

Wireless Troubleshooting Guide NF18MESH



Doc No. FA01261



NF18MESH - Wireless Troubleshooting Guide FA01261 v1.0 23 June 2020

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Previous versions of this document may have been issued by NetComm Wireless Limited. NetComm Wireless Limited was acquired by Casa Systems Inc on 1 July 2019.



Note – This document is subject to change without notice.

Document history

This document relates to the following product:

Casa Systems NF18MESH

Ver.	Document description	Date
v1.0	First document release	23 June 2020

Table i. – Document revision history



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.

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POWER	INTERNET		ETHE	RNET		W	FI	WP5	U	58	TELEP	HONE	WAN	DSL

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://cloudmesh.net or http://192.168.20.1

Enter the following credentials:

Username: admin

Password: < The password printed on the back of the modem >

then 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 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 NF18MESH 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:

🚖 NetComm	QUICK TASKS SETUP PORT FC	DRWARDING RUN QUICK START	WIZARD REBOOT ROUTER
SUMMARY			
	Wireless	• 2.4 GHz) 5 GHz	((•))
((•)) WIRELESS	Main On Off	Guest ○ On ● Off	
PHONE	Name: NetComm 8386	Name: wl1_Guest1 Password:	-
PARENTAL CONTROL	•••••	Apply/Save	More Settings
CONTENT SHARING	L		
Advanced			

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)

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

Select Main On and press Apply/Save.

🚖 NetComm	QUICK TASKS SETUP PO	RT FORWARDING RUN QUICK START	WIZARD REBOOT ROUTER
SUMMARY			
INTERNET	Wireless	• 2.4 GHz) 5 GHz	((•))
	Main	Guest	
((•)) WIRELESS	• On 🔾 Off	🔿 On 🌘 Off	
	Name:	Name:	
PHONE	NetComm 8386	wl1_Guest1	
	Password:	Password:	
-	•••••	••••••	
PARENTAL CONTROL		Apply/Save	More Settings
CONTENT SHARING			
ADVANCED			

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.



🚖 NetComm	QUICK TASKS SETUP PORT	FORWARDING RUN QUICK START WIZARD REBOOT ROUTER
SUMMARY		
INTERNET	Wireless Advanced	J Settings
((•)) WIRELESS	Local Network	 Wireless Bridge MAC Filter Advanced MAC Filter
PHONE	• LAN • <u>Wireless</u>	• 2.4 GHz • 5 GHz
PARENTAL CONTROL		Select SSID: NetComm 0523 MAC Restrict Mode: Disabled MAC Address Remove
CONTENT SHARING		Add
ADVANCED		

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.**

Control Panel >	Network and Internet Manage Wir	reless Networks	Search Manage Wireless Networks
Manage wireless networl	ks that use (Wireless Network	c Connection)	
Windows tries to connect to thes Add Remove Move down A Networks you can view, modify, and	e networks in the order listed below. dapter properties Profile types N reorder (3)	Network and Sharing Center	Ø
NetComm 8386	Security: WPA2-Personal Properties	Type: Any supported	Automatically connect
NetComm M2M Support	Remove network Rename Move down	Type: Any supported	Automatically connect
Sweet Home	Secondy, то не не полнат	Type: Any supported	Automatically connect

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** on 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).

NetComm 8386	lin.		Wireless Network Connection	^
Connect automatically	Connect		NetComm 8386 3 Co	nnected 📶
NetComm 2712		Connect to a Network	NetComm M2M Support	line.
NTC guest L5	2.1	Type the network security key	NetComm Office WiFi	1000
NTC-400 2.4GHz	2.1	2	NetComm 2712	liter
- KenComm VDSL DSLAM		Security key:	NTC guest L5	Sall
NetComm 0426			NTC-400_2.4GHz	Sall
RonMTK			KenComm VDSL DSLAM	lite.
Blackwatch		UK L	NetComm 0426	100
NTC-IT			RonMTK	1000
Guest			Blackwatch	100
Open Network and Sha	ring Center		Open Network and Sha	ring Center

Do not forget to disconnect your ethernet cable.



i

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

← Settings	
K NETWORK & INTERNET	
Wi-Fi	♥ IFF Guest
Airplane mode	// Open
Data usage	Staff_5G Open
VPN	Hidden Network Secured
Dial-up	Advanced options
Ethernet	Manage Wi-Fi settings

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

\leftarrow	Settings
្មែរ	MANAGE WI-FI SETTINGS
Som Ma	ne settings are managed by your system administrator. Anage known networks
(la	NetComm 8386 Not shared
	Share Forget
(a	NetComm 8459 Not shared
(a	NetComm 8467 Not shared
(a	NetComm 8823 Not shared

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

← Settings	
VI-FI Airplane mode Data usage VPN Dial-up Ethernet Proxy	Wi-Fi on NetCorm 6082 NetCorm 7964 Secured NetCorm 7864 Secured NetCorm 8386 Secured NetCorm 8386 Secured NetCorm 8386 Secured Secured NetCorm 8386 Secured Secured NetCorm 8386 Secured NetCorm 8386 Secured NetCorm 8386 Secured NetCorm 8386 Secured Secured NetCorm 8386 Secured S

- 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.



iPhone

Your iPhone may be storing your old Wi-Fi password causing it not to connect to Wi-Fi network. On 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 Wi-Fi	Ø 81% 페)	••••• vodafone AU 🖘	9:05 AM	ø 81% ■ 0 386	••••• vo	dafone AU 🗟	9:05 AM	8386	9 81% m i
Wi-Fi			Forget This Net	work		Forge	t This Net	twork		
 NetComm 83 	86	₽ ≎ (j)	IP ADDRESS	2		IP ADD	RESS	3		
CHOOSE A NETWORK	. 1		DHCP	BootP	Static	D	НСР	BootP	St	atic
400Cong		• ? ()	IP Address		192.168.20.5	IP Ac	For	get Wi-Fi N	Network	.20.5
ASDM-Voice		₽ ╤ (j)	Subnet Mask		255.255.255.0	Subr	"No Your iPho	etComm 8 one and other	386" ? devices using	255.0
BandSteering	Test	₽ ╤ (j)	Router		192.168.20.1	Route	iCloud Key	ychain will no Wi-Fi netwo	longer join this ork.	.20.1
Blackwatch		a 🗢 🚺	DNS	19	2.168.20.1, 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 Settings Wi-Fi	Ø 79% E D	●●●●● vodafone AU 4G 3:35 PM © 79% ■● Enter the password for "NetComm 8386"	•••••• vodafone AU	0 79% 💼)
NetComm 8386	₽ \$ (]	Cancel Enter Password Join	Wi-Fi	
NetComm 8547	₽ 중 (j)	Password •••••	 NetComm 8386 	∎ ? (Ì)
NetComm 9202	• 🗟 (i)	2	CHOOSE A NETWORK	
NetComm 9375 test	₽ ╤ (j)	4	400Cong	a ≈ (j)
NetComm M2M Support	₽ ╤ (j		BandSteeringTest	₽ ङ (j)
NetComm Office WiFi	∎ ? (j)		Blackwatch	₽ ङ (j)

Android

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

On 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.

S 8 9 1	84% 🖹 4:29 pm 🛛 🗳	\$100 th.	al 83% 🛢 4:29 pm 🔄	1 0 1 1	83% 8 4.32 pm		\$ 0 %_1	83% 🛢 4:34 pm
< CONNECTIONS	Q (Wi-Fi Direct	ADVANCED < Wi-I	Wi-Fi Direct	ADVANCED	< Wi-Fi	Wi-Fi Direct	ADVANCED
Wi-Fi	0	n 2	Net	omm 8386		ON	4	.` 🔿
Wi-Fi calling		RetComm 8386	Passi			Conne	Comm 8386 ected	
Olument		RetComm 8547		··· V	- 1	<u> </u>	Cong	
On		RetComm 8673	0	Show password		Sa Band	dSteeringTest	
Phone visibility		RetComm M2M Sup	pport 🦉	Auto reconnect		Blac	kwatch	
and transfer files.		RetComm Office Wi	FI	snow advanced optio	ris	Gue	st	
Data usage	î .	NTC guest L5		CANCEL	CONNECT	Gue	st 5G	



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...".



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

	Network	Q Search			
Location: Automatic					
• Wi-Fi Connected	Status: Connect	ted Turn Wi-Fi Off			
Bluetooth PAN Not Connected	the IP add	iress 192.168.20.4.			
Thundethernet	Network Name: NetCor	nm 8386 ᅌ			
USB 10/00 LAN Not Connected	Ask to	o join new networks			
USB 10/100 LAN Not Connected	no kno to man	wn networks are available, you will have ually select a network.			
USB 10/LAN 2 Not Connected					
Thundet Bridge					
+ - &-	☑ Show Wi-Fi status in menu l	bar Advanced ?			
Click the lock to make ch	nanges.	Assist Me Revert Apply			

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



5 Click Apply

••• < >	Network		Q Search	
Locat	ion: Automatic	•		
• Wi-Fi Connected	Status: Co	nnected	Turn Wi-Fi Off	
Bluetooth PAN Not Connected	Wi- and	Fi is connected to NetC has the IP address 192	Comm M2M Support 2.168.100.8.	
Thundethernet Not Connected	Network Name: N	etComm M2M Supp	ort 🗘	
USB 10/00 LAN Not Connected		Ask to join new networks will be in	vorks	
USB 10/100 LAN Not Connected		no known networks are a to manually select a netw	vailable, you will have vork.	
• USB 10/LAN 2				
Thundet Bridge				
+ - &-	🗹 Show Wi-Fi status in n	nenu bar	Advanced ?	
Click the lock to prevent further changes. Assist Me Revert 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.



	<u></u>		Fri 10:51 am
A			
NetComm 8386	ê (
Eltons24	₽ (,		
Eltons58			
Guest_5G	((:-	1000	

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

(î•	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.

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.

	1	I	Fri 10:56 am
Wi-Fi: Looking for Networks Turn Wi-Fi Off			
✓ NetComm 8386	A 🔅		
ASDM-AP	ê 🤶		
ASDM-GUEST	9 🛜		CONTRACTOR OF STREET, ST.
ASDM-Voice	9 🛜		
Blackwatch	₽ (\$\overline\$		

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 my 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	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	ncpa.cpl ~
	OK Cancel <u>B</u> rowse

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.

🕞 🔵 – 👰 🕨 Control Panel 🕨 Network and Internet 🕨 Netw	vork Connections 🔸	👻 🐓 Search N			
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 Intel(R) Ethernet Connection (2) I VMware Network Adapter VMnet8 Enabled VMware Virtual Ethernet Adapter	rea Connection 2 k 31 PCIe GBE Family Controller Disable Connect / Disconnect Status	Internet Protocol Version 4 (TCP/IPv4) Properties			
Wireless Network Connection Properties	Diagnose	Obtain an IP address automatically Use the following P address:			
Networking Sharing Connect using: Image: Connect using: Image: Connect using: Image: Connect using:	Create Shortcut Delete	IP address:			
Configure This connection uses the following items:	Rename Properties	Obtain DNS server address automatically Use the following DNS server addresses:			
Client for Microsoft Networks	1	Preferred DNS server:			
Go Packet Scheduler Ge File and Printer Sharing for Microsoft Networks		Validate settings upon exit			
Install Uninstall Properties		OK Cancel			
Description Transmission Control Protocol/Internet Protocol. The adjust wide area network protocol that provides communication across diverse interconnected networks.					
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.

