

WIRELESS TROUBLESHOOTING GUIDE

NF20MESH FAQs



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 is turned OFF, it means that your Wi-Fi service is disabled.



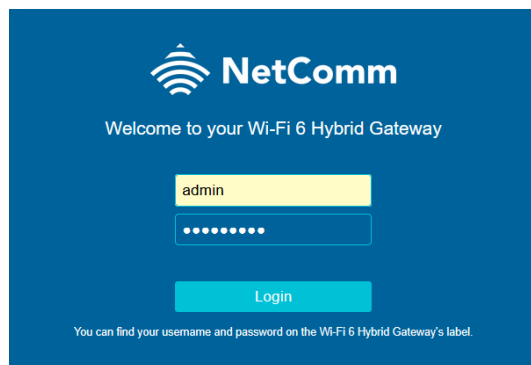
Login to Web User Interface

1. Connect a computer and modem using 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>

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.



Login

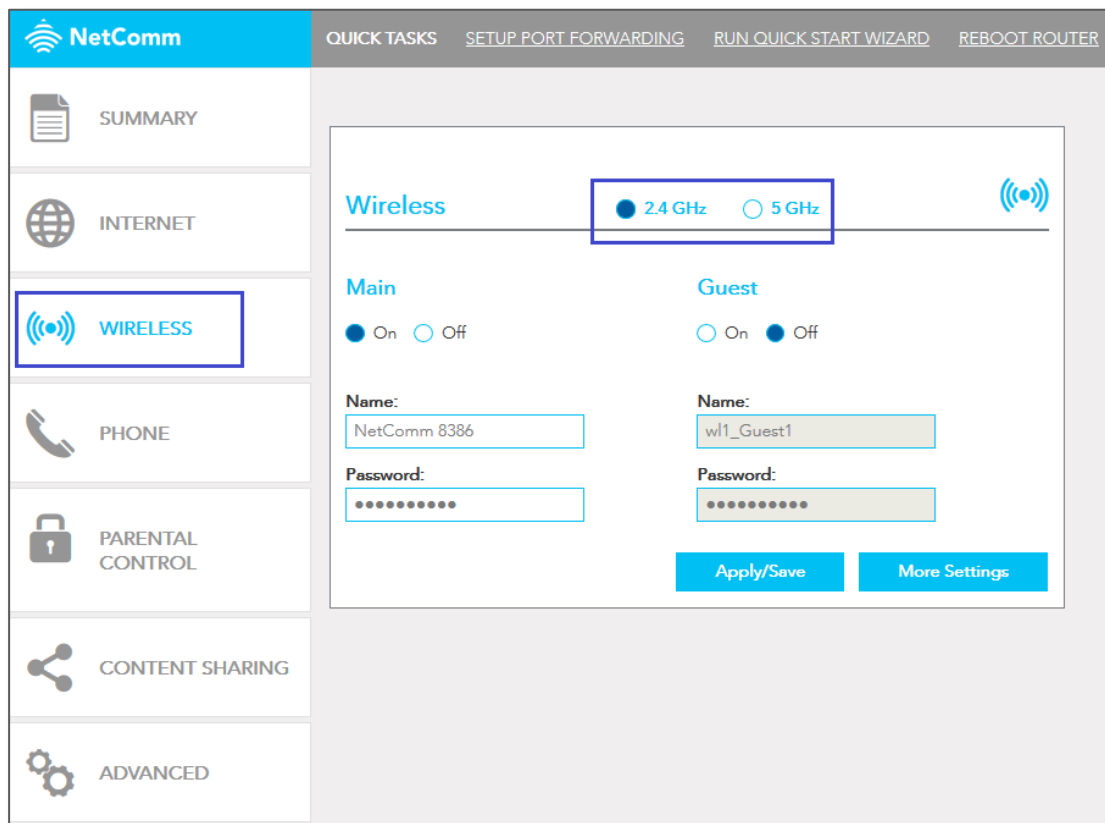


NOTE – If no authentication prompt is displayed or you see a request time out message, refer to “What if I cannot access Web User Interface guide” from FAQs section.

WiFi 2.4GHz/WiFi 5GHz

The **NF20MESH** 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 navigation bar includes 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, and a 'Password' field. The 'Main' settings show 'NetComm 8386' as the name and a masked password. The 'Guest' settings show 'wl1_Guest1' as the name and a masked password. At the bottom right of the main content area are 'Apply/Save' and 'More Settings' buttons.

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

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

A Wi-Fi client (Laptop/mobile/Pad) cannot connect to Wireless network

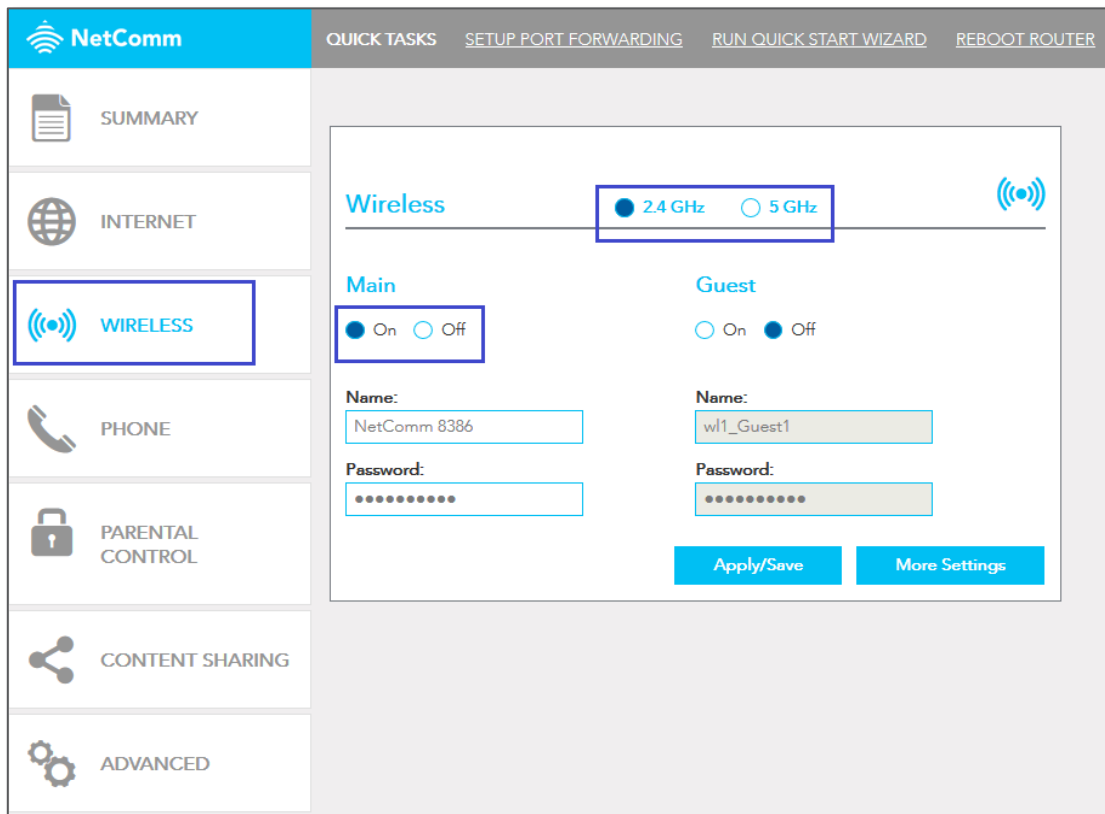
I am connected to Wi-Fi network but unable to browse internet

Should I choose 2.4 GHz or 5 GHz?

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

Navigate to Wireless, select 2.4 GHz or 5 GHz.

Select Main On and press **Apply/Save**.

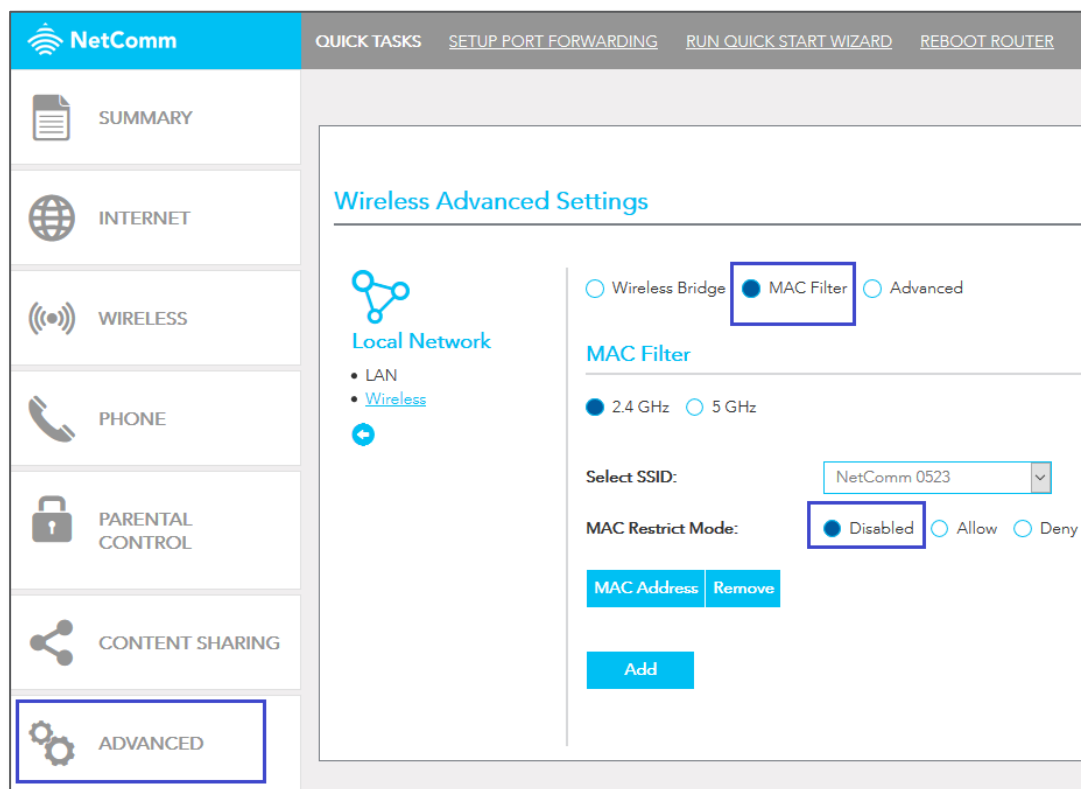


The image shows the NetComm router configuration interface. On the left is a sidebar with navigation options: SUMMARY, INTERNET, WIRELESS (highlighted with a blue box), PHONE, PARENTAL CONTROL, CONTENT SHARING, and ADVANCED. The main area is titled 'Wireless' and has a sub-header with radio buttons for '2.4 GHz' (selected) and '5 GHz'. Below this are two sections: 'Main' and 'Guest'. The 'Main' section has a radio button for 'On' (selected) and 'Off'. Below it are text boxes for 'Name:' (NetComm 8386) and 'Password:' (masked with dots). The 'Guest' section has a radio button for 'On' (selected) and 'Off'. Below it are text boxes for 'Name:' (wl1_Guest1) and 'Password:' (masked with dots). At the bottom right of the main area are two buttons: 'Apply/Save' and 'More Settings'.

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.

Navigate to Advanced, click Wireless under Local Network, select MAC Filter and make sure that MAC Restrict Mode is Disabled.

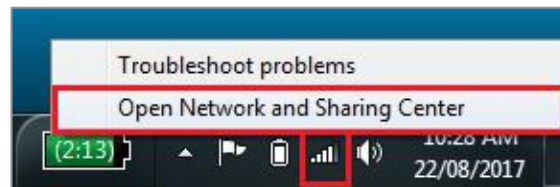


Case2 – Stored old Wi-Fi password: It may occur if the client device is storing old Wi-Fi password and it is not prompting for new password. In such case, a) the saved Wi-Fi network name and password should be removed, b) scan for the Wi-Fi network name and c) enter new password again. It is recommended 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. Please find the appropriate operating system listed below and follow the instructions.

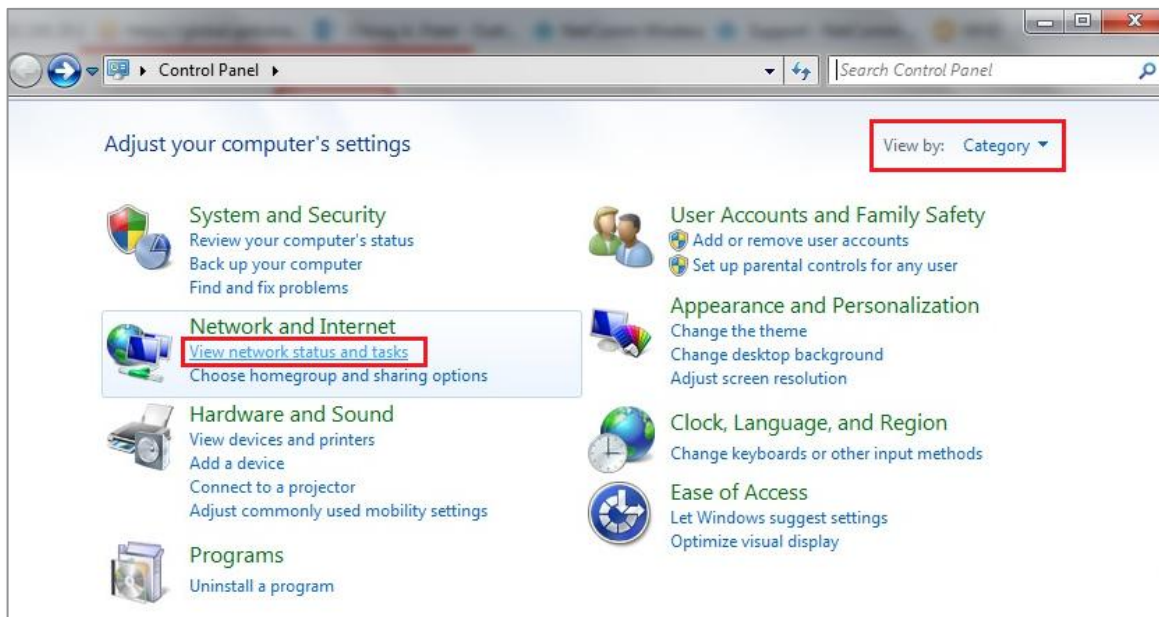
Windows 7

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



OR

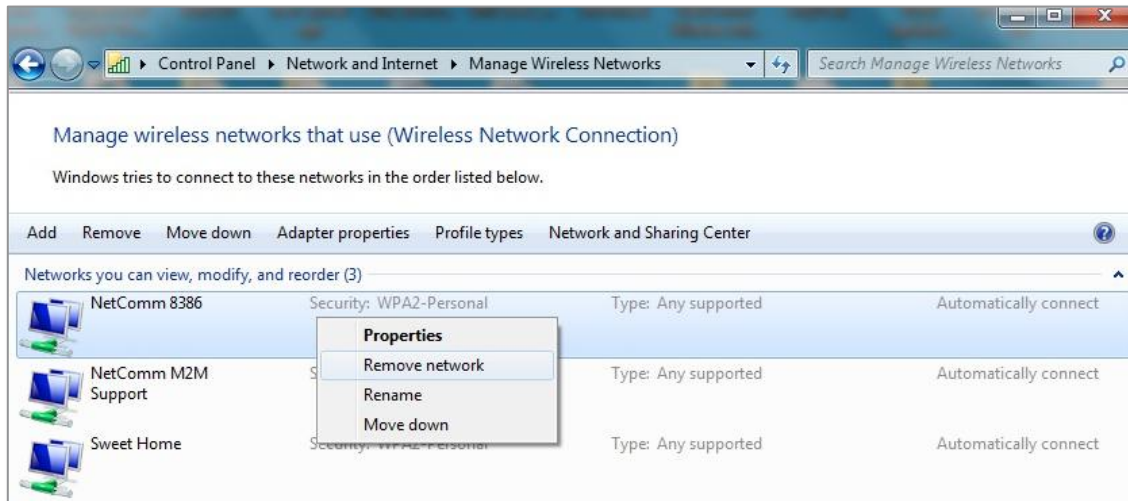
Click on the Start Menu, and go to "Control Panel". Select View by: Category. Click "View network status and tasks" under "Network and Internet".



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.

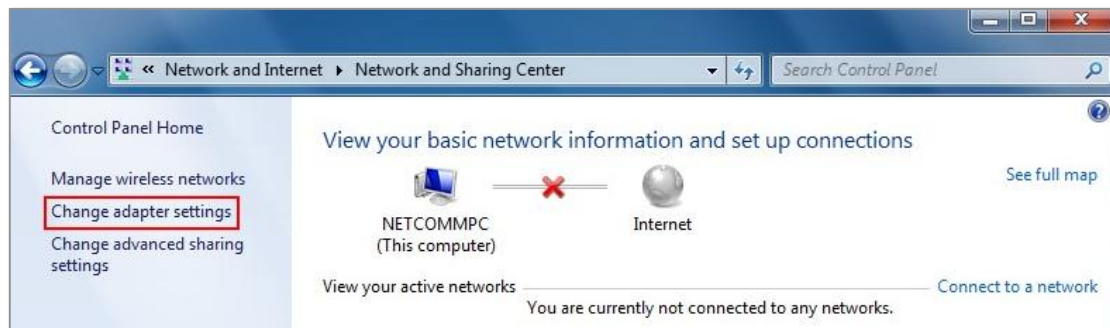


These are stored settings and passwords for connecting to the listed networks. If your Wi-Fi network name/SSID is not listed here, close this window and return to the **"Network and Sharing Center"**.

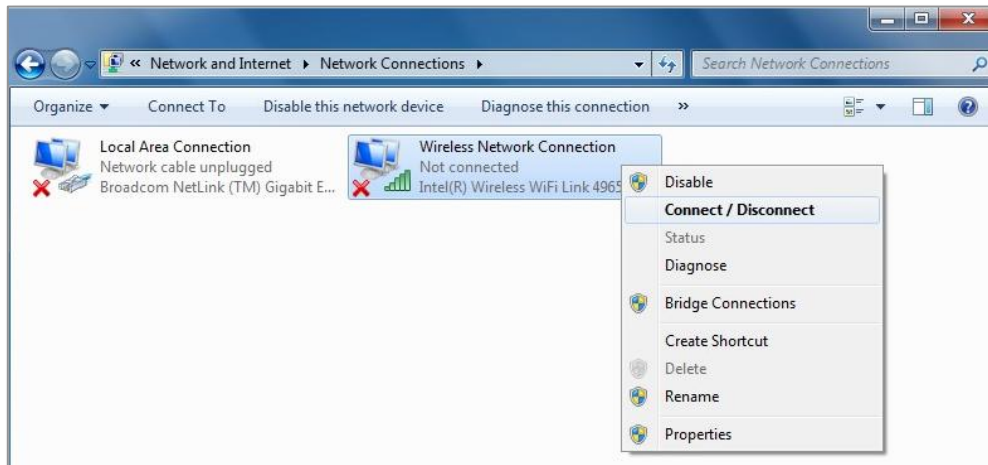
4. Click Yes in the confirmation dialog box.



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

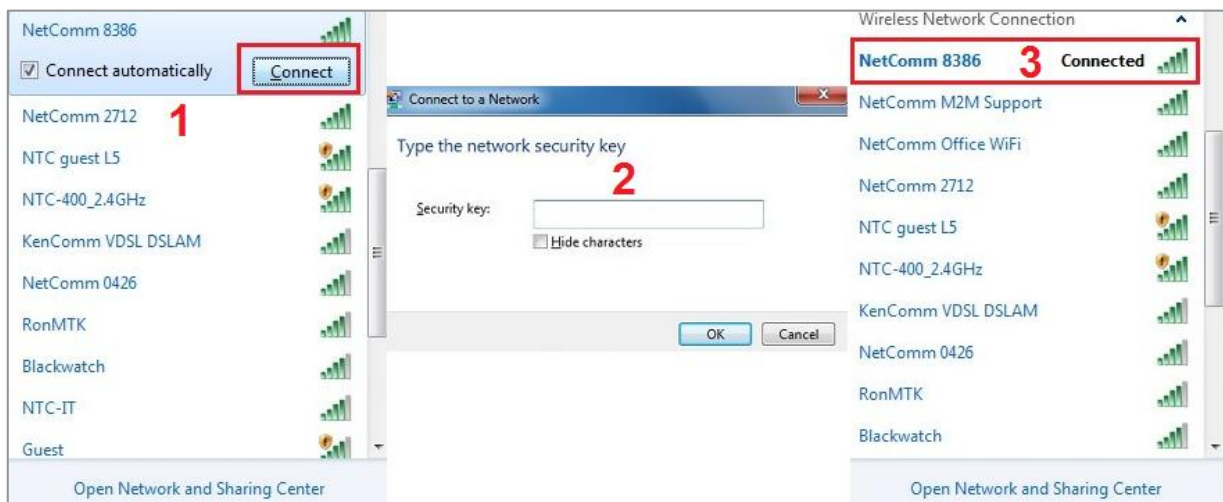


6. Right-click on "Wireless Network Connection" and select "Connect / Disconnect".



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.

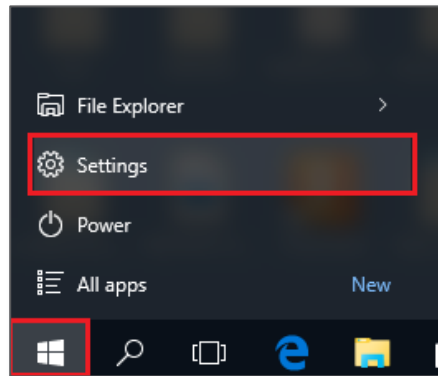
7. You should see a network listed with the **SSID** you obtained at the start of this guide. Select your wireless network and click "**Connect**". Enter your Wi-Fi security key/password and click OK. You will be connected to the Wi-Fi network (Example: NetComm 8386).



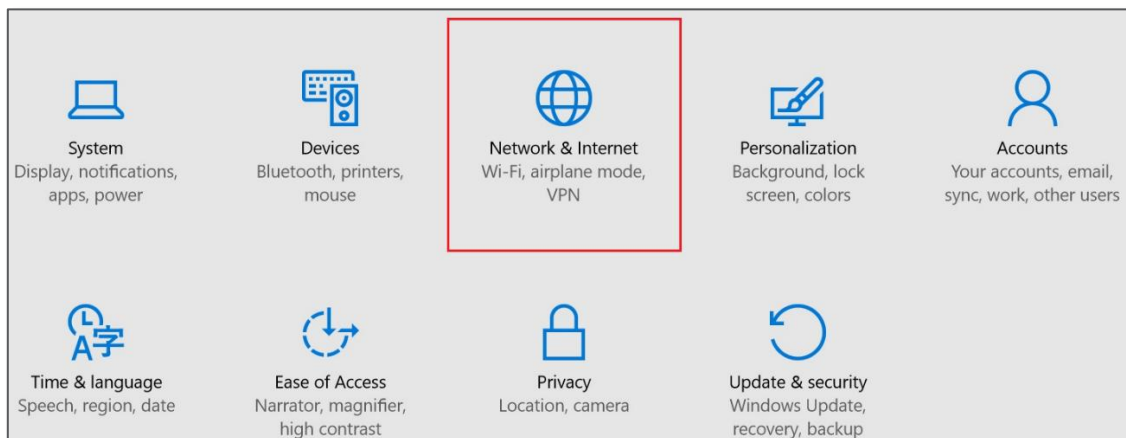
Do not forget to disconnect your ethernet cable.

Windows 8 / Windows 10

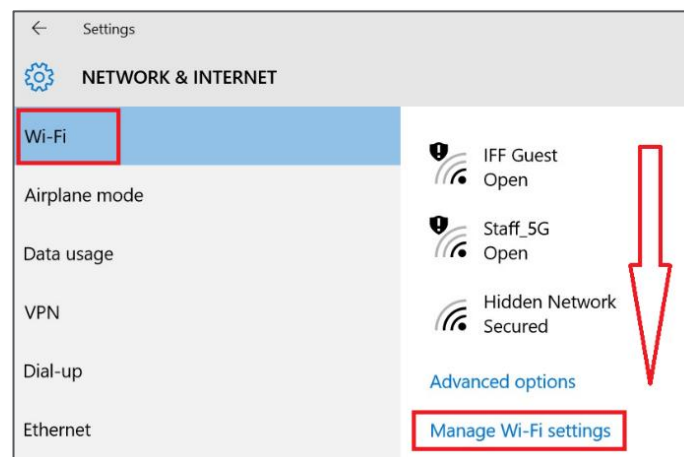
1. Click the **Windows button** on the bottom left corner of your screen and click **Settings**.



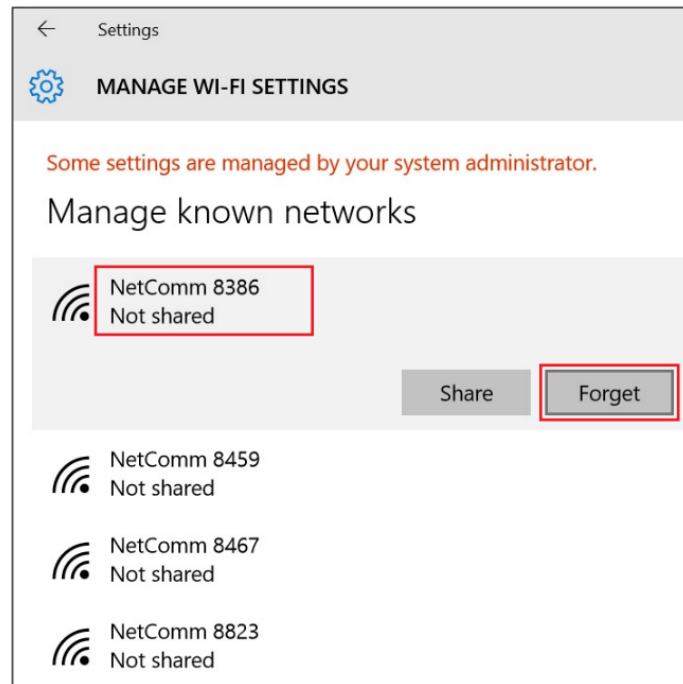
2. Click **Network and Internet**.



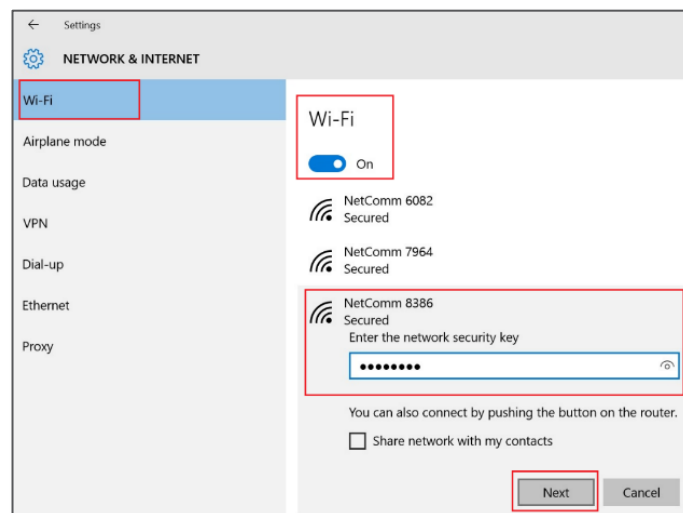
3. Click **Wi-Fi**, scroll down to the bottom in the right side and click manage Wi-Fi settings



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



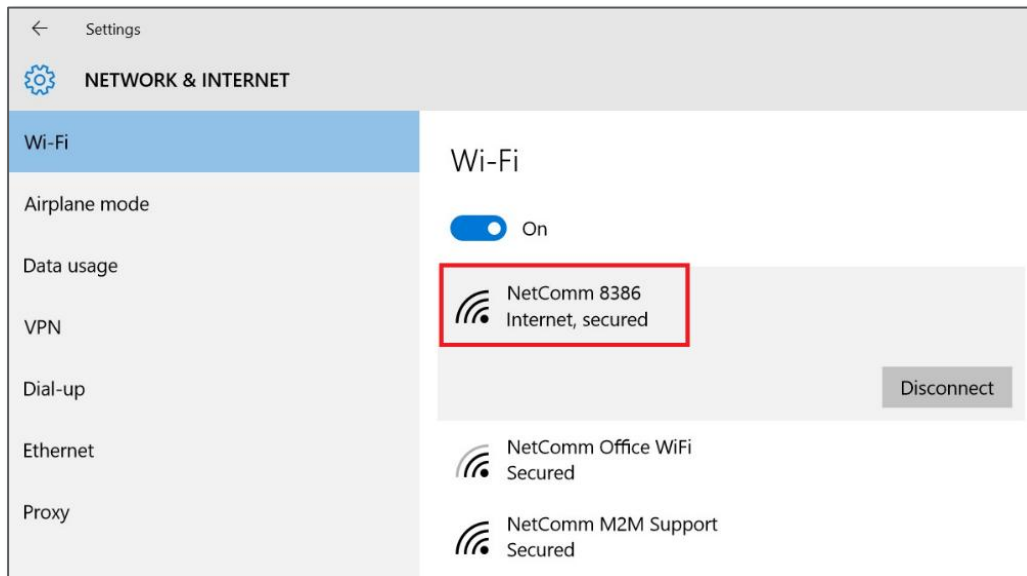
5. Navigate back to **Network and Internet > Wi-Fi**.



- A. Make sure Wi-Fi 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. Please remember to disconnect your ethernet cable.

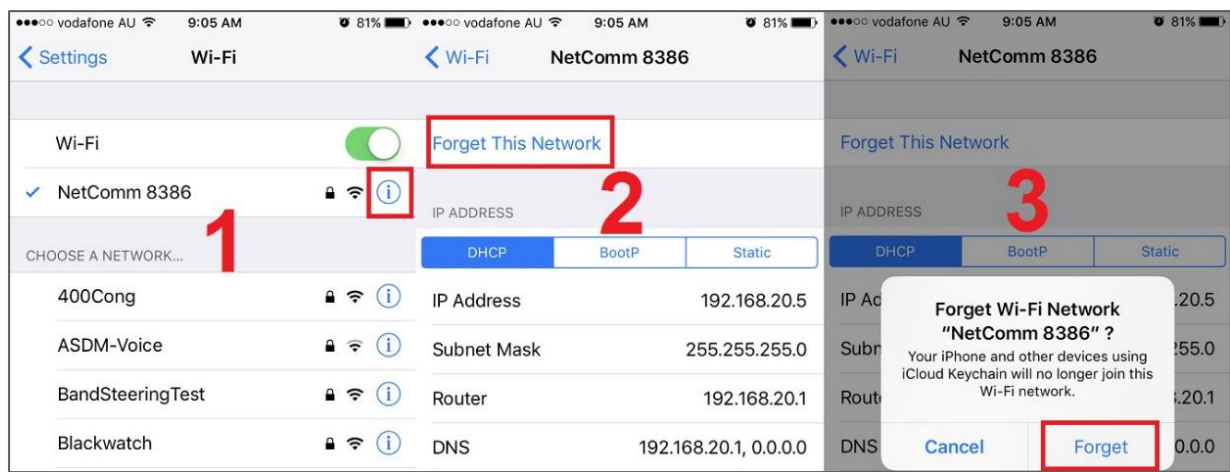


iPhone

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  symbol as in the snapshot below and
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.

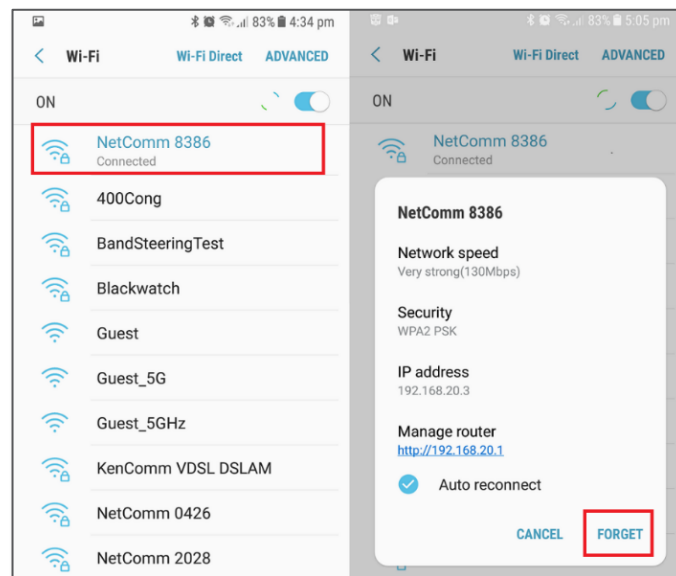


android

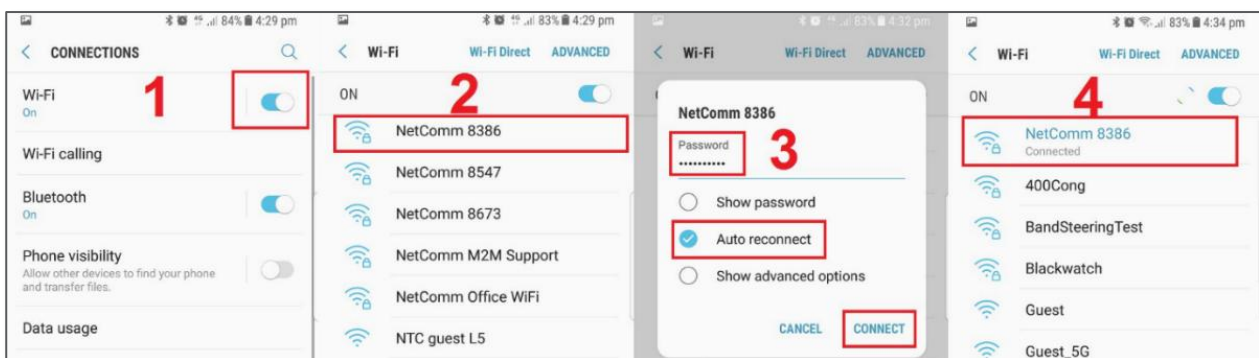
Your android phone may be storing your old Wi-Fi password causing it not to connect to Wi-Fi network.

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

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

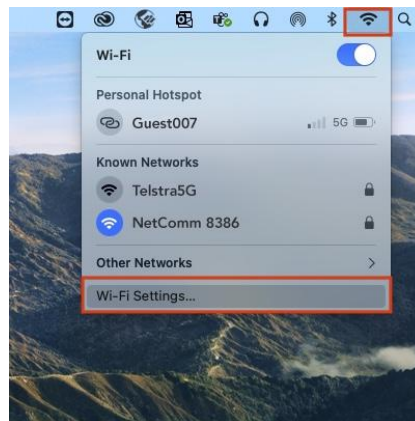


Scan for the Wi-Fi network name/SSID and enter new Wi-Fi security key/password again.

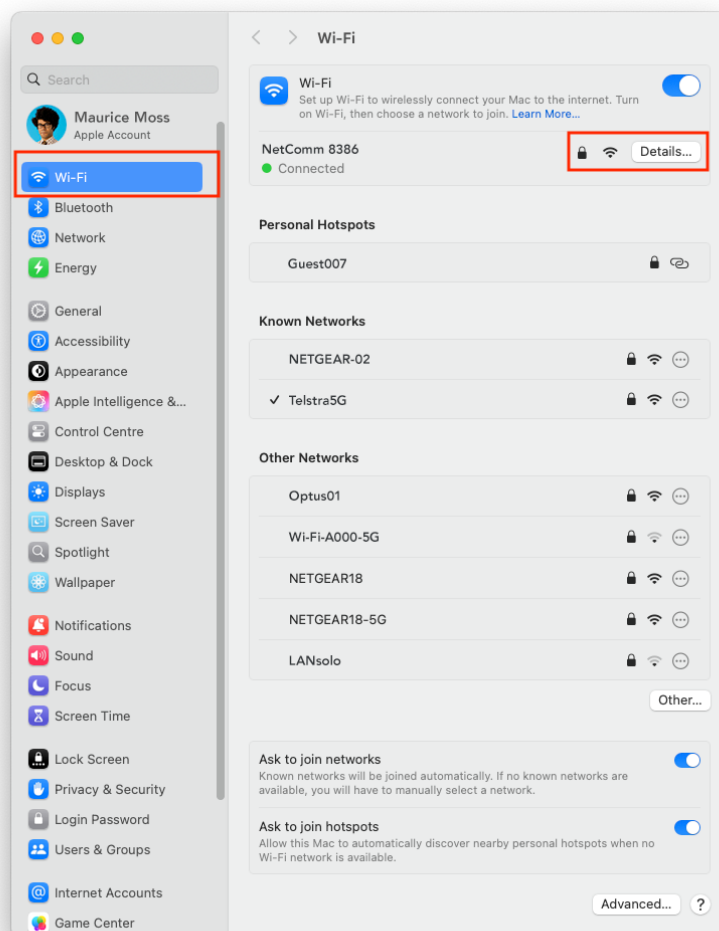


Mac OS X

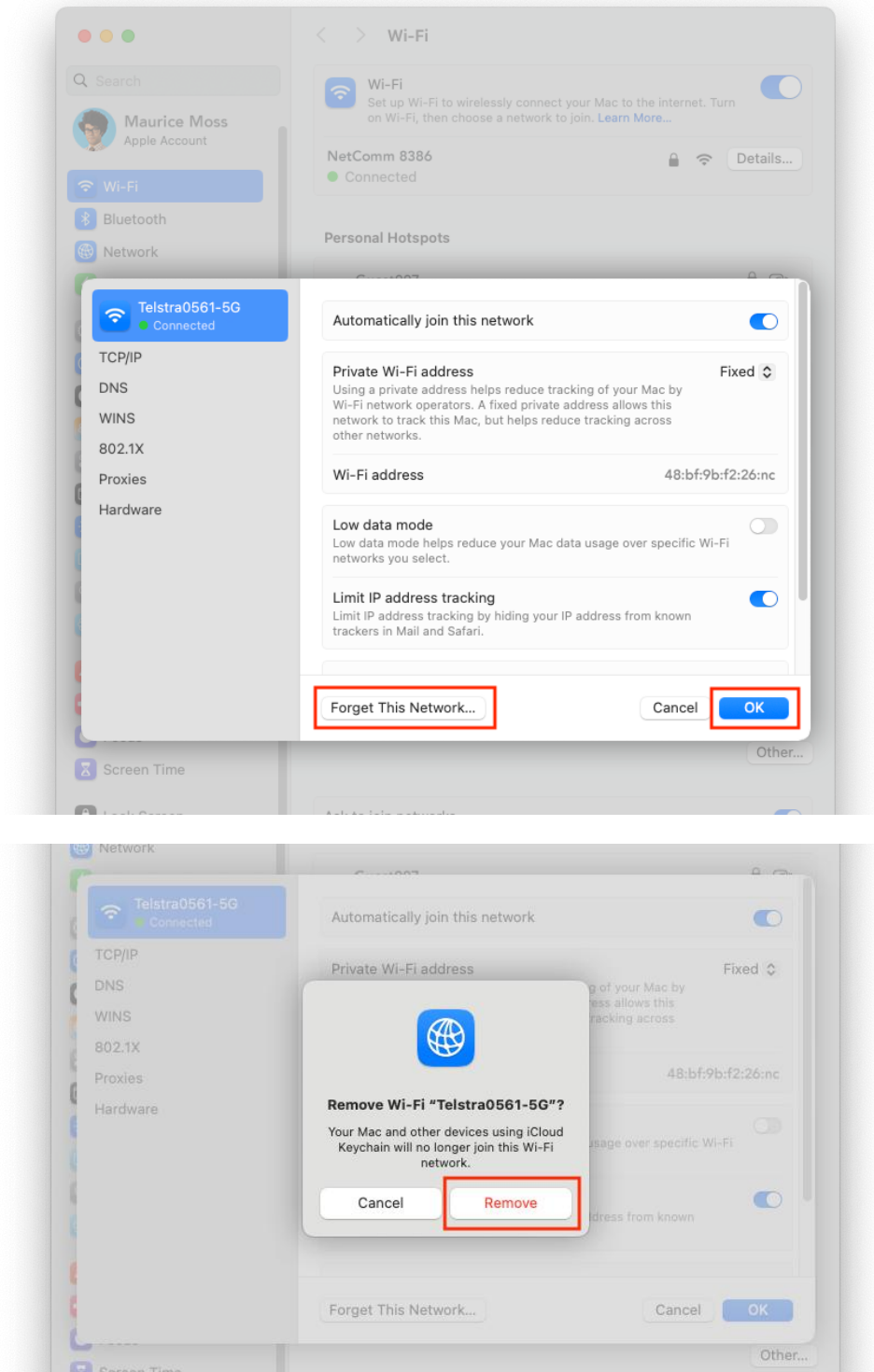
1. Click on the **Wi-Fi** icon at the top right corner of the screen as shown below.
2. Scroll down and click “**Wi-Fi Settings**”.



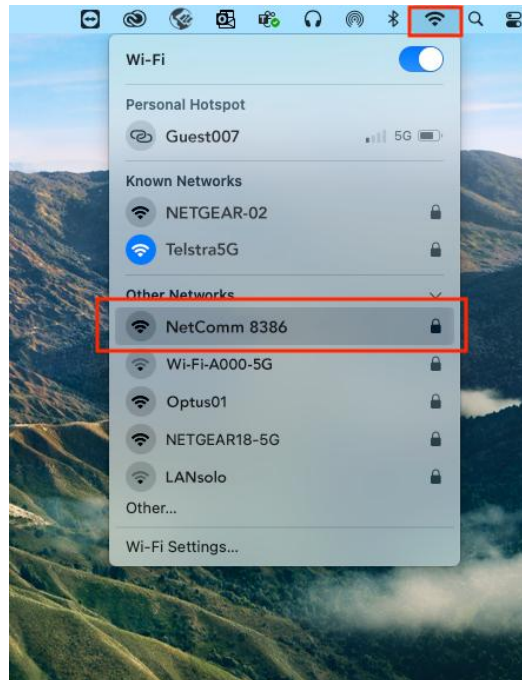
3. Select **Wi-Fi** and then select the **Details** button.



4. Select your **Forget this Network**, and on the next pop up click **Remove**.



5. Click on the **Wi-Fi** icon at the top right corner of the screen as shown below, you should see a list called “**Other Networks**” and find your Wi-Fi Network name/SSID underneath (**Example: NetComm 8386**).
6. Click your Wi-Fi network name/SSID to connect to this network.

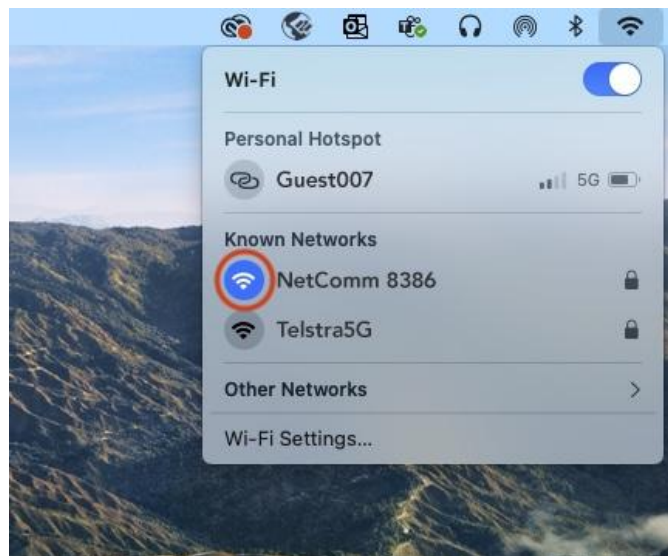


7. Enter your Wi-Fi security key/password and click **Join** to connect to the Wi-Fi network.



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 Wi-Fi icon will now have black lines to indicate signal strength. To see if the wireless is connected, click on the Wi-Fi icon again. You should be able to see a blue circle behind on your connected Wi-Fi network.

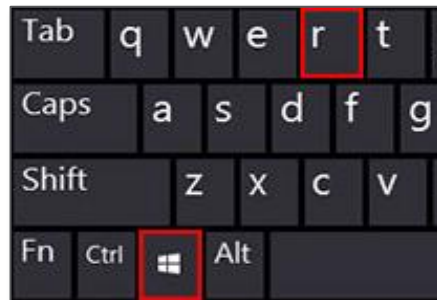


After completing the steps above, you should now be connected to your wireless network and able to surf the internet. Please remember to disconnect your ethernet cable.

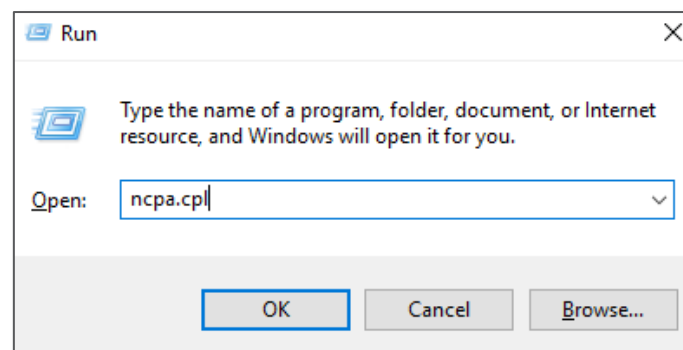
I am connected to Wi-Fi network but unable to browse internet

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

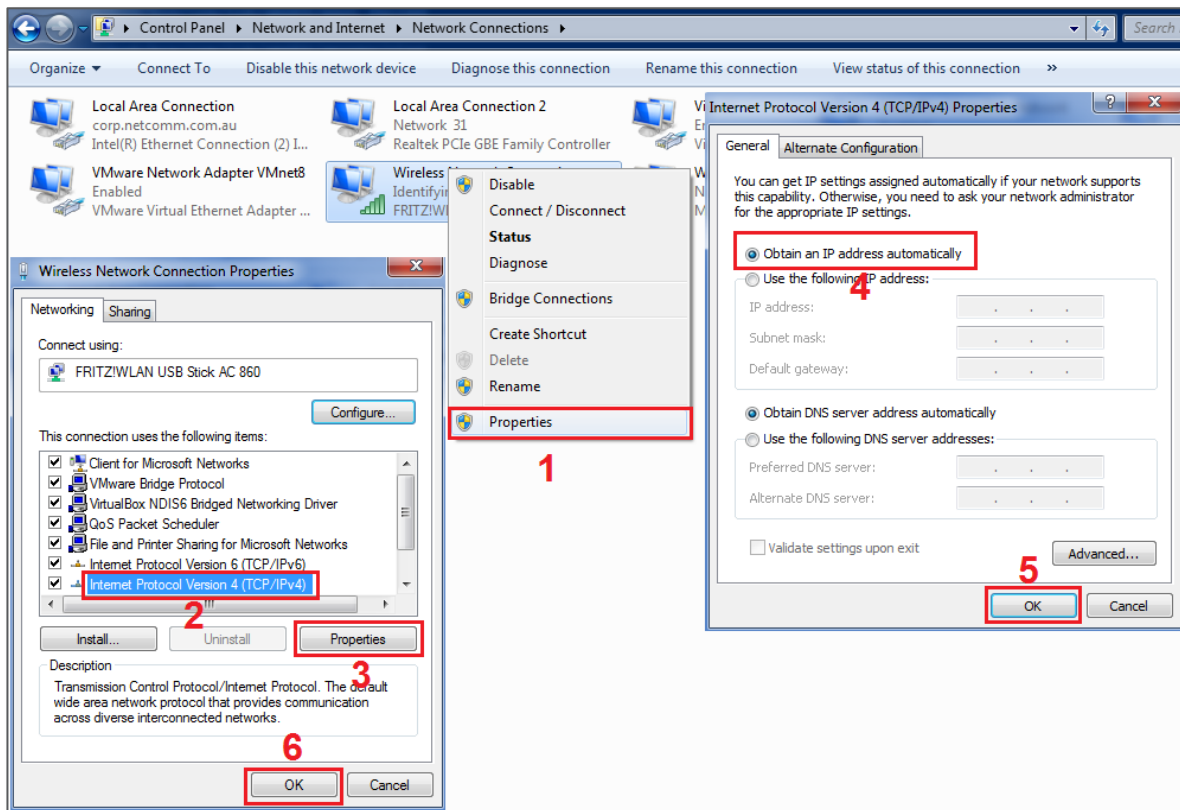
1. Press Windows + R key in your keyboard.



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



3. Right click “Wireless Connection” connection and 1) click “Properties”, 2) Click “Internet Protocol Version 4 (TCP/IPv4)” and 3) Click properties, 4) Click “Obtain an IP address automatically”, 5) Click OK and 6) 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 used to browse internet using mobile client devices such as Laptop, Mobile or Pad.