

WHAT IF I CANT ACCESS THE NF20MESH WEB INTERFACE?

NF20MESH FAQs



How to Access the NF20MESH Web Interface

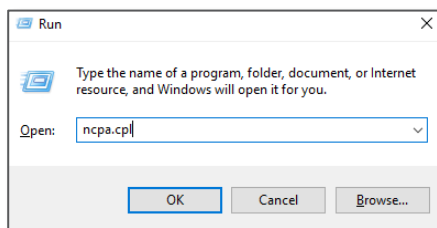
Windows Operating System

1. Use Ethernet (yellow) cable to connect PC and modem.
2. Check LED status of Ethernet port where LAN cable is connected. If LED is OFF, go directly to 6.
3. Disable and Enable Ethernet Connection in Windows.

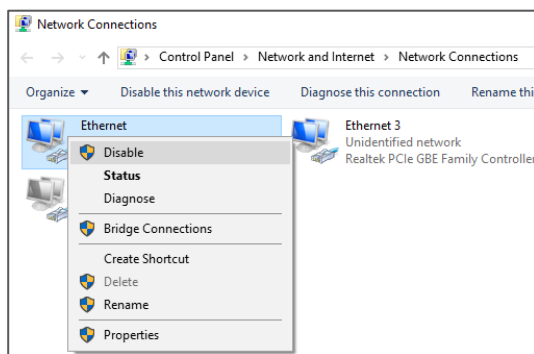
- A. Press **Windows + R** key in your keyboard.



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



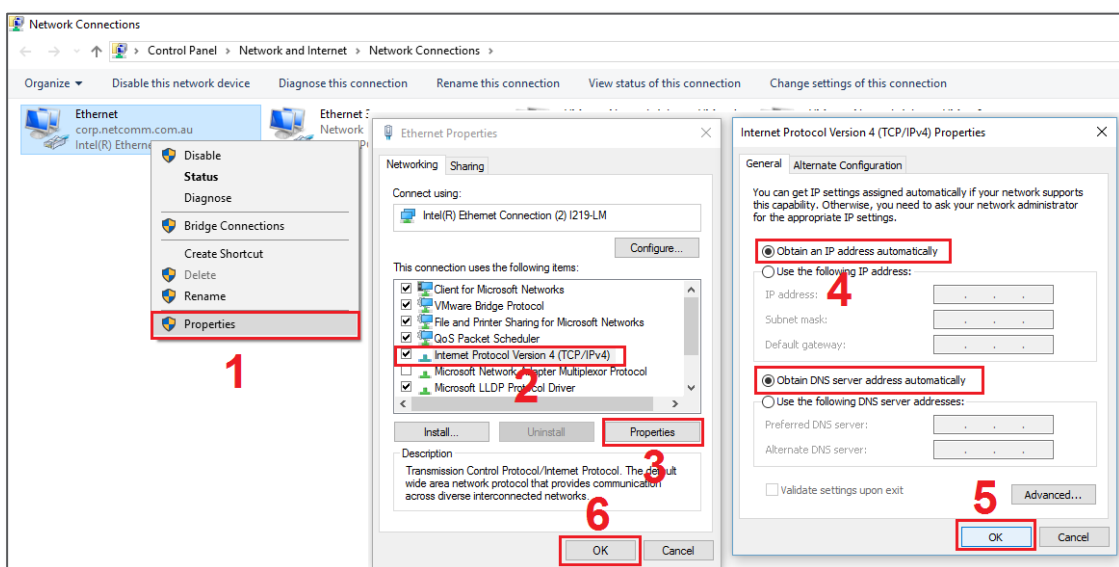
- C. Right click and disable **“Ethernet”** or **“Local Area Connection”** connection.



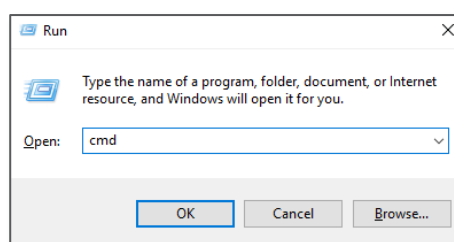
- D. Right click and **Enable** it again.

E. Right click either Ethernet or Local Area Connection and:

- > Click Properties
- > Click Internet Protocol Version 4 (TCP/IPv4)
- > Click Properties
- > Click Obtain an IP address automatically
- > Click OK
- > Click OK again.
- >



4. Press **Windows + R** key and type **cmd** to open command prompt.



5. In command prompt, run **ipconfig** to check whether client is getting IP address or not.
Run **ping 192.168.20.1** command to check whether client can ping modem or not.

You should be able to get IPv4 address, Default gateway and reply from ping as in the snapshot below.

```
C:\Users\beneet.pradhan>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 3:

    Connection-specific DNS Suffix  . : Home
    Link-local IPv6 Address . . . . . : fe80::751b:b195:3383:56f7%4
    IPv4 Address. . . . . : 192.168.20.5
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::1af1:45ff:fe53:b27b%4
                              192.168.20.1

C:\Users\beneet.pradhan>ping 192.168.20.1

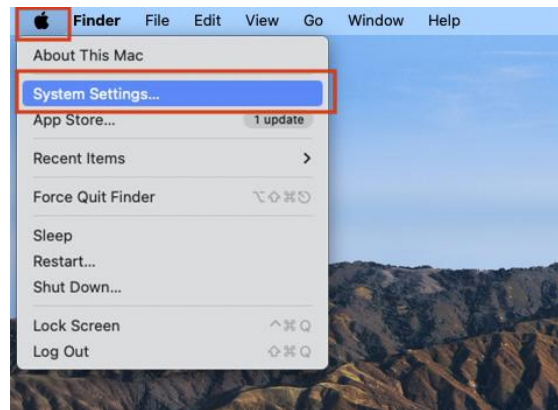
Pinging 192.168.20.1 with 32 bytes of data:
Reply from 192.168.20.1: bytes=32 time=1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.20.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms
```

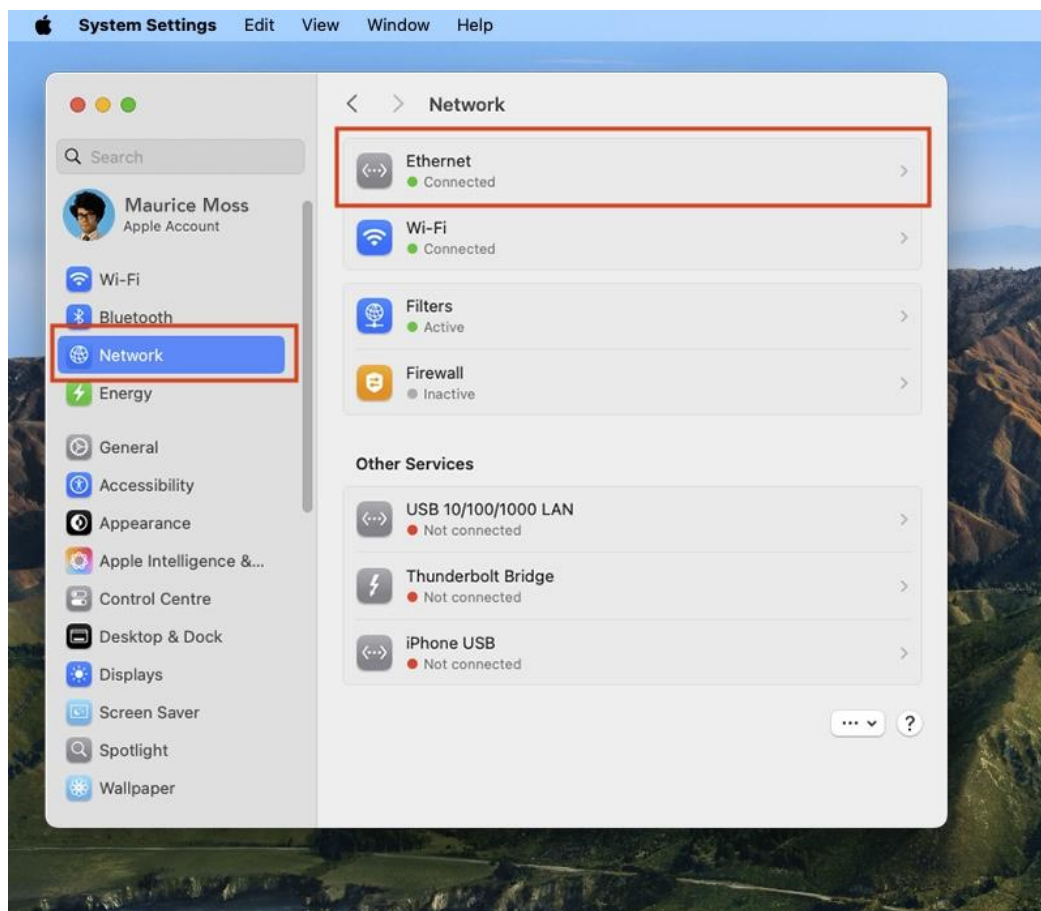
6. If you still cannot access modem, change Ethernet port in the modem, use different Ethernet cable and/or computer/laptop.
7. Check rebooting the modem.
8. If you still cannot access modem, connect the modem with wireless and check whether you can ping modem or not.

MAC Operating System

1. Use Ethernet (yellow) cable to connect PC and modem.
2. Click the Apple Icon on the top left corner of the screen and scroll down to “**System Settings**”

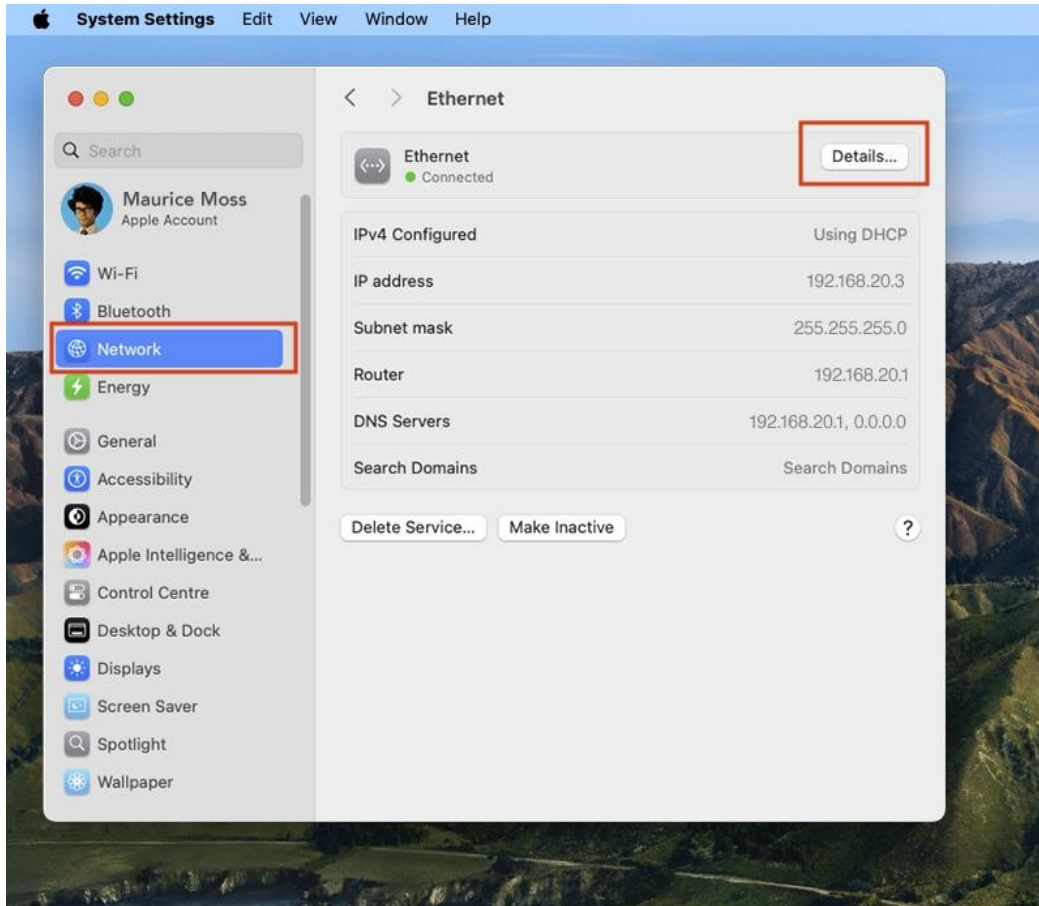


3. Navigate to **Network** on the left navigation bar, then select **Ethernet**.

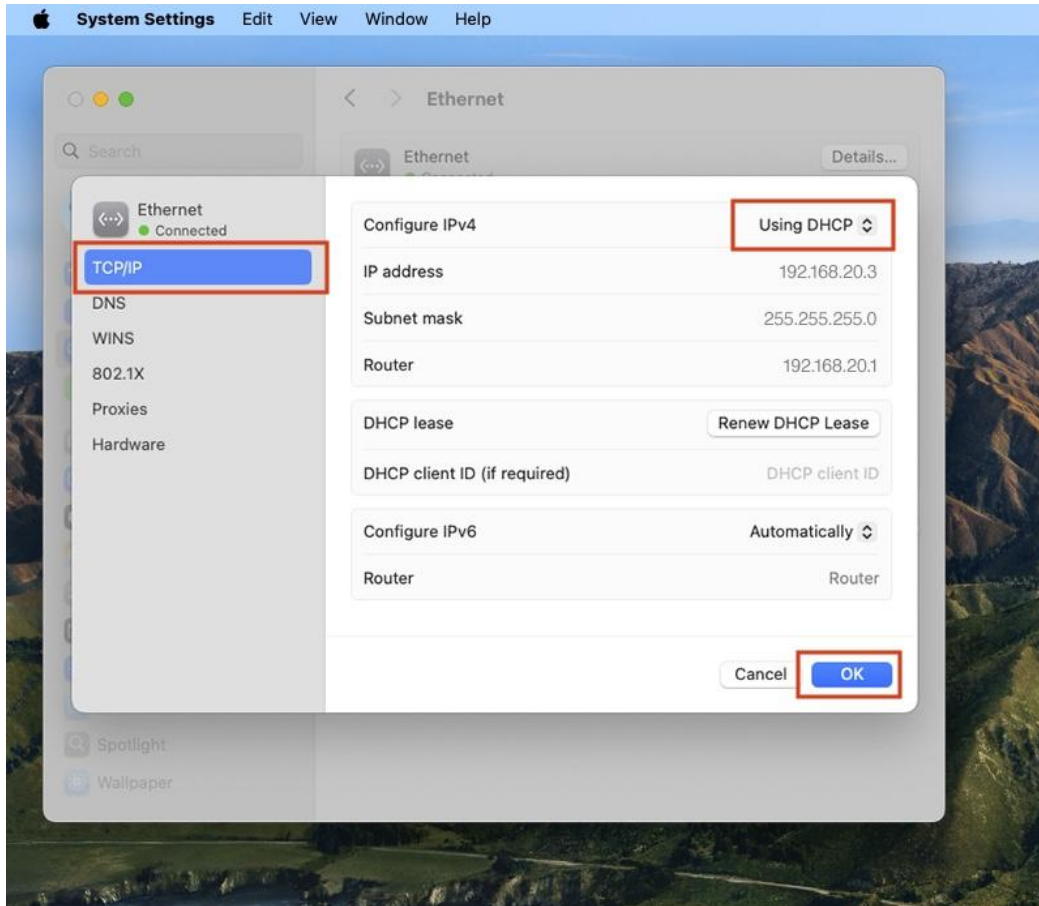


4. Check your **Ethernet** connection.
5. You should be using DHCP and not static IP address.

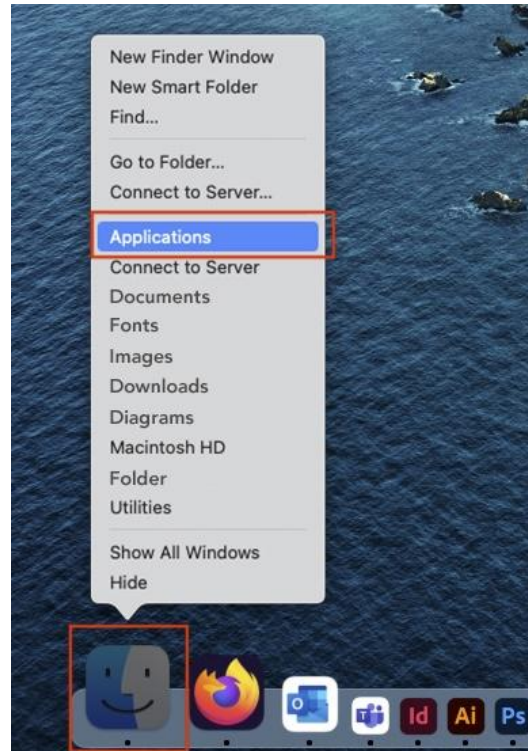
6. You should be able to get router IP address as **192.168.20.1**.



7. If you are using static IP address, click **Details**, select **Configure IPv4** as **Using DHCP** and click **OK**.

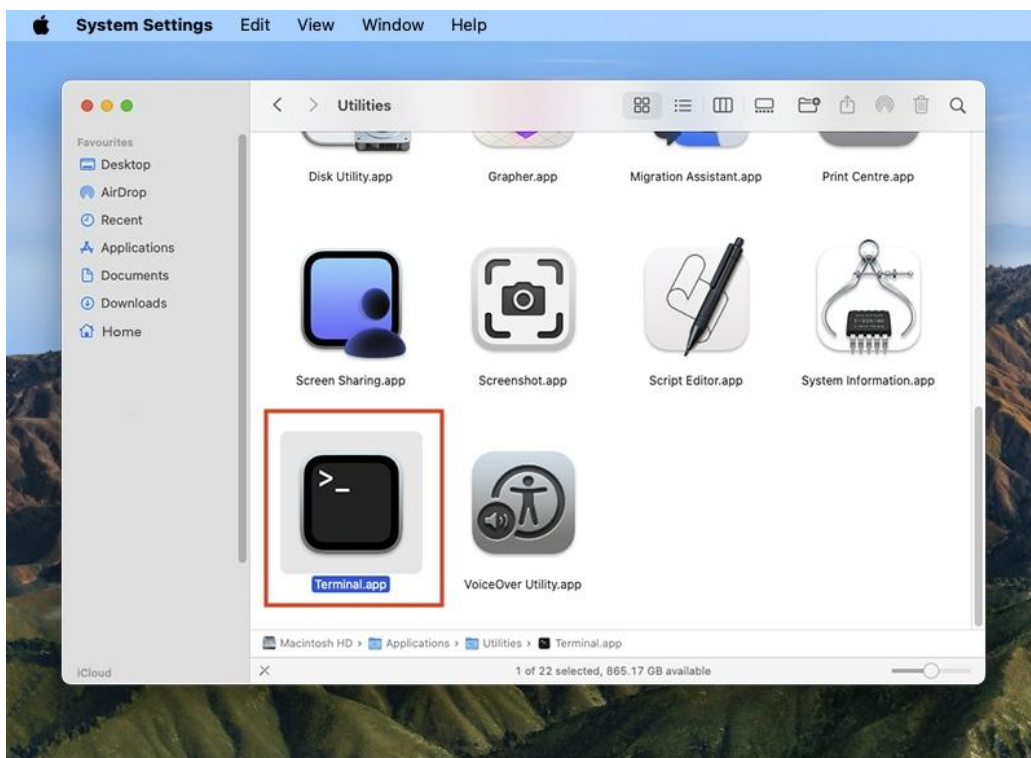
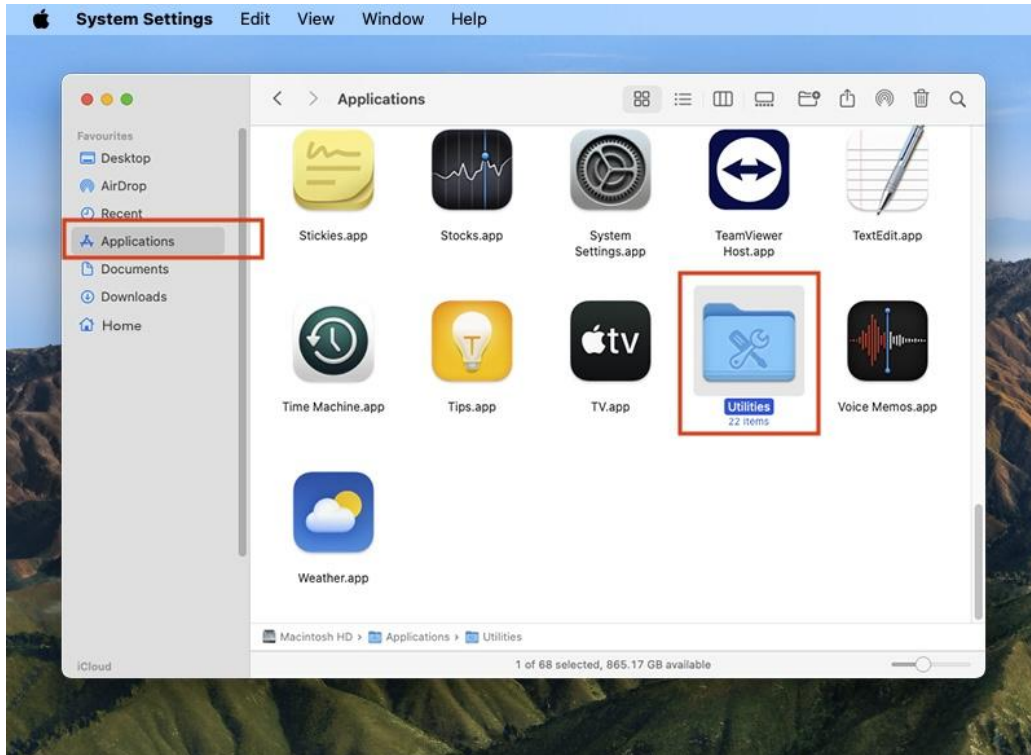


8. Locate for **Finder** icon in your dock and right click to see a pop up menu and select **Applications**, alternatively you can double click your **Macintosh HD** Icon and find the **Applications** folder.



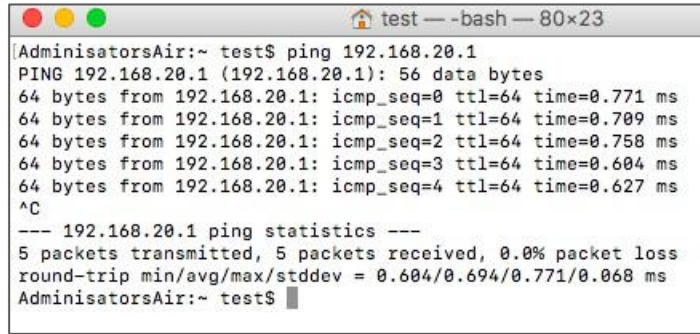
Applications

9. Then **Utilities** and open the **Terminal App**.



10. Type ping **192.168.20.1** and press **Enter**.

There should be ping reply as shown in the below snapshot.



```
test -- -bash -- 80x23
AdminisatorsAir:~ test$ ping 192.168.20.1
PING 192.168.20.1 (192.168.20.1): 56 data bytes
64 bytes from 192.168.20.1: icmp_seq=0 ttl=64 time=0.771 ms
64 bytes from 192.168.20.1: icmp_seq=1 ttl=64 time=0.709 ms
64 bytes from 192.168.20.1: icmp_seq=2 ttl=64 time=0.758 ms
64 bytes from 192.168.20.1: icmp_seq=3 ttl=64 time=0.604 ms
64 bytes from 192.168.20.1: icmp_seq=4 ttl=64 time=0.627 ms
^C
--- 192.168.20.1 ping statistics ---
5 packets transmitted, 5 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 0.604/0.694/0.771/0.068 ms
AdminisatorsAir:~ test$
```

Accessing Modem's web interface

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>

Type “admin” in the Username and password printed on the back of the modem in the Password fields and click the Login button.

NOTE – Some Internet Service Providers use custom password. If login fails, contact your Internet Service Provider. Use your own password if it is changed.

