

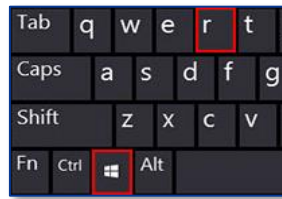
What if I cannot access NF18ACV's web interface?

NF18ACV FAQs

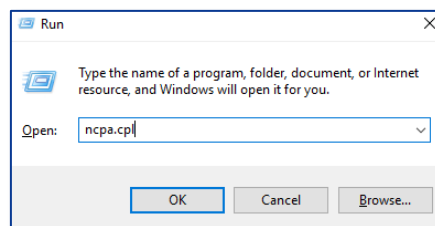
How to Access the NF18ACV Web Interface

Windows Operating System

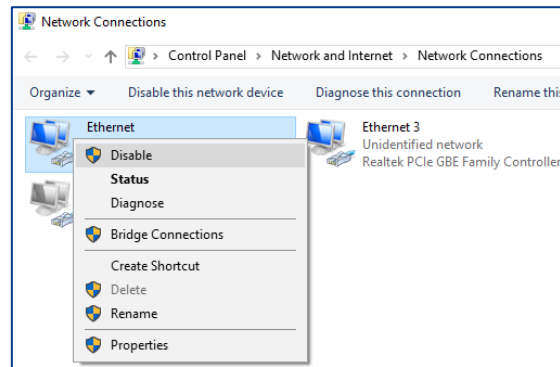
- 1 Use Ethernet (yellow) cable to connect PC and modem.
- 2 Check LED status of Ethernet port where LAN cable is connected. If LED is OFF go directly to 6.
- 3 Disable and Enable Ethernet Connection in Windows.
 - a Press **Windows + R** key in your keyboard.



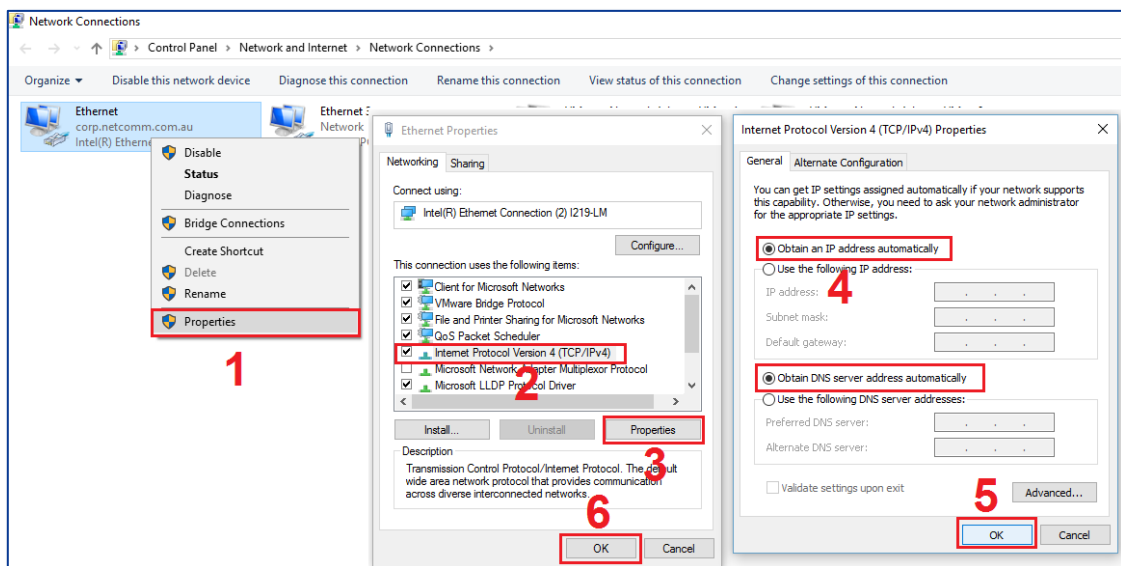
- b In Run command, type **ncpa.cpl** and press enter. It will open Network connections window.



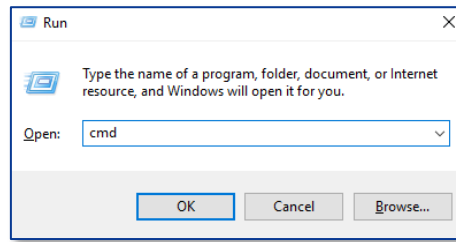
- c Right click and disable "**Ethernet**" or "**Local Area Connection**" connection.



- d Right click and **Enable** it again.
- e Right click either **Ethernet** or **Local Area Connection** 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 192.168.20.1** 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\beneet.pradhan>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 3:

    Connection-specific DNS Suffix  . : Home
    Link-local IPv6 Address . . . . . : fe80::751b-b195:3383:56f7%4
    IPv4 Address. . . . . : 192.168.20.5
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::1af1:45ff:fe53:b27b%4
                               192.168.20.1

C:\Users\beneet.pradhan>ping 192.168.20.1

Pinging 192.168.20.1 with 32 bytes of data:
Reply from 192.168.20.1: bytes=32 time=1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.20.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms
```

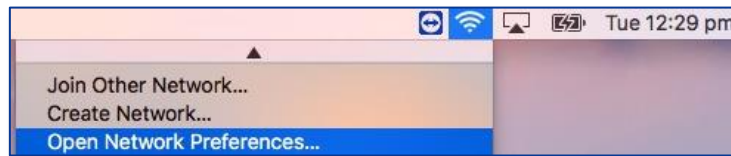
6 If you still cannot access modem, change Ethernet port in the modem, use different Ethernet cable and/or computer/laptop.

7 Check rebooting the modem.

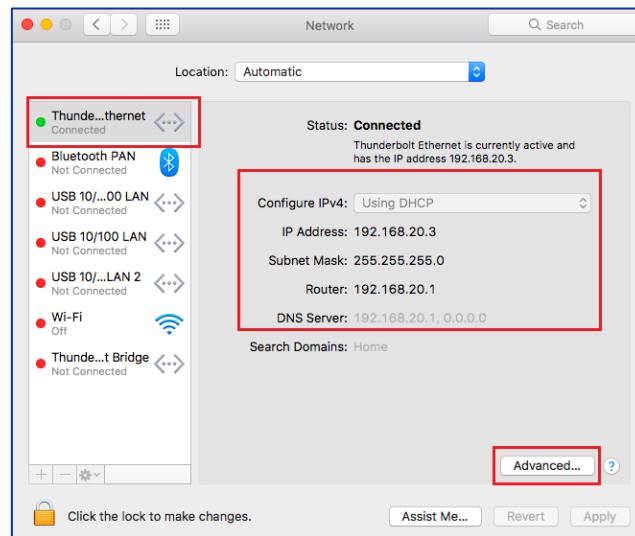
8 If you still cannot access modem, connect the modem with wireless and check whether you can ping modem or not.

MAC Operating System

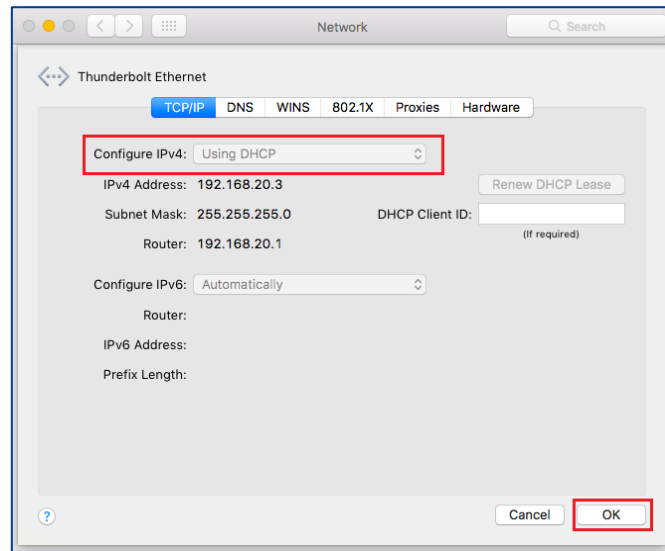
- 1 Use Ethernet (yellow) cable to connect PC and modem.
- 2 Check LED status of Ethernet port where LAN cable is connected.
- 3 Click the Wi-Fi (airport) icon on the top right corner of the screen and link **“Open Network Preferences...”**



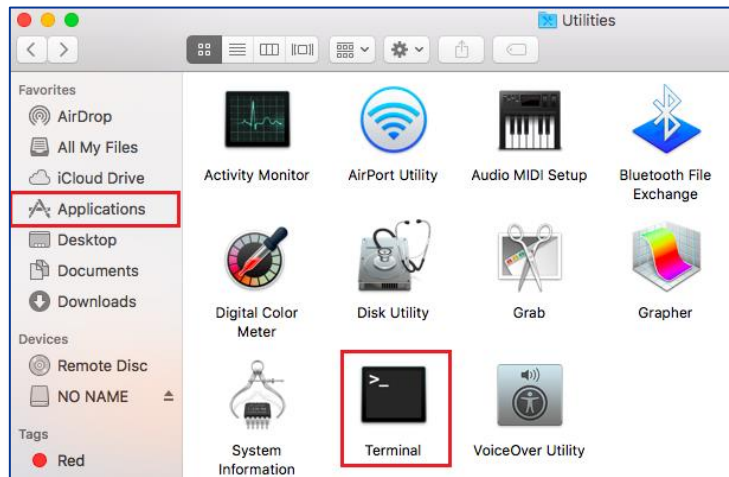
- 4 Check your Ethernet connection.
You should be using DHCP and not static IP address.
You should be able to get router IP address as **192 . 168 . 20 . 1**.



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

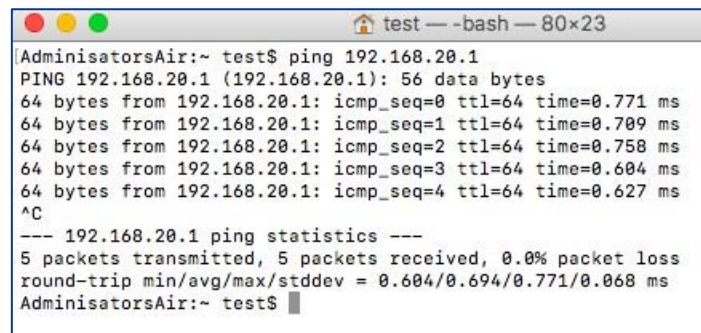


6 Navigate to **Applications > Utilities** and open **Terminal**.



7 Type `ping 192.168.20.1` and press **Enter**.

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



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://192.168.20.1>

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

