

Wireless Troubleshooting Guide

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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.

Ċ	6	0	•	1	2	3	4	2.4	5	898	Ý	1	2
Power	DSL	Internet	WAN		Ethernet		W	iFi	WPS	USB	Telep	hone	

Accessing modem/router's 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**.
- 3 <u>http://192.168.20.1</u>
- 4 Type **admin** in both the User Name and Password fields and click OK.





WiFi 2.4GHz/WiFi 5GHz

The NF18ACV router allows you to maintain separate wireless settings for both 2.4GHz and 5GHz wireless services.

Select the service you will use (or both) and separately configure them using nearly identical configuration pages:

NF18ACV NF18ACV Device Info Device Info **Basic Setup Basic Setup** Advanced Setup Advanced Setup Wireless Wireless 2.4 GHz 2.4 GHz 5 GHz Basic Security Basic MAC Filter Security Wireless Bridge MAC Filter Wireless Bridge Advanced Station Info Advanced 5 GHz Station Info Voice Voice

2.4 GHz Wireless Configuration pages 5 GHz Wireless Configuration pages

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 old Wi-Fi network name/SSID (Example: **NetComm 2586**) before changing the Wi-Fi security key (Wi-Fi password).



Frequently Asked Questions

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

1 Navigate to Wireless > 2.4 GHz/5 GHz > Basic. Untick "Enable Wireless" and press Apply/Save. Again, tick "Enable Wireless" and press Apply/Save.

🚔 NetComm	Wire	ess							
NF18ACV	Wireless	Basic			-				
Device Info Basic Setup Advanced Setup Wireless 2.4 GHz Basic Security MAC Filter Wireless Bridge Advanced Station Info 5 GHz Voice Diagnostics Management Logout	This page all Click 'Apply, En: Click 'Apply, Hid Clie Dis Clie SSID: Country: Country: RegRev Max Clients: Wireless - Clients:	Vor you to configure basic features of the (Save' to configure the basic wireless option able Wireless le Access Point ents Isolation able WIMM Advertise. able WIMM Advertise. a	e wireles ions,	s LAN inte	erface, You o	∑	e or disat	Die the wireless	LAN interface,
	Enabled	SSID	Hidden	Isolate Clients	Disable WMM Advertise	Enable WMF	Max Clients	BSSID	
		WLAN_Guest1					16	N/A	
		WLAN_Guest2				\square	16	N/A	
		WLAN_Guest3					16	N/A	
	Apply/Sa	ive							

2 If you still cannot scan/see the Wi-Fi network name in your client devices, take backup, re-flash the firmware, factory reset the device and reconfigure the modem again.



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.

NetComm Wireless									
NF18ACV	Wireless – MAC Filter								
Device Info	Select SSID: NetComm 3859 V								
Basic Setup Advanced Setup Wireless 2.4 GHz	MAC Restrict Mode: Disabled Allow Deny is empty, WPS will be disabled								
Basic Security MAC Filter	MAC Address Remove								
Wireless Bridge Advanced Station Info	Add Remove								
5 GHz									

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 5.



3 Select your Wi-Fi network name/SSID, right click and select **Remove network** from the popup menu.

Control Panel ► 1	Vetwork and Internet Manage Wi	reless Networks 🔹 4-5 Sear	ch Manage Wireless Networks
Manage wireless network	s that use (Wireless Networl	k Connection)	
Windows tries to connect to these	networks in the order listed below.		
Add Remove Move down Ad	dapter properties Profile types 1	Network and Sharing Center	0
Networks you can view, modify, and i	eorder (3)		^
NetComm 8386	Security: WPA2-Personal	Type: Any supported	Automatically connect
	Properties		
NetComm M2M	Remove network	Type: Any supported	Automatically connect
Support	Rename		2
	Move down		
Sweet Home	Scenity, WHAT-HEISONAL	Iype: Any supported	Automatically connect
4			



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".

				×
	•	*• Search Network Connection	15	2
Organize Connect To Disable this network device Diagnose this connect	ction	>> <u>*</u> = ,		0
Local Area Connection Wireless Network Connection			1	
Broadcom NetLink (TM) Gigabit E X Intel(R) Wireless WiFi Link 496	9 😗	Disable		
		Connect / Disconnect		
		Status Diagnose		
	•	Bridge Connections		
		Create Shortcut		
	8	Delete		
	0	Rename		
		Properties		

ß

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).



NetComm 8386	110-		Wireless Network Connection	^
Connect automatically	Connect		NetComm 8386 3 Conne	ected 📶
NetComm 2712		Connect to a Network	NetComm M2M Support	lite.
NTC guest L5	Sal 1	Type the network security key	NetComm Office WiFi	llee
NTC-400_2.4GHz	2.11	2	NetComm 2712	liter
KenComm VDSL DSLAM		Security key:	NTC guest L5	591
NetComm 0426			NTC-400_2.4GHz	9 00
RonMTK	.11		KenComm VDSL DSLAM	lite.
Blackwatch		UK Cancel	NetComm 0426	lite
NTC-IT			RonMTK	lee.
Guest			Blackwatch	lite.
Open Network and Sharin	g Center		Open Network and Sharing	j 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						
ট্ট্র	MANAGE WI-FI SETTINGS						
Some settings are managed by your system administrator. Manage known networks							
(7.	NetComm 8386 Not shared Share Forget						
(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	
KOS NETWORK & INTERNET	
Wi-Fi	Wi-Fi
Airplane mode	
Data usage	NetComm 6082
VPN	III Secured
Dial-up	Secured NetComm 7964
Ethernet	NetComm 8386 Secured
Proxy	Enter the network security key
	You 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							
NETWORK & INTERNET							
Wi-Fi	Wi-Fi						
Airplane mode	On						
Data usage							
VPN	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 and
- 2 Press Forget this network and then
- 3 Click the **Forget** button in the popup dialog.

•••∘∘ vodafone AU 🗢	9:05 AM	ö 81% 💶)	●●●○○ vodafone AU 🗢	9:05 AM	ö 81% 🔳)	••••0 vo	dafone AU 🗟	9:05 A	IM I	o 81% 💼
Settings	Wi-Fi		🗙 Wi-Fi 💦 N	etComm 838	36	K Wi-f	Fi N	letComm	8386	
Wi-Fi			Forget This Net	work		Forge	t This Net	twork		
✓ NetComm 838	86	₽ ≎ (j)	IP ADDRESS	2		IP ADD	RESS	3		
CHOOSE A NETWORK			DHCP	BootP	Static	D	НСР	Boot	> St	atic
400Cong		₽ ╤ (j)	IP Address		192.168.20.5	IP Ac	For	get Wi-Fi	Network	.20.5
ASDM-Voice	ASDM-Voice a 🤉 i		Subnet Mask 255.255.255.0		255.255.255.0	Subr	"NetComm 8386" ? Your iPhone and other devices using		255.0	
BandSteering	BandSteeringTest		Router 192.168.20.1		192.168.20.1	Route	ICIOUD Ke	Wi-Fi net	work.	1.20.1
Blackwatch		₽ ╤ (j)	DNS	192	168.20.1, 0.0.0.0	DNS	Canc	el	Forget	0.0.0



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

•••• vodafone AU 4G 3:34 PM	Ö 79% 💶	•••oo vodafone	AU 4G 3:35 PM	0 79% m)•	•••ः vodafone AU 🗢	3:35 PM	0 79% 💶 🕅
Settings Wi-Fi		Enter t	he password for "NetComm	8386"	Settings	Wi-Fi	
NetComm 8386	∎ ? (Ì)	Cancel	Enter Password	Join	Wi-Fi		
NetComm 8547	∎ ? (j)	Password	•••••		 NetComm 83 	86	∎ হ (j
NetComm 9202	■ ? (j)		2		CHOOSE A NETWORK	3	
NetComm 9375 test	∎ ? (j)		2		400Cong		₽ ╤ (j
NetComm M2M Support	▲ 奈 (j)				BandSteering	Test	₽ 중 (j)
NetComm Office WiFi	a ≈ (j)				Blackwatch		₽ ≈ (j)

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

	0 🛜		Tue 12:29 pm
A			
Smiles	a [∞]		
Staff_5G	((;		
Trustpower 7627	9		
tux-dock	9		
tux-tik	A 🔅		
WISDOM	₽ 奈		
Join Other Network			
Create Network			
Open Network Preferences			

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

	Network		Q Search			
Location: Automatic						
Wi-Fi Connected	Status: Conr Wi-Fi the IP Network Name: Net	iected is connected to NetC address 192.168.20.4 Comm 8386	Turn Wi-Fi Off omm 8386 and has 4.			
Vot Connected VSB 10/00 LAN Not Connected VSB 10/100 LAN Not Connected USB 10/LAN 2 Not Connected Thundet Bridge Not Connected	As Kn to	k to join new netw own networks will be jo known networks are av manually select a netw	orks inaidable, you will have ork.			
+ - & -	Show Wi-Fi status in me	nu bar Assist Me	Advanced ? Revert Apply			

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

	> IIII Network				0	Search
Wi-Fi						
Wi-Fi	TCP/IP DNS	WINS	802.1X	Proxies	Hardware	
Preferred Net	works:					
Network Name	•	S	ecurity			
NetComm Of OPTUSVD3D	ffice WiFi A81A0	w	PA2 Enter	prise Personal		
NetComm 83	386	N	PA2 Perso	nal		
+ - Drag networks into the order you prefer.						
Deguire edmin	ve Wi-Fi network	omputer na	is joined			
Change networks Turn Wi-Fi on or off						
Wi-Fi Address	s: 48:bf:6b:f1:8	7:dc				
					Cancel	



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.

	(3)	•	Fri 10:51 am
A			
NetComm 8386	ê		
Eltons24			
Eltons58			
Guest_5G	((i•		

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

(((•	The Wi-Fi WPA2 pas	network "NetComm 8386" requires a sword.
	Password:	 Show password Remember this network
?		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 Tick on your connected Wi-Fi network.

	جَ	Þ	Fri 10:56 am
Wi-Fi: Looking for Networks Turn Wi-Fi Off			
✓ NetComm 8386	A 🔶		
ASDM-AP	ê 🤶		
ASDM-GUEST	9 🗟		
ASDM-Voice	ê 🔶		
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 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.

🖅 Run	×
۲	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	ncpa.cpl ~
	OK Cancel Browse

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.

🕒 🖉 🗸 Kontrol Panel 🔸 Network and Internet 🔸 Netv	vork C	onnections 🕨		🗸 🍕 Search I	
Organize 🔻 Connect To Disable this network device Diagnose this connection Rename this connection View status of this connection »					
Local Area Connection corp.netcomm.com.au	rea Co k 31	nnection 2		nternet Protocol Version 4 (TCP/IPv4) Properties	
VMware Virtual Ethernet Adapter Kealtek	s 💮	Disable Connect / Disconnect		General Alternate Configuration You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.	
Wireless Network Connection Properties		Status Diagnose		Obtain an IP address automatically Use the following P address:	
Networking Sharing Connect using:		Create Shortcut		IP address:	
FRITZIWLAN USB Stick AC 860	()	Rename Properties		Obtain DNS server address automatically	
Inis connection uses the following items:		1		Use the following DNS server addresses: Preferred DNS server: Alternate DNS server:	
Gos Packet Scheduler Ges Packet Scheduler Ges Pinter Sharing for Microsoft Networks Internet Protocol Version 6 (TCP/IPv6)				Validate settings upon exit	
Internet Protocol Version 4 (TCP//Pv4)				OK Cancel	
Description Transmission Control Protocol/Internet Protocol. The orbit wide area network protocol that provides communication across diverse interconnected networks.					
OK Cancel					



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.