NetCommWireless

No Internet Connectivity

(NP803n)

Why do I lose internet access on my router?

When you lose the internet on the Netcomm router and you can see a yellow exclamation mark in the bottom right hand corner of the screen (next to the time) then the Netcomm router is no longer getting the connection from the modem. This is a common occurrence when the Netcomm router is turned on before or at the same time as the modem. To solve this problem easily, follow these steps:

Do not change any cables during this process, the only cables being unplugged will be the power cables. Your setup should look like the diagram at the bottom of the page.

1. Turn off both the modem and the Netcomm router by unplugging the power cords from them. These need to be turned back on individually so don't turn it off at the wall.

2. Turn the modem on by itself and wait for it to fully boot back up. Once its back up you will have to wait 2-3 minutes to make sure you get the connection.

3. Turn on the Netcomm router now and wait for that to fully boot up, once it's fully booted up then give it a moment to connect with your computer.

4. You should have your connection back now through the wireless on your computer.

If the wireless is still not working then it could be a problem with the wireless specifically. The best way to test this is to plug an Ethernet cable from one of the yellow LAN ports on the Netcomm router to your computer and see if you have an internet connection.

If you have internet through the cable then the problem will be with the wireless settings but if you still don't have internet through the Netcomm router then the process didn't work and you will need to repeat it.

Modem   Ethernet cable   Netcomm Router   Computer