



## 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.

Ċ	Ŷ	())	WAN	200		80 <sup>3</sup>	60	2.46	5G <sup>Bb</sup>	((၇))	Ŷ	0	5
POWER	DSL	INTERNET	WAN		ETHE	RNET		Wi	n.	WPS	USB	TELEP	HONE

## 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**.

	🚔 NetComm	
	Welcome to your Wi-Fi 6 Gateway	
	Username Password	
	Login	
You	an find your username and password on the Wi-Fi 6 Gateway's label.	

## 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 Wireles	s configuration pages	5 GHz Wireless configuration pages
Device Ir	nfo	Device Info
Basic Set	up	Basic Setup
Advanced	l Setup	Advanced Setup
Wi-Fi		Wi-Fi
2.4GHz		2.4GHz
SSID		5GHz
Secur	ity	SSID
WPS		Security
MAC	Filter	WPS
Advar	nced	MAC Filter
5GHz		Advanced

- 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.

Device Info Basic Setup	<b>SSID</b> This page allows you to configure interface.	the Virtual interfaces for each Physical
Advanced Setup	Wireless Interface:	NetComm 8386 (enabled) ∨
Wi-Fi 2.4GHz	Enable Wireless:	Enabled V
SSID Security	Network Name (SSID):	NetComm 8386
WPS	Broadcast SSID:	Enabled V
MAC Filter Advanced	AP Isolation:	Off v
5GHz Voice	Max Clients:	32
Diagnostics	WMM Advertise:	Advertise ~
Management Logout		Apply Cancel



## 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

	MAC Filter This page allows you to configure I	MAC filter for wireless access.
Device Info Basic Setup	Wireless Interface:	NetComm 8386 V
Advanced Setup Wi-Fi 2.4GHz SSID Security WPS MAC Filter Advanced 5GHz Voice Diagnostics Management	MAC Restrict Mode: MAC filter based Probe Response MAC Addresses:	Disabled ~           On ~
Logout		Apply Cancel

**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.

✓ affi ► Control Panel	▶ Networ	rk and Internet 🔸 Manage Wir	reless Networks 🔻 😽 Sear	rch Manage Wireless Networks
Manage wireless netw	vorks tha	t use (Wireless Networl	k Connection)	
Windows tries to connect to	these netwo	orks in the order listed below.		
dd Remove Move down	Adapter	properties Profile types 1	Network and Sharing Center	
dd Remove Move down etworks you can view, modify,			Network and Sharing Center	
	and reorder		Network and Sharing Center Type: Any supported	Automatically connect
etworks you can view, modify,	and reorder	r (3)		Automatically connect
etworks you can view, modify,	and reorder	r (3) urity: WPA2-Personal	Type: Any supported	
etworks you can view, modify, NetComm 8386	and reorder	r (3) urity: WPA2-Personal Properties		
etworks you can view, modify, NetComm 8386	and reorder	r (3) urity: WPA2-Personal Properties Remove network	Type: Any supported	Automatically connect Automatically connect Automatically connect

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.



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



(î)

If you cannot see a "Wireless Network Connection" item, your wireless adapter may not be installed or inserted Note - 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 Co	nnected 🚚
NetComm 2712	lle,	Connect to a Network	NetComm M2M Support	110-
NTC guest L5	311	Type the network security key	NetComm Office WiFi	lite.
NTC-400_2.4GHz	<u>.</u>	Security key:	NetComm 2712	100
KenComm VDSL DSLAM		Becurry key.	NTC guest L5	<u>.</u>
NetComm 0426			NTC-400_2.4GHz	<u>.</u>
RonMTK	110	OK Cancel	KenComm VDSL DSLAM	-stil
Blackwatch	110.		NetComm 0426	ite.
NTC-IT			RonMTK	-11
Guest	201	-	Blackwatch	, lite
Open Network and S	haring Center		Open Network and Sha	ring 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
्रि	MANAGE WI-FI SETTINGS
	e settings are managed by your system administrator. anage known networks
(7.	NetComm 8386 Not shared
(iii	NetComm 8459 Not shared
(7.	NetComm 8467 Not shared
(7.	NetComm 8823 Not shared

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

← Settings	
NETWORK & INTERNET	
Wi-Fi Airplane mode Data usage VPN Dial-up Ethemet Proxy	Wi-Fi  on  NetComm 6082 Secured  NetComm 7964 Secured  NetComm 3366 Secured Enter the network security key  Wou 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	
K NETWORK & INTERNET	
Wi-Fi	Wi-Fi
Airplane mode	On
Data usage	Nuccess 2020
VPN	NetComm 8386 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,
- 2 Press Forget this network and then,
- 3 Click the **Forget** button in the popup dialog.

	95 AM Ø 81% ■ Ii-Fi	D ••••○ vodafone AU 중 Vi-Fi NetC	9:05 AM Ø 81%	••••• voi <b>&lt;</b> Wi-F	dafone AU 🗢 9:05 -i NetComr		Ø 81% <b>H</b>
Wi-Fi		) Forget This Netwo	rk	Forge	t This Network		
<ul> <li>NetComm 8386</li> </ul>	<b>₽ \$</b> (j	IP ADDRESS	2	IP ADD	ress	3	
CHOOSE A NETWORK	1	DHCP	BootP Static	D	HCP Boo	tP St	atic
400Cong	<b>₽ \$ (</b> ]	IP Address	192.168.20.5	IP Ac	Forget Wi-F	i Network	.20.
ASDM-Voice	ê 후 (j	Subnet Mask	255.255.255.0	Subr	"NetComm Your iPhone and oth	her devices using	255.
BandSteeringTest	₽ ╤ (	Router	192.168.20.1	Route	iCloud Keychain will Wi-Fi ne		.20
Blackwatch	∎ <del>?</del> (i	DNS	192.168.20.1, 0.0.0.0	DNS	Cancel	Forget	0.0.

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



veeo∞ vodafone AU 4G 3:34 PM Settings Wi-Fi	🖉 79% 💶D		•••⊙ vodafone AU 중 3:35 PM Ø 79% ■ ✓ Settings Wi-Fi
NetComm 8386	₽ \$ (Ì	Cancel Enter Password Join	Wi-Fi
NetComm 8547	<b>₽ ≎ (j</b>	Password	✓ NetComm 8386 🔒 중 (Ì
NetComm 9202	a 🗟 (i)	2	CHOOSE A NETWORK
NetComm 9375 test	<b>₽</b> 중 (j)	2	400Cong 🔒 奈 (į́)
NetComm M2M Support	<b>₽ ╤ (i</b> )		BandSteeringTest 🔒 🗢 🧃
NetComm Office WiFi	<b>■                                    </b>		Blackwatch

#### 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.

*	🕼 😚 🕼 84% 🛢 4:29 pm		🕸 👯 👯 all 83% 🛢 4:29 pm	-	🐮 🕼 🤲 ar 83% 🛢 4.32 pm		考 🖉 🕾 .dl 83% 🛢 4:34 pm
< CONNECTIONS	Q	< Wi-Fi	Wi-Fi Direct ADVANCED	< Wi-Fi	Wi-Fi Direct ADVANCED	< Wi-Fi	Wi-Fi Direct ADVANCED
Wi-Fi		ON	2 🔍	NetComm 8	386	ON	_4℃ ⊂
Wi-Fi calling		Ret	Comm 8386	Password	2		etComm 8386
-		Ret	Comm 8547		<u> </u>		10Cong
Bluetooth		Ret	Comm 8673		password		andSteeringTest
Phone visibility	rphone	Ret	Comm M2M Support		reconnect		ackwatch
Allow other devices to find your phone and transfer files.	r phone	Ret	Comm Office WiFi	Show	advanced options	-	Jest
Data usage		T NTC	guest L5		CANCEL CONNECT		
						GL GL	uest_5G



#### Mac OS X

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



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



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

/i-Fi					
Wi-Fi TCP/IP DNS	WINS 802.1X Proxies	Hardware			
Preferred Networks:					
Network Name	Security				
NetComm Office WiFi OPTUSVD3DA81A0	WPA2 Enterprise WPA/WPA2 Personal				
NetComm 8386	WPA2 Personal WPA2 Personal				
Drag networks into the of Rem Remove Wi-Fi network <sup>10</sup>					
Require administrator authoriza					
Create computer-to-computer networks Change networks Turn Wi-Fi on or off					





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> ()</u>	•	Fri 10:51 am
A			
NetComm 8386	ê		
Eltons24	<b>₽</b>		
Eltons58	A 🔶		
Guest 5G	(()		

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

(((+	The Wi-Fi network "NetComm 8386" requires a WPA2 password.
	Password:
	<ul><li>Show password</li><li>Remember this network</li></ul>
?	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 a 🗸 tick on your connected Wi-Fi network.



	©	<b>I</b>	Fri 10:56 am
Wi-Fi: Looking for Networks			
Turn Wi-Fi Off			
✓ NetComm 8386	ê		
ASDM-AP	ê		
ASDM-GUEST	ê 🔶		
ASDM-Voice	🔒 🔶		
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 the automatic IP address from the Gateway.

1 Press Windows + R key in your keyboard.

Tab	)	q	v	v	e		r		t	:
Сар	os		а	s	388	d	State of the second	f	1	g
Shift		z		x		с		۷		
Fn	Ctr	1	•	А	lt					

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.

