

# WiFi connection does not work With SpinTel Supplied Modem - NBN

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## Symptom

- Devices are able to connect to the WiFi network but unable to access any website.

## Things to check first

- Confirm if able to connect using a wired connection.
- Confirm all devices are unable to connect to the Wifi network.
- If you are using the default SSID or WiFi name, check the base of your modem and make sure you are connected to the correct WiFi Name

## Troubleshooting

1. Access modem gateway and check if the WiFi Name/SSID is the right one you are currently connected.

**NF10WV**

Device Info  
Advanced Setup  
**Wireless**  
Basic  
**Security**  
MAC Filter  
Wireless Bridge  
Advanced  
Station Info  
Voice  
Diagnostics  
Management  
Logout

**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)  
Note: When both STA PIN and Authorized MAC are empty, PBC is used. If Hide Access Point enabled or Mac filter list is e

**WPS Setup**

Enable WPS

Add Client (This feature is available only when WPA-PSK, WPA2 PSK or OPEN mode is configured)  
 Push-Button  Enter STA PIN  Use AP PIN

Set WPS AP Mode

Setup AP (Configure all security settings with an external registrar)

Device PIN  [Help](#)

**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.

Select SSID:  [WiFi Name](#)

Network Authentication:

Protected Management Frames:

WPA/WAPI passphrase:  [Click here to display](#) [Click to display WiFi password](#)

WPA Group Rekey Interval:

WPA/WAPI Encryption:

WEP Encryption:

If you are connected to the correct WiFi name, try changing wireless credentials on the modem gateway or recreate WiFi connection by forgetting and inputting the password on the device.

Do the following below if you are not connected to the correct WiFi name.

- WiFi name/SSID is visible on the device
- WiFi name/SSID is not hidden in the modem's gateway unless you will

need to manually enter the username and password.

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**Wireless -- Basic**

This page allows you to configure basic features of the wireless LAN interface. You can enable or disable the wireless LAN requirements.  
Click 'Apply/Save' to configure the basic wireless options.

Enable Wireless  
 Hide Access Point  
 Clients Isolation  
 Disable WMM Advertise  
 Enable Wireless Multicast Forwarding (WMM)

SSID:   
BSSID: 18:F1:45:E9:D3:E6  
Country:   
Max Clients:

**Wireless - Guest/Virtual Access Points:**

Enabled	SSID	Hidden	Isolate Clients	Enable WMM Advertise	Enable WMMF	Enable HSPOT	Max Clients	BSSID
<input type="checkbox"/>	<input type="text" value="w/0_Guest1"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="16"/>	N/A	
<input type="checkbox"/>	<input type="text" value="w/0_Guest2"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="16"/>	N/A	
<input type="checkbox"/>	<input type="text" value="w/0_Guest3"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="16"/>	N/A	

2. Factory Reset modem.

3. If all the troubleshooting will not work, please feel free to contact us and a friendly Customer Care will assist you.

Online URL:

<https://articles.spintel.net.au/article/wifi-connection-does-not-work-with-spintel-supplied-modem-nbn.html>