

## Unable to Connect after Configuring Wireless Broadband service with Netcomm NL1901ACV



Given that you have configured the modem manually, and you are still unable to connect, click on **Device Info** then **Summary**. Scroll down at the very bottom till **Device Info for Cellular Network** is seen.

## Device Info

Summary

WAN

Statistics

Route

ARP

DHCP

CPU & Memory

Basic Setup

Advanced Setup

Wireless

Voice

Diagnostics

Management

Logout


## Device Info

Manufacturer:	NetComm Wireless
Product Class:	NL1901ACV
Serial Number:	4700010000007
Build Timestamp:	181108_0250
Software Version:	NL1901ACV.NC.AU-R6B021.EN
Bootloader (CFE) Version:	1.0.00.110.2
DSL PHY and Driver Version:	ALP101-00110207
VDSL PROFILE:	No profile
Wireless Driver Version:	1.0.0.0.0.0
Voice Service Version:	Voice
Uptime:	0D 0H 39M 16S

This information reflects the current status of your WAN connection.

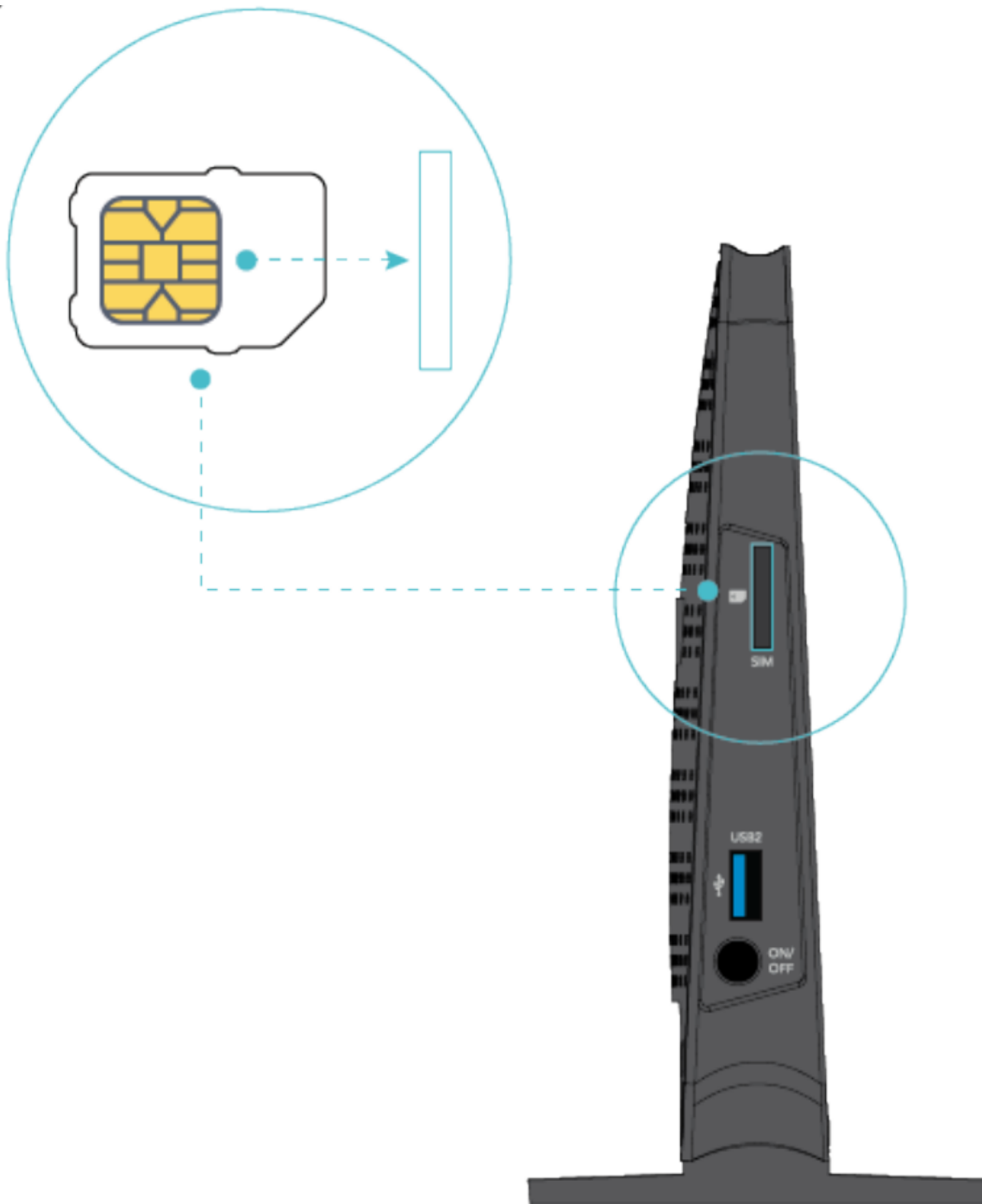
Line Rate - Upstream (Kbps):	0
Line Rate - Downstream (Kbps):	0
LAN IPv4 Address:	192.168.20.1
Service connection type:	
Default Gateway::	
Primary DNS Server:	0.0.0.0
Secondary DNS Server:	0.0.0.0
LAN IPv6 ULA Address:	
Default IPv6 Gateway:	

## Device Info for Cellular network

Network:	
Network selection mode:	
APN:	
Link:	Not Connected
Service Type:	
Signal Strength:	
SIM info:	SIM not inserted
Connection Up Time:	

- If the SIM card is not detected, unplug your modem from the power

source and check if the SIM card is inserted correctly as shown below.




- Check the signal strength and consider placing your modem where it can get better reception.

Once done, access the modem gateway and check if the settings has been retained when you configure it the first time.

## Understanding Action Type of a WBB Settings

1. **Connect**- this means the current setting is not used or not connected yet to the network. If this is the case you just need to hit Connect provided that the setting of it is correct.


Interface	Description	Type	Vlan8021p	VlanMuxId	Igmp	NAT	Firewall	IPv6	Mld	Manage	Edit	Action
Ite0	mobile	mobile	N/A	N/A	Disabled	Enabled	Enabled	Disabled	Disabled	PIN	Edit	Connect



2. **Disconnect** - this means the current setting is being used by the modem.

**Wide Area Network (WAN) Service For Mobile Broadband Setup**  
Choose Add, Remove or Edit to configure a WAN service For Mobile Broadband interface.

Interface	Description	Type	Vlan8021p	VlanMuxId	Igmp	NAT	Firewall	IPv6	Mld	Manage	Edit	Action
Ite0	mobile	mobile	N/A	N/A	Disabled	Enabled	Enabled	Disabled	Disabled	PIN	Edit	Disconnect



Online URL:

<https://articles.spintel.net.au/article/unable-to-connect-after-configuring-wireless-broadband-service-with-netcomm-nl1901acv.html>

