

Wireless Troubleshooting Guide

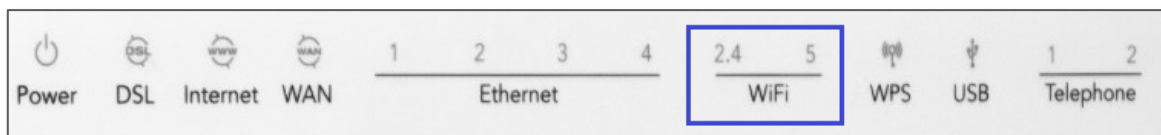
NF18ACV NC2 FAQs

This guide has been revised to include the latest changes and updates from the NF18ACV's new NC2 web user interface.

Wireless Troubleshooting guide

First, check whether your modem/router's Wi-Fi is turned ON or not. Check LED light status for 2.4 GHz and 5 GHz Wi-Fi.

If 2.4 GHz and 5 GHz Wi-Fi are turned OFF, it means that your Wi-Fi service is disabled.



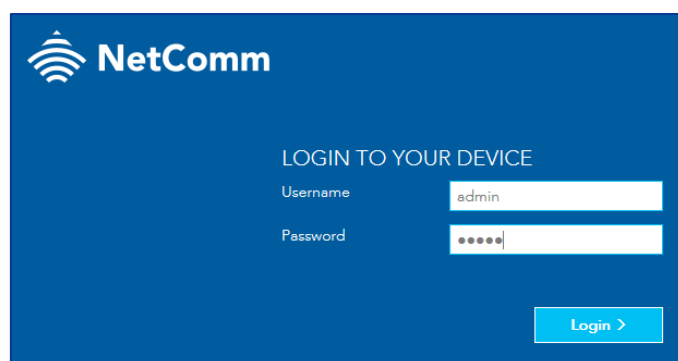
Login to Web User Interface

You control the Wi-Fi settings from the NF18ACV's management interface accessible via a web browser.

- 1 Connect a computer and the NF18ACV using an 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**.

<http://192.168.20.1>

- 3 Type **admin** in both the **User Name** and **Password** fields and click **OK**.



Login screen

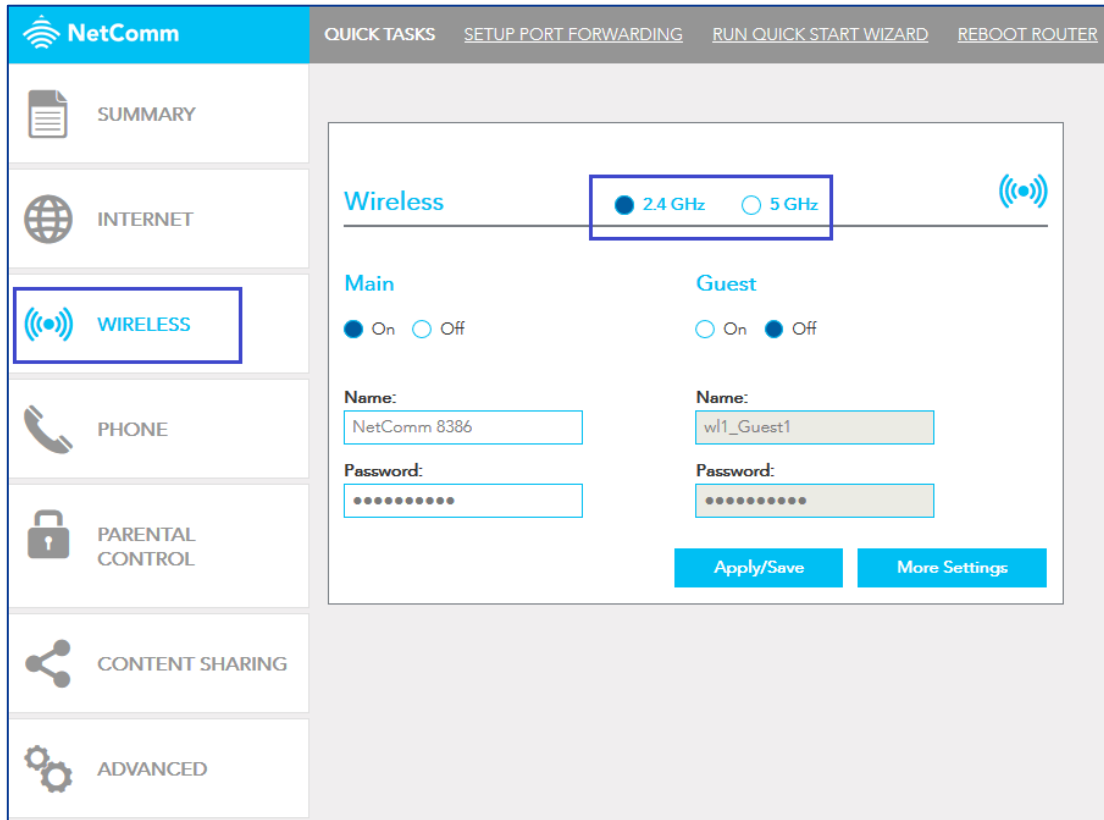


Note – If no authentication prompt is displayed or you see a request time out message, refer to “What if I cannot access Web User Interface guide” from FAQs section.

WiFi 2.4GHz/WiFi 5GHz

The NF18ACV 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:



The image shows the NetComm web interface for configuring wireless settings. On the left is a sidebar with navigation options: SUMMARY, INTERNET, WIRELESS (highlighted with a blue box), PHONE, PARENTAL CONTROL, CONTENT SHARING, and ADVANCED. The top of the main area has a header with 'NetComm' and a row of links: QUICK TASKS, SETUP PORT FORWARDING, RUN QUICK START WIZARD, and REBOOT ROUTER. The main content area is titled 'Wireless' and features a radio button selector for '2.4 GHz' (selected) and '5 GHz'. Below this, there are two columns for 'Main' and 'Guest' settings. Each column has an 'On/Off' toggle, a 'Name' field (with default values 'NetComm 8386' and 'wl1_Guest1' respectively), and a 'Password' field. At the bottom right of the main area are two buttons: 'Apply/Save' and 'More Settings'.

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 default Wireless name and password.

Frequently Asked Questions

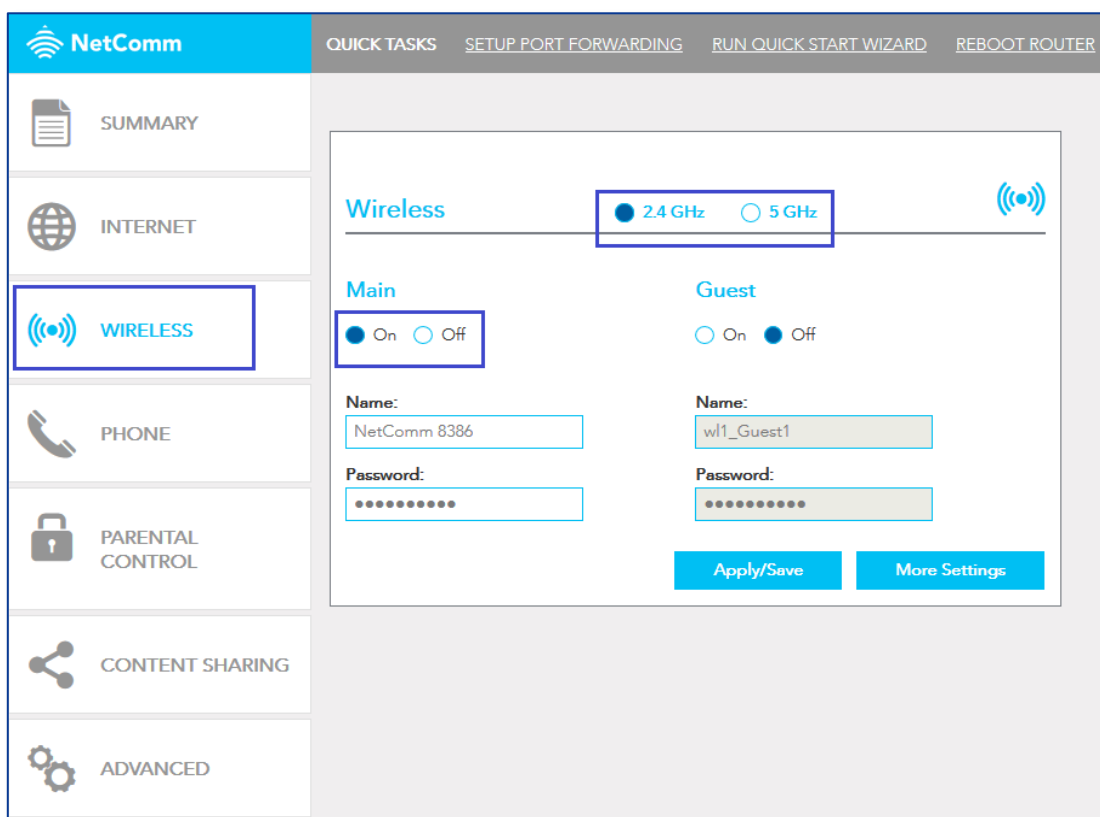
The following questions frequently arise regarding Wi-Fi connectivity:

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

- 1 Navigate to Wireless, select 2.4 GHz or 5 GHz.

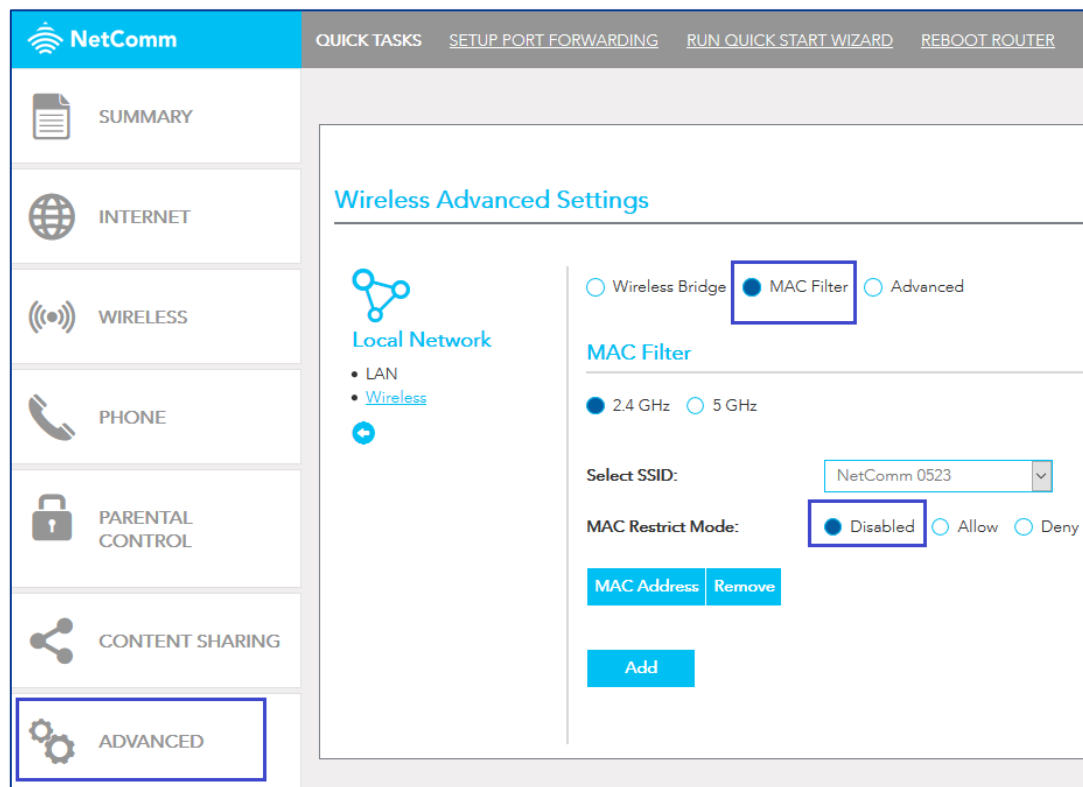
Select **Main** ☒ **On** and press the **Apply/Save** button.



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

Open the **Advanced** menu page, click **Wireless** in the **Local Network** group, select ☒ **MAC Filter** and make sure that **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:

- a The saved Wi-Fi network name and password should be removed
- b Scan for the Wi-Fi network name, and
- c Enter the new password again.

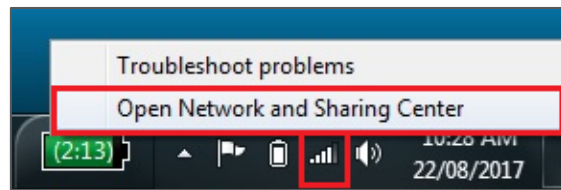
It is recommended to re-check the Wi-Fi security key/password from modem's web interface. Check **wireless setup guide** or **wireless security setup guide** for the instruction to check the Wi-Fi security key/password.

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

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" from its popup menu.

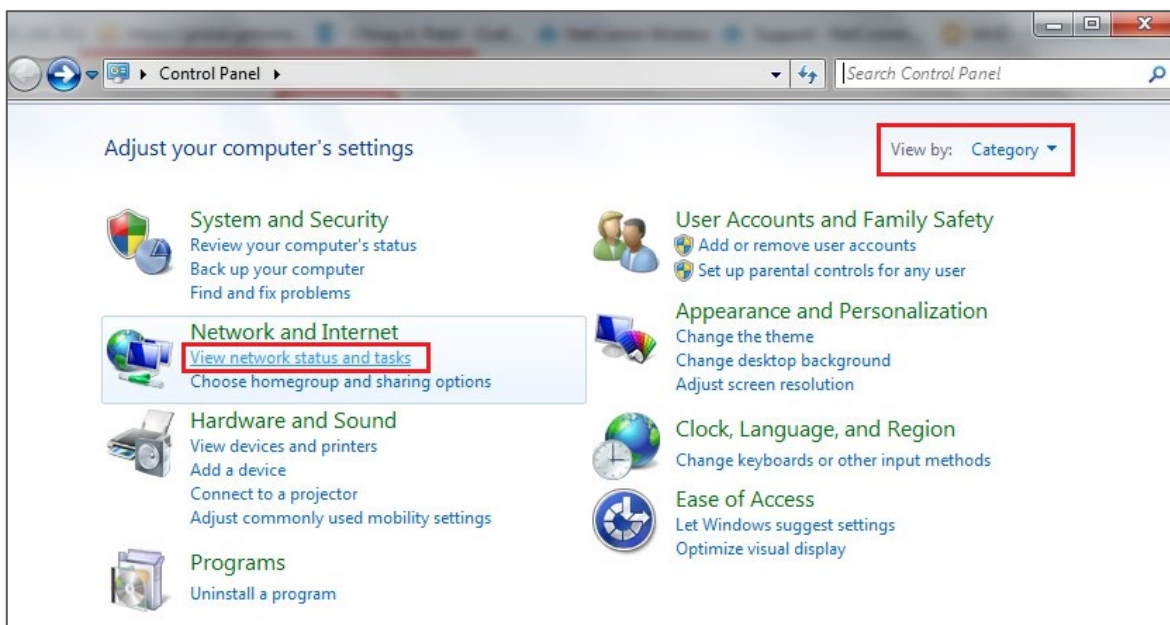


OR

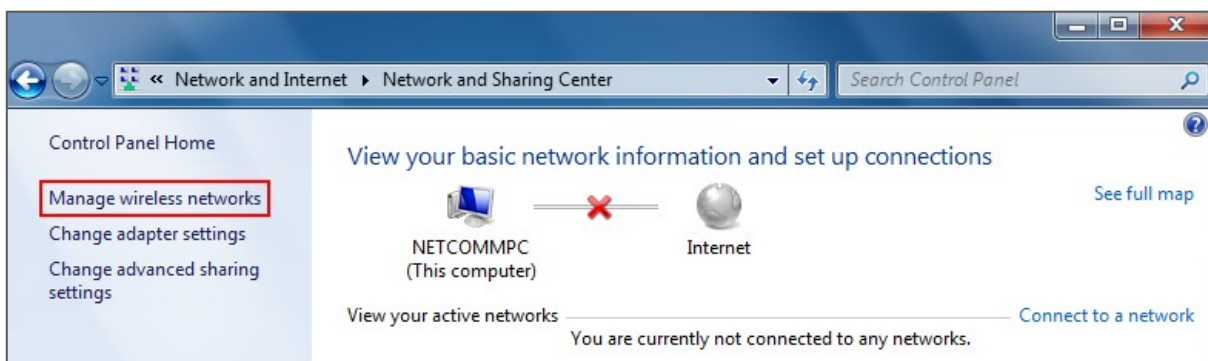
Click on the **Start Menu**, and go to **Control Panel**.

Select **View by: Category**.

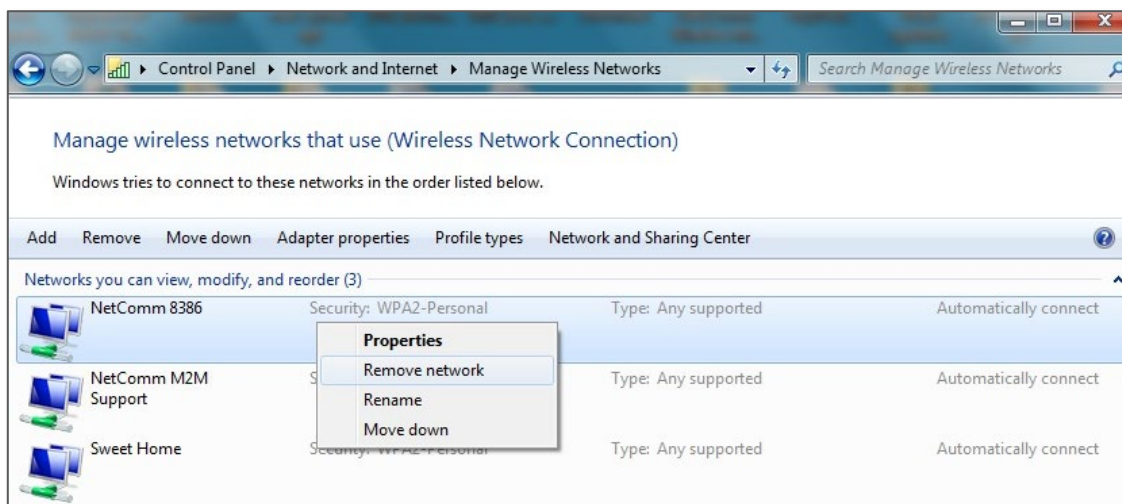
Click "View network status and tasks" under "Network and Internet".



- 2 Click **Manage wireless networks** from the menu on the left. 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.

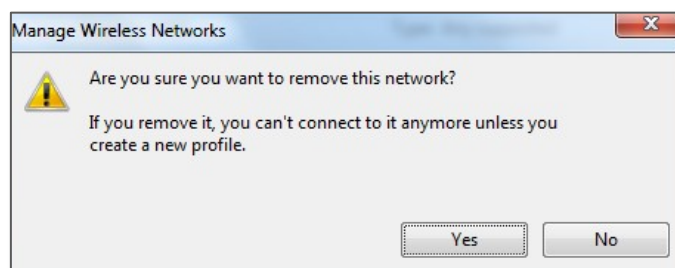


These are stored settings and passwords for connecting to the listed networks.

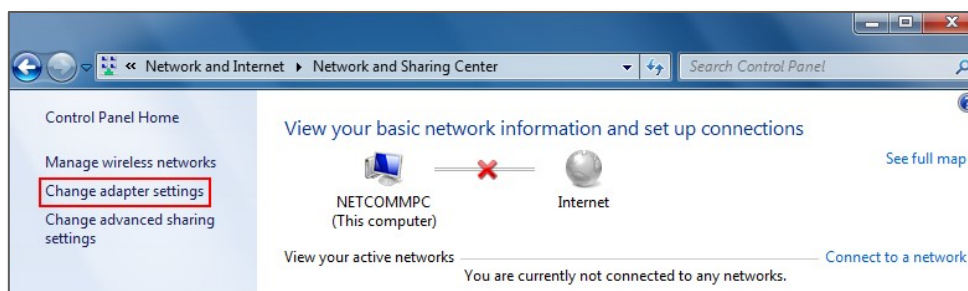


Note – If your Wi-Fi network name/SSID is not listed here, close this window and return to the **Network and Sharing Center**.

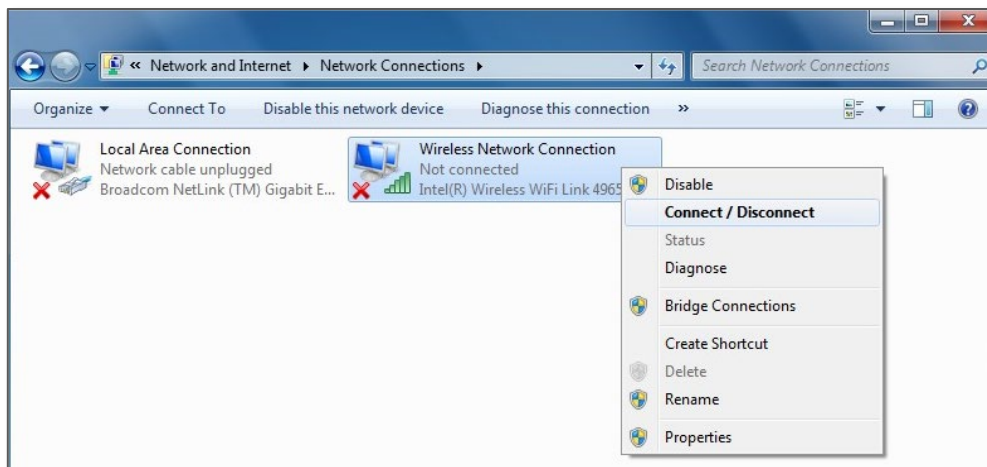
- 4 Click **Yes** in the confirmation dialog box.



- 5 Click on **Change Adapter settings** from the menu on the left.

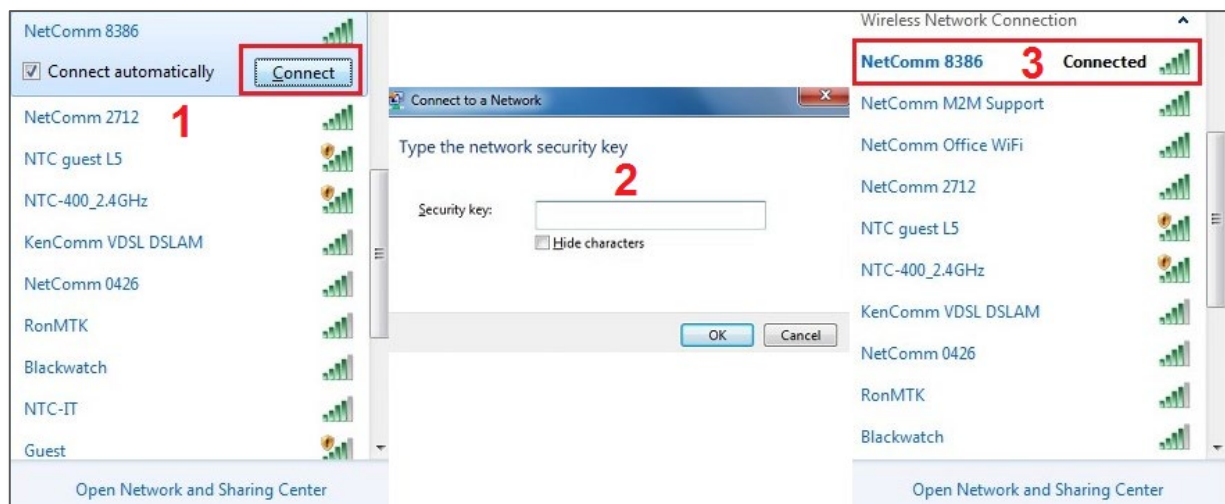


- 6 Right-click on **Wireless Network Connection** and select **Connect / Disconnect**.



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 the **Connect** button.



- 8 Enter your Wi-Fi security key/password and click **OK**.

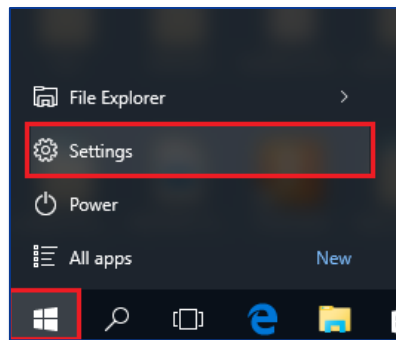
You will be connected to the Wi-Fi network (Example: NetComm 8386).



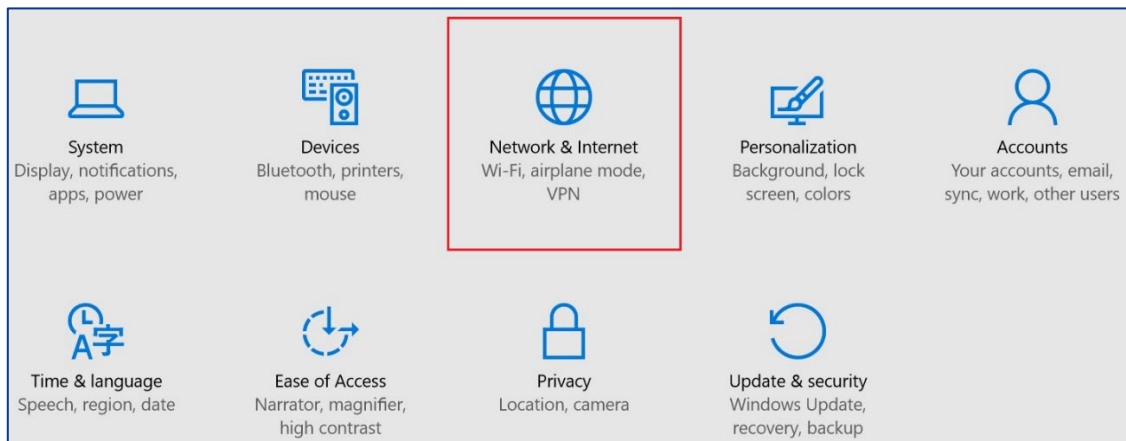
Note – Do not forget to disconnect your ethernet cable.

Windows 8 / Windows 10

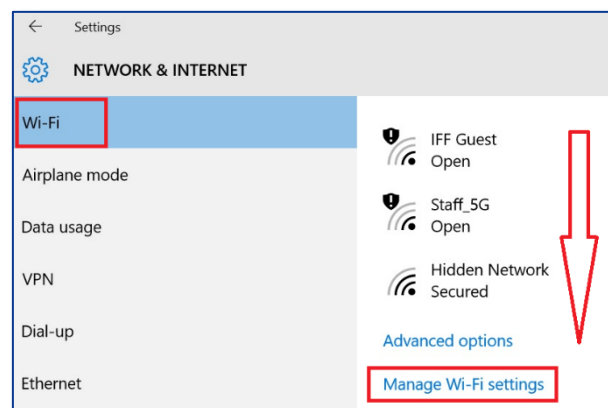
- 1 Click the **Windows button** on the bottom left corner of your screen and click **Settings**.



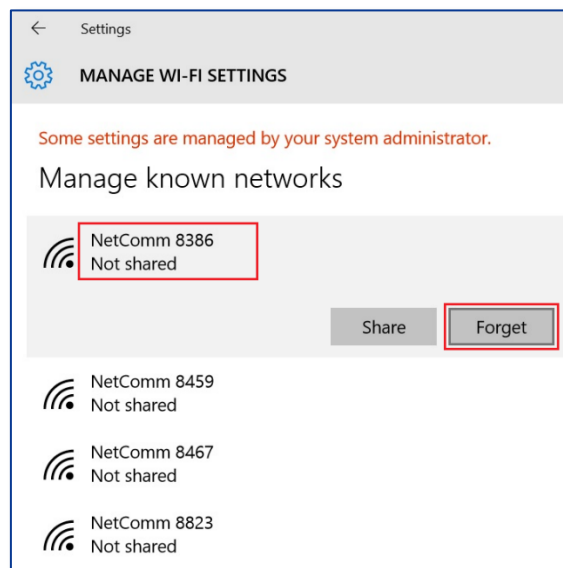
- 2 Click **Network and Internet**.



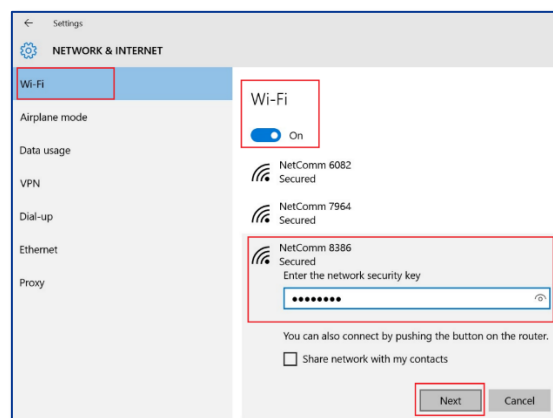
- 3 Click **Wi-Fi**, scroll down to the bottom in the right side and click the **Manage Wi-Fi settings** button.



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



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

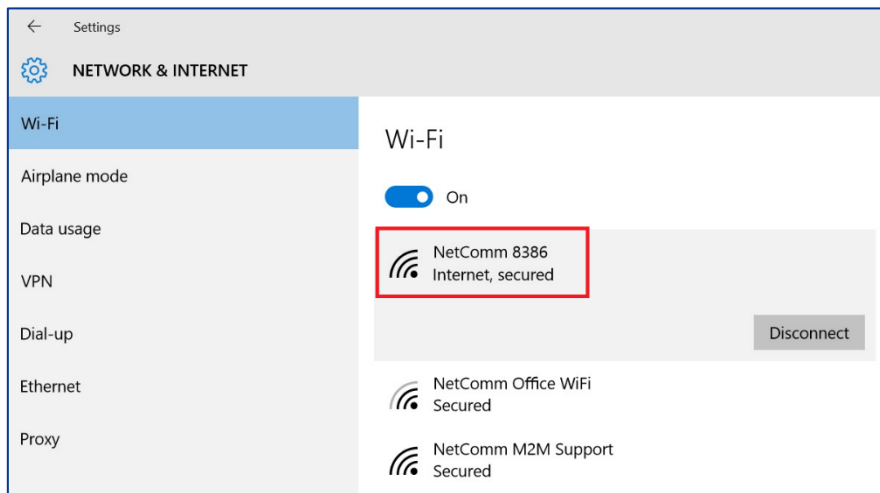


- a Make sure Wi-Fi is turned **On**.
- b Select your Wi-Fi network name/SSID (Example: *NetComm 8386*)
- c Enter your Wi-Fi security key/password
- d Click **Next**.



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.



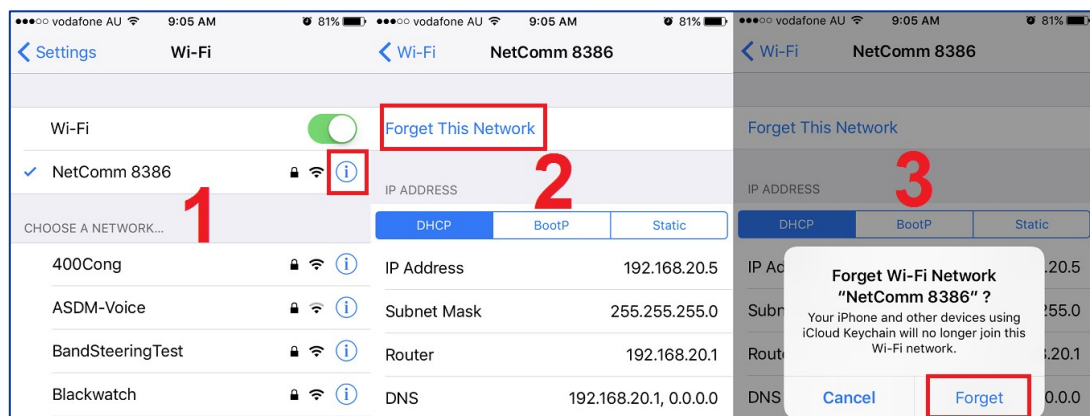
Note – Please remember to disconnect your ethernet cable.

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.



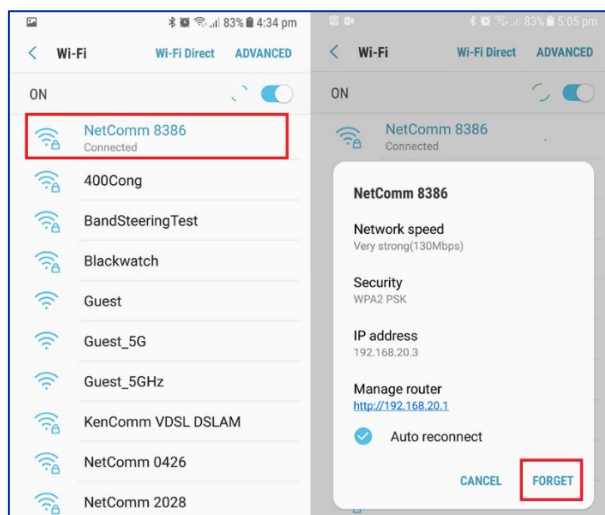
- 4 Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.



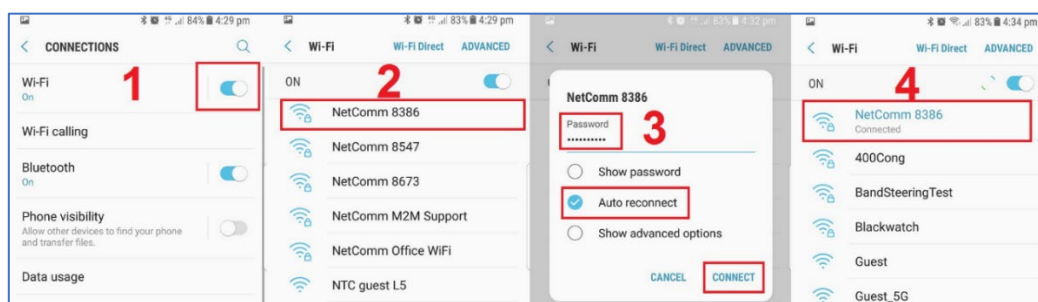
android

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

- 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 the **Forget** button.

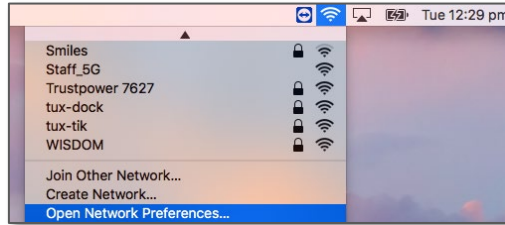


- 3 Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.

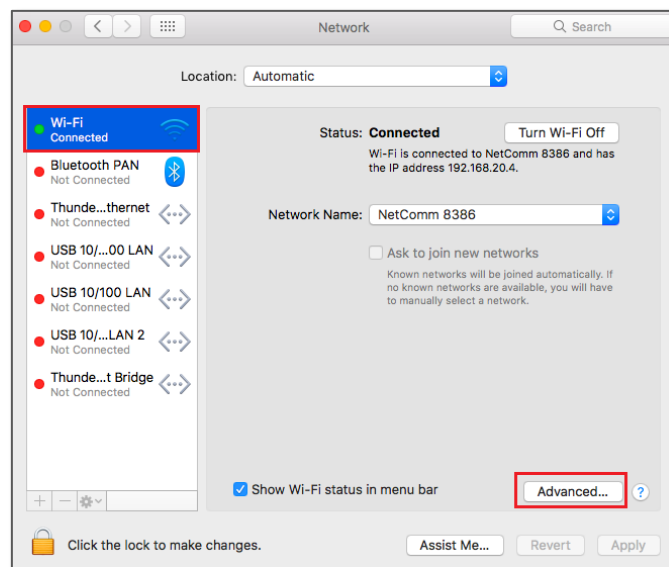


Mac OS X

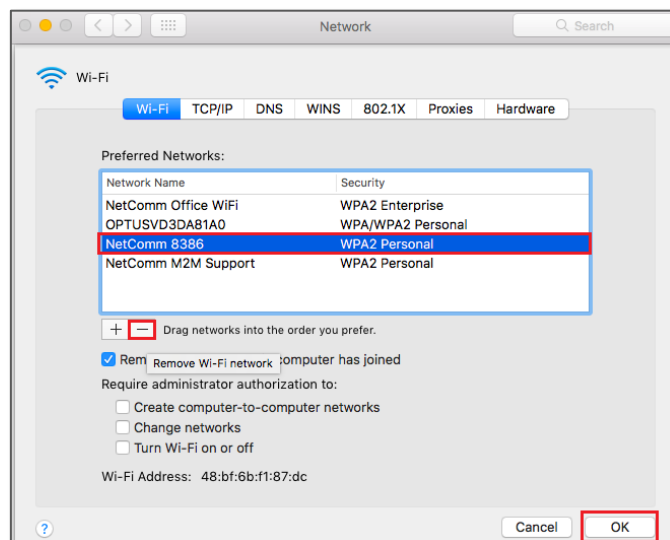
- 1 Click on the **Airport/Wi-Fi** icon at the top right corner of the screen as shown below.
- 2 Scroll down the menu and click **Open Network Preferences"**.



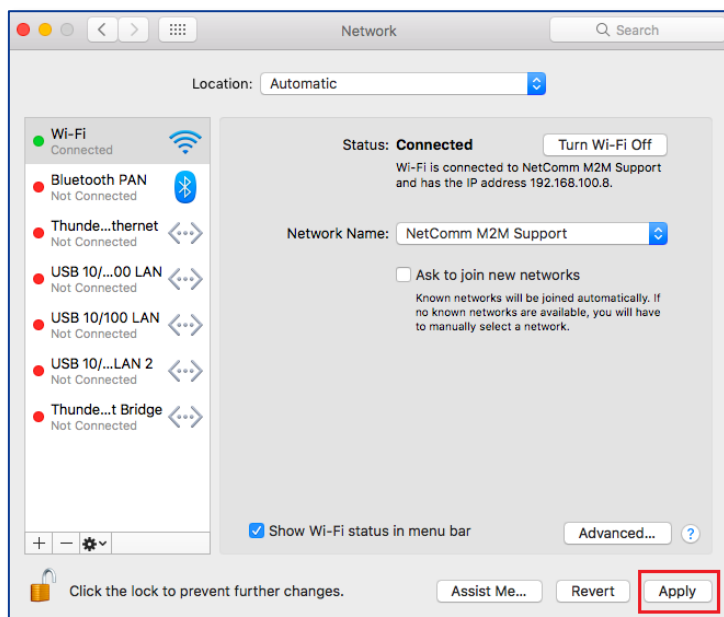
- 3 Select **Wi-Fi** and then select the **Advanced...** button.



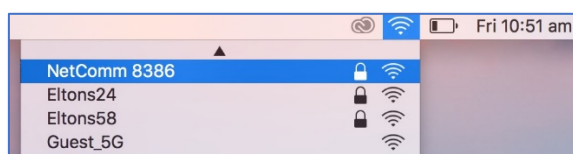
- 4 Select your Wi-Fi network name (Example: *NetComm 8386*), click "-" as shown below, check ☒ **Remove** and click the **OK** button.



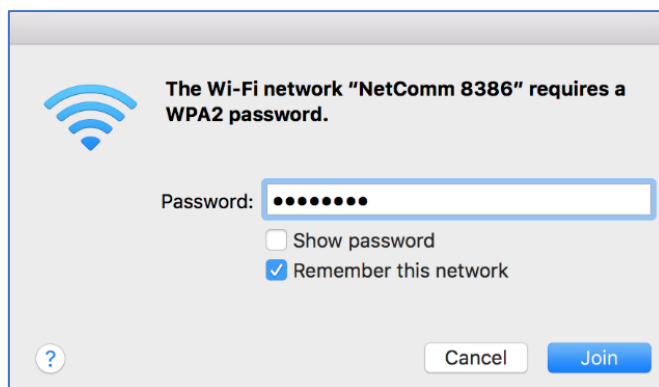
- 5 Next click **Apply**



- 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.

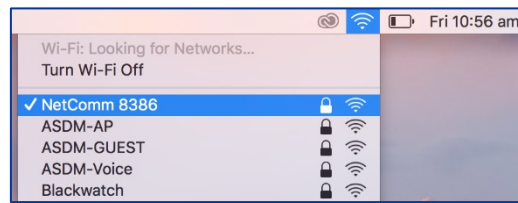


- 7 Enter your Wi-Fi security key/password and click Join to connect to the Wi-Fi network.



Note – 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.

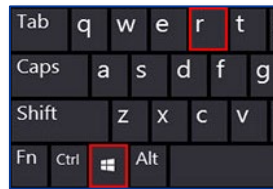


Note – Please remember to disconnect your ethernet cable.

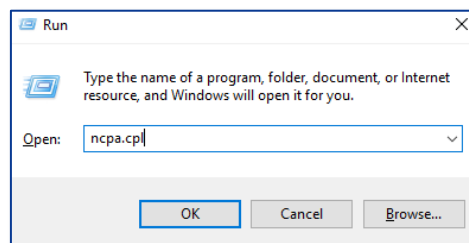
I am connected to Wi-Fi network but unable to browse internet

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

- 1 Press the **Windows + R** keys in your keyboard.



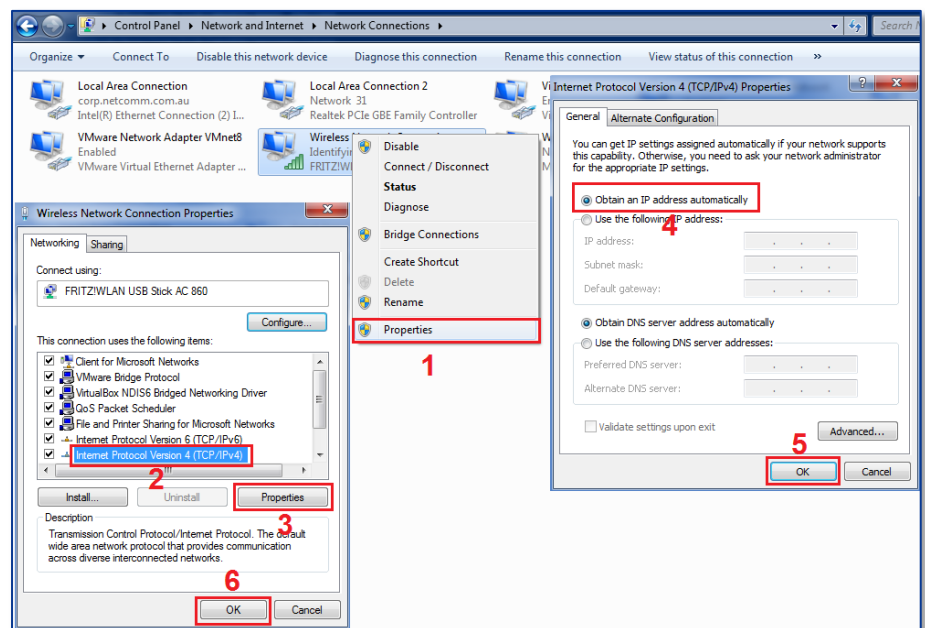
- 9 In **Run** command, type **ncpa.cpl** and press enter.



It will open Network connections window.

- 10 Right click **Wireless Connection** and:

- a Click **Properties**,
- b Click **Internet Protocol Version 4 (TCP/IPv4)** and,
- c Click **Properties**,
- d Click "Obtain an IP address automatically",
- e Click **OK** and,
- f Click **OK** again.



Should I choose 2.4 GHz or 5 GHz?

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. The reason being, 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 modem). The 2.4 GHz has lower bandwidth but larger area coverage. Commonly, 2.4 GHz is In most cases, 5 GHz has higher bandwidth but less area coverage. The reason being, 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 modem). 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.