

Firmware Upgrade Guide

CloudMesh Gateway – NF20MESH



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 **Note** – This document is subject to change without notice.

Document history

This document contains Firmware Upgrade Guide for the following product:

NetComm CloudMesh Gateway – NF20MESH

Ver.	Document description	Date
v1.00	Initial document release	16 July 2021
v1.01	Change of document scheme and update to NC2	18 June 2026

Table i. – Document revision history

Contents

Introduction.....4

 Prerequisites4

 Notation4

Important considerations before upgrading5

Updating the Firmware5

Introduction

This document explains how to manually upgrade the firmware on your Wi-Fi 6 CloudMesh Gateway.

Prerequisites

To configure your Wi-Fi 6 CloudMesh Gateway, you will require a computing device with a web browser and either a wired or wireless network adapter.

Notation

The following symbols may be used in this document:



Note – This note contains useful information.



Important – This is important information that may require your attention.



Warning – This is a warning that may require immediate action in order to avoid damage or injury.

Important considerations before upgrading

Some ISPs may have their own custom firmware for the Wi-Fi 6 CloudMesh Gateway and manage the installation for you remotely. In this situation, manually updating the firmware yourself could cause problems with your Internet connection, so we recommend that you consult with your ISP first before proceeding to upgrade the firmware yourself.

Updating the Firmware

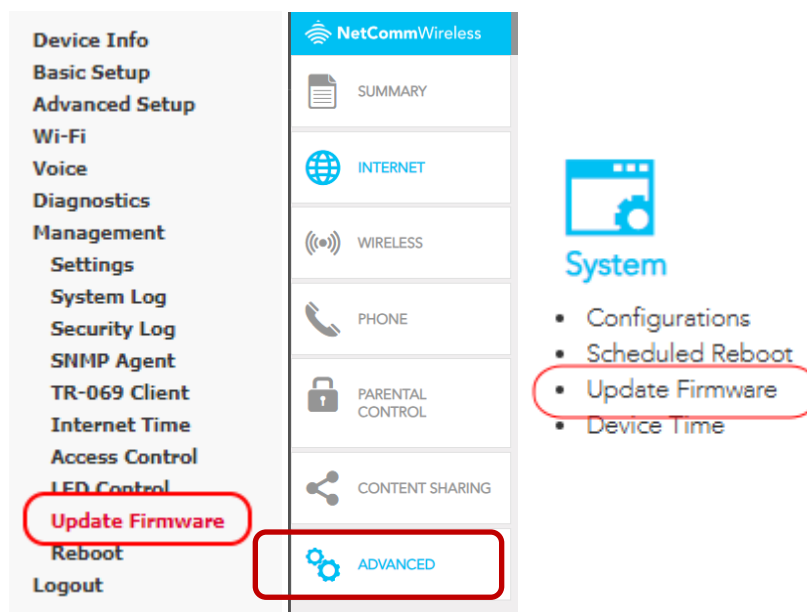
 **Note** – Though it is not required, we recommend performing the firmware upgrade with a device connected to the gateway via Ethernet cable.

- 1 Download the firmware image from <https://support.netcommwireless.com/>
- 2 Extract the ZIP archive to a folder on your device.
- 3 If you have not already set up your gateway, connect it as described in the Quick Start Guide. We recommend using the included Ethernet cable to connect your computer to it via one of the yellow LAN ports on the back of the gateway. If your computer/device does not have an Ethernet adapter, you can access the gateway over Wi-Fi.
- 4 Open a web browser and type **192.168.20.1** into the address bar, then press **Enter**.
- 5 At the login screen, type **admin** into the Username field. In the Password field, type the unique password printed on the label on the bottom of the gateway, then click on the **Login >** button. If you have changed the password, enter your chosen password instead.



The image shows the NetComm login interface. At the top is the NetComm logo, which consists of a stylized blue wave icon followed by the text "NetComm" in white. Below the logo, the text "Welcome to your Wi-Fi 6 Gateway" is displayed in white. In the center, there are two white input fields with blue borders: the top one is labeled "Username" and the bottom one is labeled "Password". Below these fields is a solid blue button with the word "Login" in white. At the bottom of the screen, a line of white text reads: "You can find your username and password on the Wi-Fi 6 Gateway's label."

- 6 Using the menu on the left side of the screen, select **Management** then **Update Firmware** or **Advanced** > **Update Firmware**



- 7 Click the **Choose File** button to locate the image file on your device.

Tools -- Update Firmware

Step 1: Obtain an updated firmware image file from your ISP.

Step 2: Enter the path to the image file location in the box below or click the "Browse" button to locate the image file.

Step 3: Click the "Update Firmware" button once to upload the new image file.

NOTE: The update process takes about 2 minutes to complete, and your Broadband Router will reboot.

Firmware File Name: No file chosen

Update Firmware



System

- Settings
- Scheduled Reboot
- [Update Firmware](#)
- Device Time



Step 1: Obtain an updated software image file from your ISP.

Step 2: Enter the path to the image file location in the box below or click the 'Browse' button to locate the image file.

Step 3: Click the 'Update Firmware' button once to upload the new image file.

NOTE: The update process takes about 2 minutes to complete, and your Broadband Router will reboot.

Software File Name:
 No file chosen

- 8 Click the **Update Firmware** button once to upload and install the file. The update process takes about two minutes to complete and then the gateway reboots automatically.

The firmware update is complete.