



# NetCommWireless

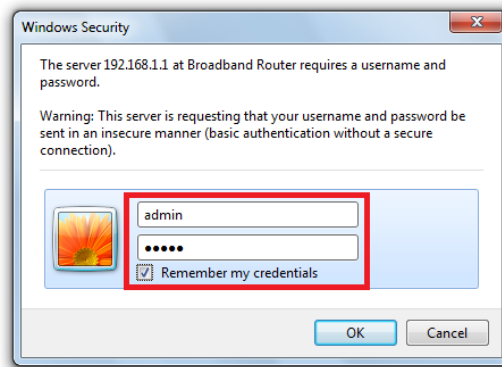
**What if my mobile device does not connect to the wireless network?**

(NB604n)

## What if my mobile device does not connect to the wireless network?

Some mobile devices, like smart phones and tablets, cannot connect wirelessly to the router. This is often caused by a compatibility issue of the mobile device with wireless security settings. This guide will take you through the steps to configure your router with the recommended wireless settings for mobile devices.

1. Navigate to <http://192.168.1.1> in a web browser.

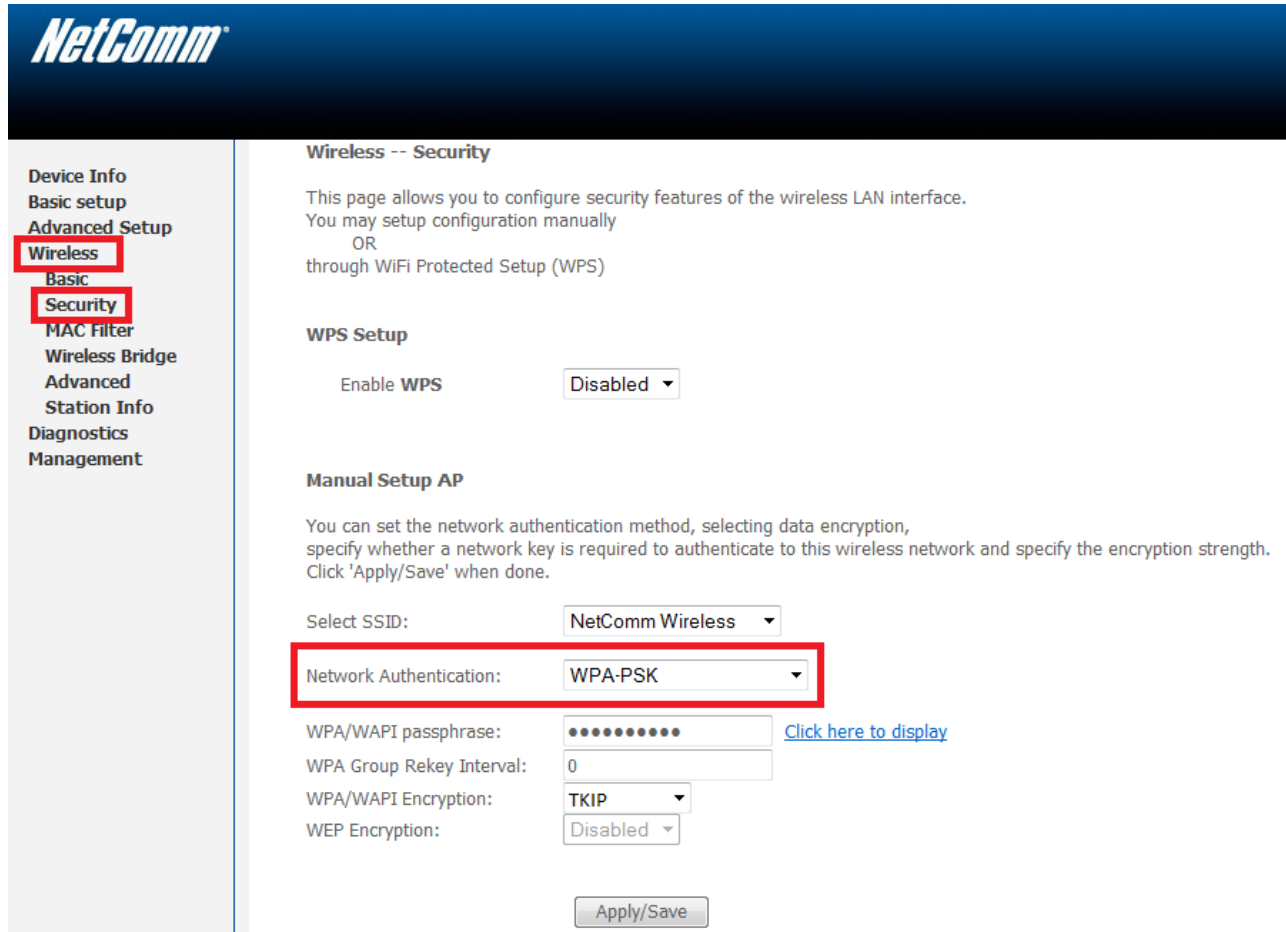


2. Enter "admin" for both username and password when prompted then click **OK**.
3. Click on the **Wireless** menu then click the **MAC Filter** option.

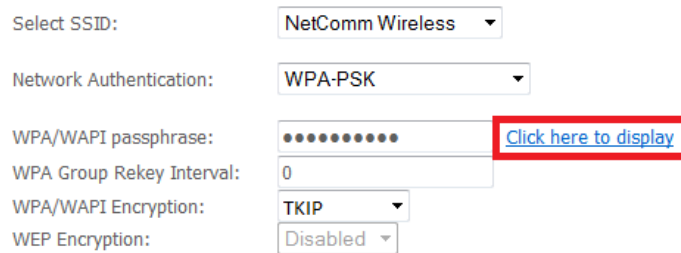


4. Ensure that the Mac Restrict Mode is **Disabled**. This will enable wireless devices connect to your router without needing to type in the MAC Address. Note that you will still need to use a wireless security key to connect in most instances.

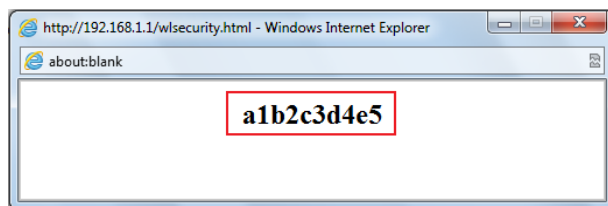
- Click on the **Wireless** menu then click the **Security** option.



- Ensure that the *Network Authentication* type is **WPA-PSK**.
- Click on the **Apply/Save** button.
- Click the link that says **Click here to display** to display the current wireless security key.



- A small window will pop up and display the current wireless security key. The example below shows the security key as **a1b2c3d4e5**. You will need the security key to connect your device to the wireless network.



**If you still cannot connect your mobile device using the WPA-PSK network authentication, use the WEP network authentication by following these steps:**

1. In the Wireless Security option, change the *Network Authentication* type to **Open** and **WEP** to Enabled.

The screenshot shows the NetComm Wireless Security configuration page. The left sidebar contains a navigation menu with the following items: Device Info, Basic setup, Advanced Setup, Wireless (highlighted), Basic, Security (highlighted), MAC Filter, Wireless Bridge, Advanced, Station Info, Diagnostics, and Management. The main content area is titled "Wireless -- Security" and includes the following sections:

- Wireless -- Security**: This page allows you to configure security features of the wireless LAN interface. You may setup configuration manually OR through WiFi Protected Setup (WPS).
- WPS Setup**: Enable WPS is set to Disabled.
- Manual Setup AP**: You can set the network authentication method, selecting data encryption, specify whether a network key is required to authenticate to this wireless network and specify the encryption strength. Click 'Apply/Save' when done.

The configuration fields are as follows:

Select SSID:	NetComm Wireless
Network Authentication:	Open
WEP Encryption:	Enabled
Encryption Strength:	64-bit
Current Network Key:	1
Network Key 1:	0987654321
Network Key 2:	0987654321
Network Key 3:	0987654321
Network Key 4:	0987654321

Enter 13 ASCII characters or 26 hexadecimal digits for 128-bit encryption keys  
Enter 5 ASCII characters or 10 hexadecimal digits for 64-bit encryption keys

Apply/Save

2. The current wireless security key is the corresponding Network Key. In this example, it is **Network Key 1** since the Current Network Key is also 1 and the security key is *0987654321*. You will need the security key to connect your device to the wireless network.