connections > Wi-Fi**.

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



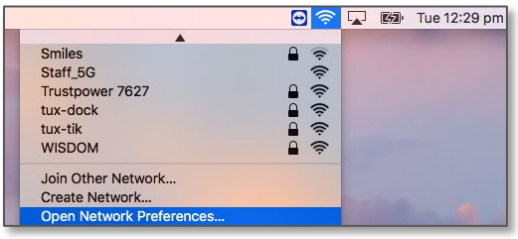
3 Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.



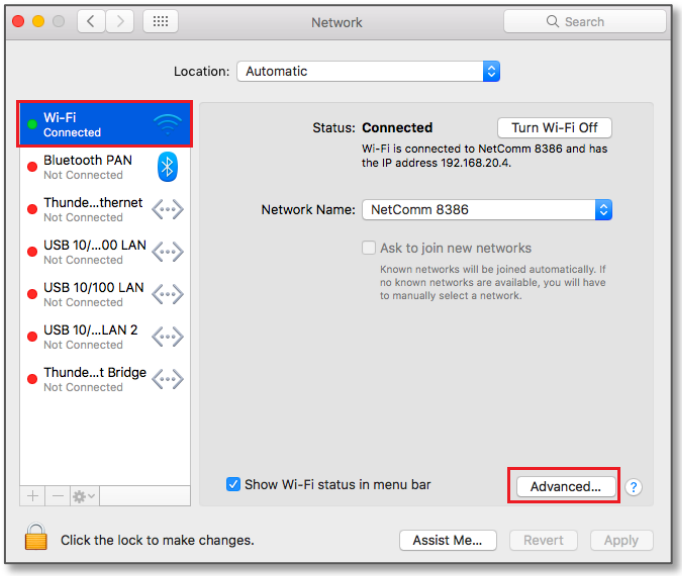
Mac OS X

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

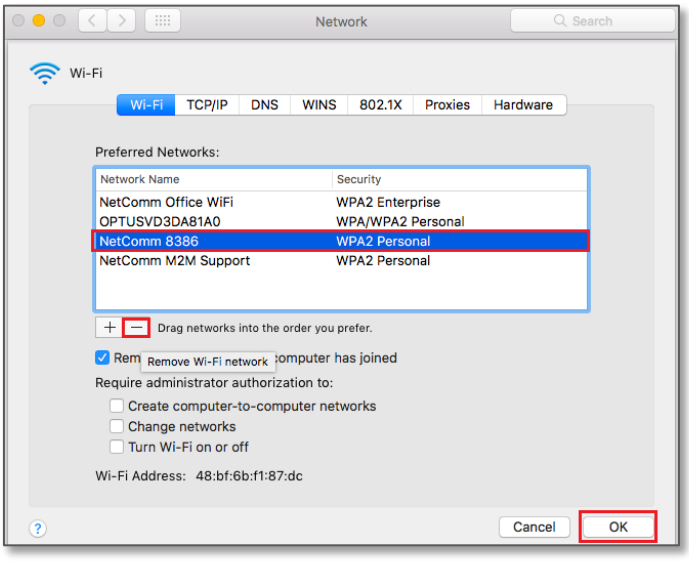
2 Scroll down and click "Open Network Preferences...".



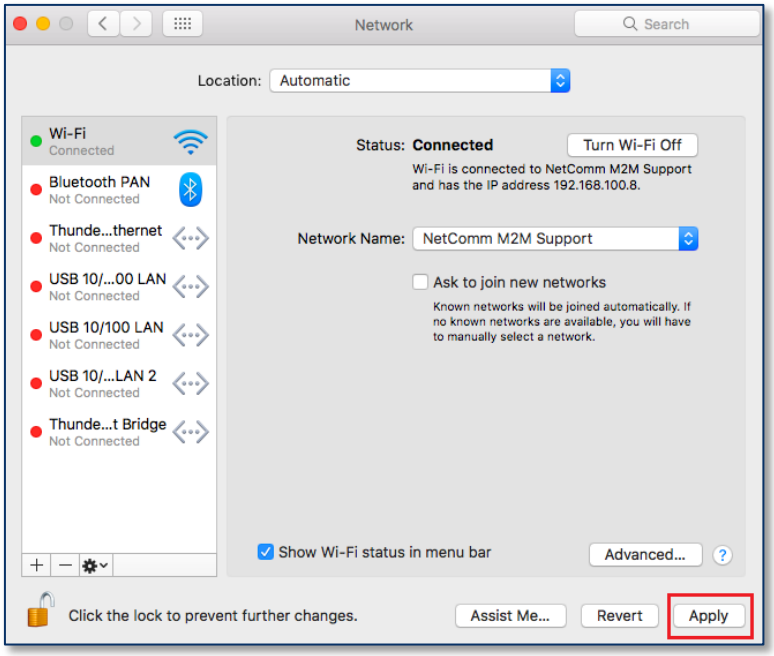
3 Select Wi-Fi and then select the Advanced... button.



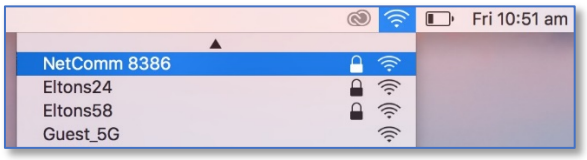
4 Select your Wi-Fi network name (*Example: NetComm 8386*), click the minus sign "**–**" as shown below, check ☑ Remove and OK.



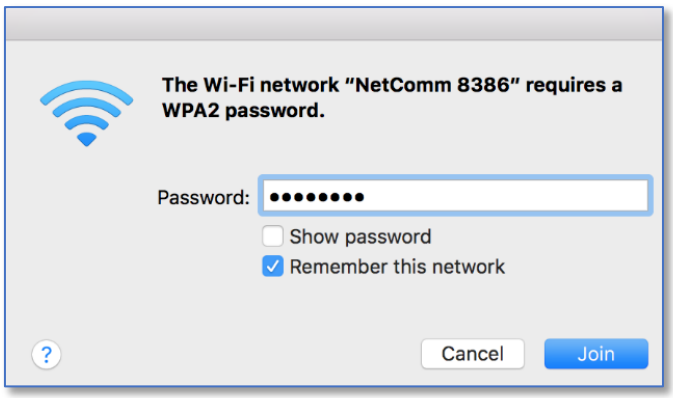
5 Next click **Apply**



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 the **Join** button 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 a ✓ tick on your connected Wi-Fi network.

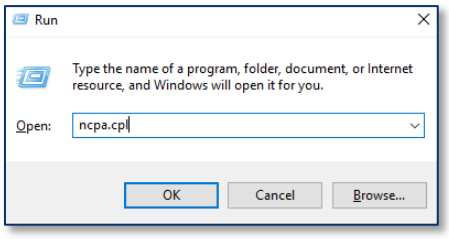
After completing the steps above, you should now be connected to your wireless network and able to surf the internet. Please remember to disconnect your ethernet cable.

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 the automatic IP address from the Gateway.

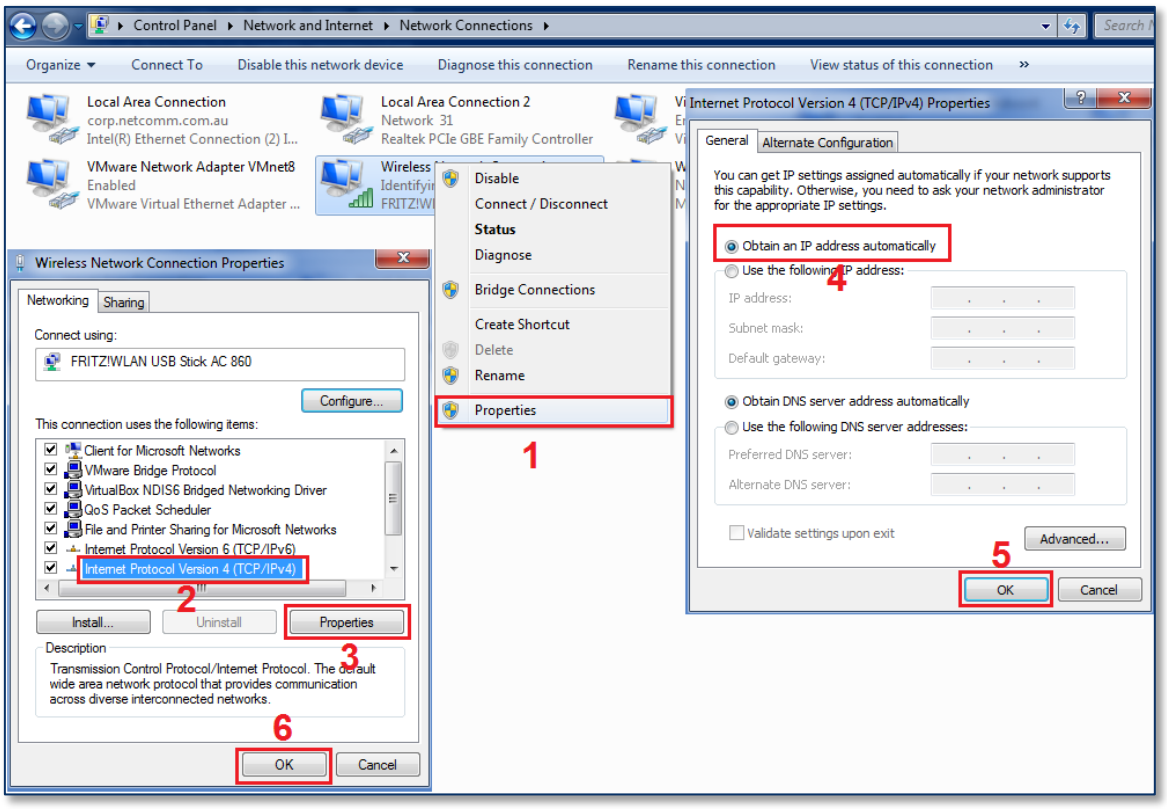
1 Press **Windows + R** key in your keyboard.

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



3 Right click **Wireless Connection** connection and

- i Click **Properties**,
- ii Click **Internet Protocol Version 4 (TCP/IPv4)**,
- iii Click **Properties**,
- iv Click **Obtain an IP address automatically**,
- v Click **OK**, and
- vi Click **OK** again.



Should I choose 2.4 GHz or 5 GHz Wi-Fi band?

By default, Wi-Fi name (SSID) and password for 2.4 GHz and 5 GHz band is same, which creates single roaming profile for the clients to switch between the bands automatically.

It is recommended to keep 2.4 GHz and 5 GHz Wi-Fi name and password same, so that clients select the suitable band automatically.

General Information

As the name suggests, 2.4 GHz and 5 GHz operate on different frequencies. The primary differences between the 2.4 GHz and 5GHz wireless frequencies are area coverage and bandwidth. 5GHz provides faster data rates at a shorter distance, whereas 2.4GHz offers coverage for farther distances, but may perform at slower speeds.

In most cases, 5 GHz has higher bandwidth but less area coverage. This is a because higher frequency signals cannot penetrate solid objects like walls and floors. 5 GHz is suitable for streaming video and online gaming (Television and Gaming device should be closer to the Gateway). The 2.4 GHz has lower bandwidth but larger area coverage. Commonly, 2.4 GHz is used to browse internet using mobile client devices such as Laptop, Mobile or Pad.