

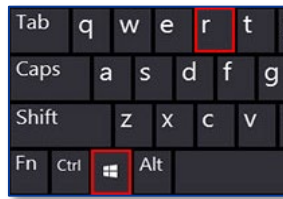
What if I cannot access NF12's web interface?

NF12 FAQs

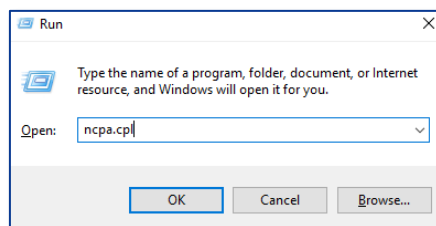
How to Access the NF12 Web Interface

Windows Operating System

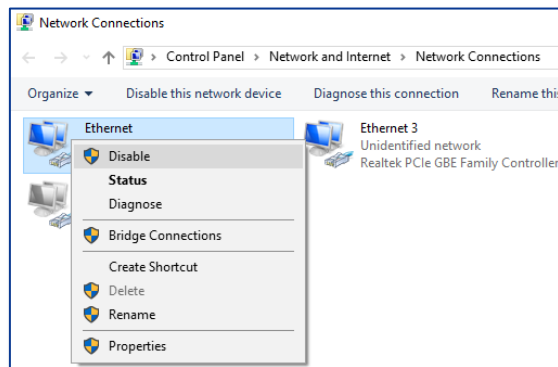
- 1 Use Ethernet (yellow) cable to connect PC and modem.
- 2 Check LED status of Ethernet port where LAN cable is connected. If LED is OFF go directly to 6.
- 3 Disable and Enable Ethernet Connection in Windows.
 - a Press **Windows + R** key in your keyboard.



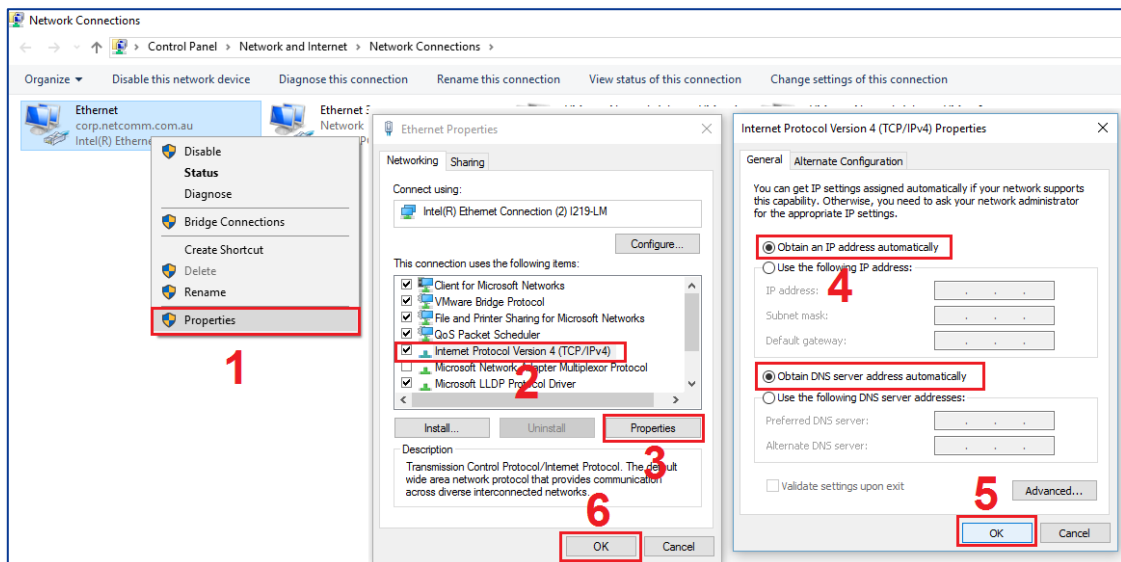
- b In Run command, type **ncpa.cpl** and press enter. It will open Network connections window.



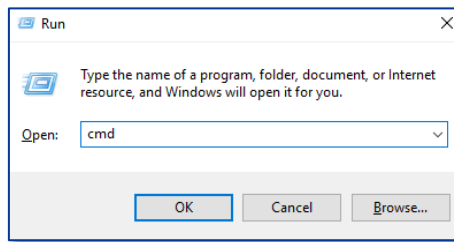
- c Right click and disable “Ethernet” or “Local Area Connection” connection.



- d Right click and **Enable** it again.
- e Right click either **Ethernet** or **Local Area Connection** and:
- i Click **Properties**
 - ii Click **Internet Protocol Version 4 (TCP/IPv4)**
 - iii Click **Properties**
 - iv Click **Obtain an IP address automatically**
 - v Click **OK**
 - vi 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 192.168.1.1** 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>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 3:

    Connection-specific DNS Suffix  . : Home
    Link-local IPv6 Address . . . . . : fe80::8d13:bbe8:8f31:5928%28
    IPv4 Address. . . . . : 192.168.1.100
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::1%28
                                192.168.1.1

C:\Users>ping 192.168.1.1

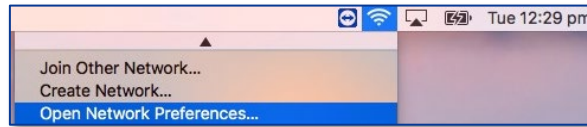
Pinging 192.168.1.1 with 32 bytes of data:
Reply from 192.168.1.1: bytes=32 time=2ms TTL=64
Reply from 192.168.1.1: bytes=32 time=3ms TTL=64
Reply from 192.168.1.1: bytes=32 time=2ms TTL=64
Reply from 192.168.1.1: bytes=32 time=2ms TTL=64

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 2ms, Maximum = 3ms, Average = 2ms
```

- 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

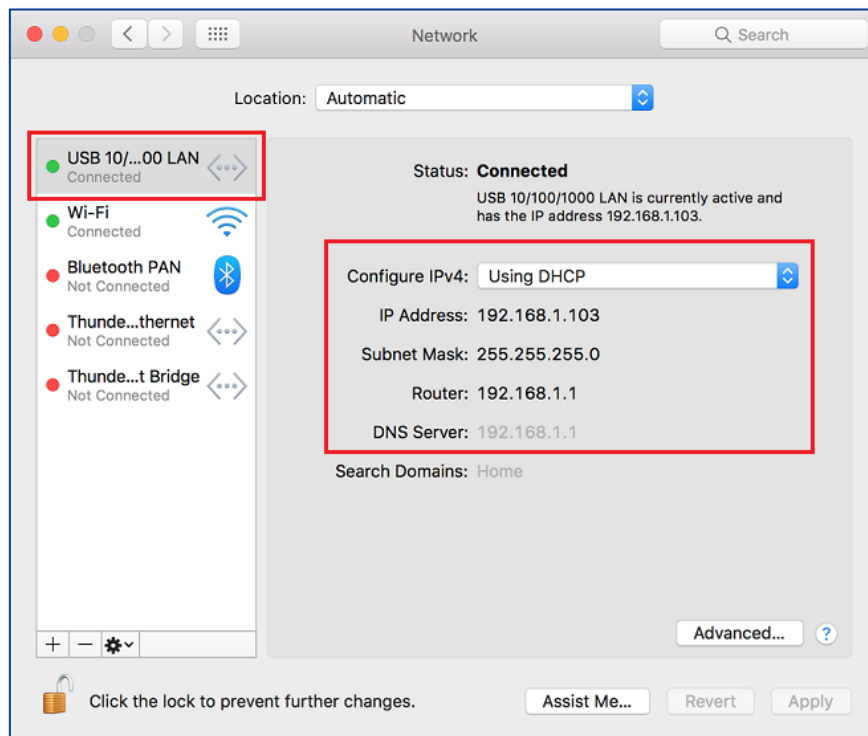
- 1 Use Ethernet (yellow) cable to connect PC and modem.
- 2 Check LED status of Ethernet port where LAN cable is connected.
- 3 Click the Wi-Fi (airport) icon on the top right corner of the screen and link **“Open Network Preferences...”**



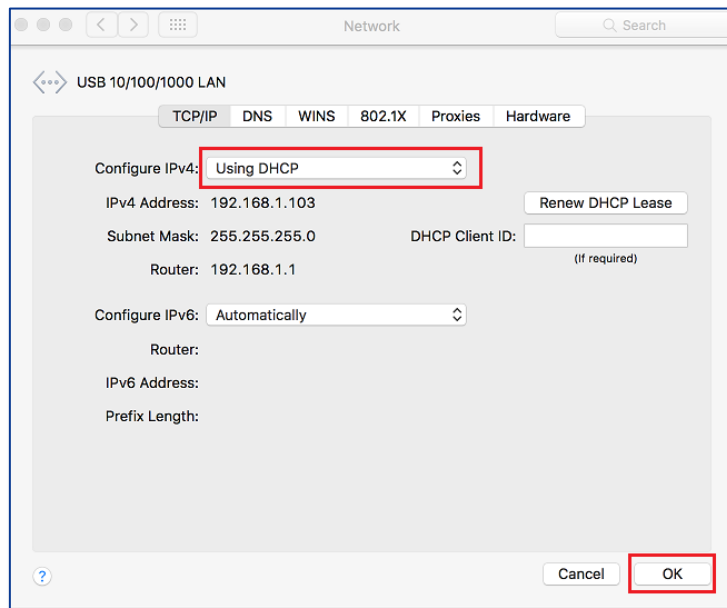
- 4 Check your Ethernet connection.

You should be using DHCP and not static IP address.

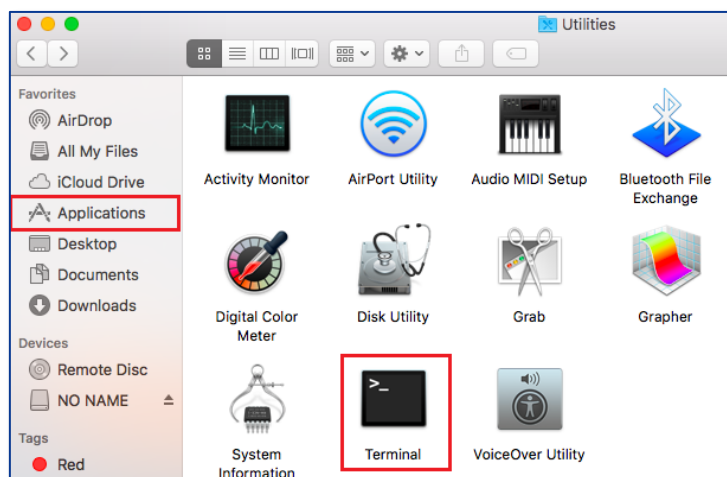
You should be able to get router IP address as **192.168.1.1**.



- 5 If you are using static IP address, click **Advanced**, select **Configure IPv4 as Using DHCP** and click **OK**.



- 6 Navigate to **Applications > Utilities** and open **Terminal**.



- 7 Type `ping 192.168.1.1` and press **Enter**.

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

```
Guest -- -bash -- 80x24
[Marketing-MBP:~ Guest$ ping 192.168.1.1
PING 192.168.1.1 (192.168.1.1): 56 data bytes
64 bytes from 192.168.1.1: icmp_seq=0 ttl=64 time=0.662 ms
64 bytes from 192.168.1.1: icmp_seq=1 ttl=64 time=0.656 ms
64 bytes from 192.168.1.1: icmp_seq=2 ttl=64 time=0.871 ms
64 bytes from 192.168.1.1: icmp_seq=3 ttl=64 time=0.758 ms
64 bytes from 192.168.1.1: icmp_seq=4 ttl=64 time=0.817 ms
64 bytes from 192.168.1.1: icmp_seq=5 ttl=64 time=0.748 ms
64 bytes from 192.168.1.1: icmp_seq=6 ttl=64 time=0.803 ms
64 bytes from 192.168.1.1: icmp_seq=7 ttl=64 time=0.793 ms
64 bytes from 192.168.1.1: icmp_seq=8 ttl=64 time=0.920 ms
^C
--- 192.168.1.1 ping statistics ---
9 packets transmitted, 9 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 0.656/0.781/0.920/0.082 ms
```

Accessing Modem's web interface

- 1 Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type following address into the address bar and press enter.

<http://192.168.1.1>

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

