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NETCOMM NS-02

NETCOMM CloudMesh WiFi6 Satellite (NS-02) User Manual

Comprehensive guide for setup, operation, and maintenance.

1. Introduction

Thank you for choosing the NETCOMM CloudMesh WiFi6 Satellite, model NS-02. This device is designed to extend your existing CloudMesh WiFi network, providing enhanced coverage and performance throughout your home or office. Utilizing WiFi6 (802.11ax) technology, it offers faster speeds, lower latency, and increased capacity for multiple devices. This manual provides detailed instructions for the proper installation, configuration, and maintenance of your CloudMesh WiFi6 Satellite.

2. Safety Information

Please read these safety instructions carefully before operating the device to ensure safe and optimal performance.

- **Power Supply:** Use only the power adapter supplied with the device. Using an unauthorized power adapter may damage the device and void your warranty.
- **Ventilation:** Ensure adequate ventilation around the device. Do not block any ventilation openings. Avoid placing the device in enclosed spaces or on soft surfaces that may impede airflow.
- **Location:** Place the device in a dry, stable location away from direct sunlight, heat sources, and moisture. Avoid placing it near strong electromagnetic fields.
- **Cleaning:** Disconnect the power adapter before cleaning. Use a soft, dry cloth to clean the device. Do not use liquid or aerosol cleaners.
- **Servicing:** Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.
- **Children:** Keep the device and its accessories out of reach of children.

3. Package Contents

Verify that all items are present in your package:

- NETCOMM CloudMesh WiFi6 Satellite (NS-02)
- Power Adapter

- Ethernet Cable (optional, for wired backhaul)
- Quick Start Guide

4. Product Overview

Familiarize yourself with the physical components of your CloudMesh WiFi6 Satellite.

Figure 4.1: NETCOMM CloudMesh WiFi6 Satellite (NS-02) Front View. The device is a sleek, white, cylindrical unit with a metallic silver base. The "CloudMesh" logo is prominently displayed on the front face.

4.1. LED Indicators

- **Power LED:** Indicates the power status of the device.
- **Status LED:** Shows the connection status and signal strength to the main CloudMesh router.

4.2. Ports and Buttons

- **Power Port:** Connects to the supplied power adapter.
- **Ethernet Ports (LAN):** For connecting wired devices or for wired backhaul to the main router.
- **WPS Button:** For easy pairing with compatible CloudMesh devices.
- **Reset Button:** Used to restore the device to factory default settings.

5. Setup

Follow these steps to set up your CloudMesh WiFi6 Satellite.

5.1. Placement Considerations

Optimal placement is crucial for effective WiFi extension. Place the satellite:

- Within range of your main CloudMesh router.
- In a central location that minimizes obstacles like thick walls or large metal objects.
- Away from other electronic devices that may cause interference (e.g., microwaves, cordless phones).

5.2. Initial Connection (WPS Method)

1. Plug the power adapter into the satellite's power port and then into a wall outlet. The Power LED will illuminate.
2. Wait for the satellite to boot up (approximately 60-90 seconds). The Status LED will blink.
3. Press the WPS button on your main CloudMesh router for 2-3 seconds.
4. Within 2 minutes, press the WPS button on the CloudMesh WiFi6 Satellite for 2-3 seconds.
5. The Status LED on the satellite will blink rapidly during pairing. Once successfully paired, the Status LED will turn solid, indicating a good connection. The color of the LED may indicate signal strength (e.g., green for strong, amber for fair).

5.3. Initial Connection (Wired Backhaul)

For optimal performance, you can connect the satellite to your main router via an Ethernet cable (wired backhaul).

1. Plug the power adapter into the satellite's power port and then into a wall outlet.
2. Connect one end of an Ethernet cable to an available LAN port on your main CloudMesh router.
3. Connect the other end of the Ethernet cable to an Ethernet port on the CloudMesh WiFi6 Satellite.
4. The satellite will automatically detect the wired connection and integrate into your CloudMesh network. The Status LED will indicate a successful connection.

6. Operating Your CloudMesh WiFi6 Satellite

Once set up, the CloudMesh WiFi6 Satellite operates automatically to extend your network.

6.1. Network Extension

The satellite creates a seamless mesh network with your main CloudMesh router. Devices will automatically connect to the strongest available signal, whether from the router or the satellite, ensuring consistent coverage.

6.2. Connecting Devices

You can connect wireless devices (laptops, smartphones, tablets) to the extended WiFi network using your existing network name (SSID) and password. For wired devices, connect them directly to the Ethernet ports on the satellite.

7. Maintenance

Regular maintenance helps ensure the longevity and optimal performance of your device.

- **Cleaning:** Periodically wipe the exterior of the device with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- **Firmware Updates:** NETCOMM may release firmware updates to improve performance or add new features. These updates are typically managed through your main CloudMesh router's interface. Refer to your main

router's manual for instructions on checking and applying firmware updates.

- **Restarting:** If you experience network issues, try restarting the satellite by unplugging its power adapter for 10 seconds and then plugging it back in.

8. Troubleshooting

This section addresses common issues you might encounter.

Problem	Possible Cause	Solution
Satellite not powering on.	Power adapter not connected or faulty outlet.	Ensure the power adapter is securely connected to the satellite and a working power outlet. Try a different outlet.
Status LED is off or blinking slowly.	Not paired with the main router or poor signal.	Perform WPS pairing again (Section 5.2). Move the satellite closer to the main CloudMesh router. Ensure the main router is powered on and functioning correctly.
Connected devices have no internet access.	Issue with the main router or internet service.	Check if devices connected directly to the main router have internet access. Restart both the main router and the satellite. Contact your Internet Service Provider if the main router also has no internet.
Slow network speeds.	Poor satellite placement, interference, or network congestion.	Relocate the satellite to a more central position or closer to the main router. Minimize interference from other electronic devices. Consider using wired backhaul if possible (Section 5.3).

8.1. Factory Reset

If issues persist, you may need to perform a factory reset. This will erase all custom settings and restore the device to its original factory defaults.

1. With the satellite powered on, locate the small reset button (usually a pinhole) on the device.
2. Use a paperclip or a similar pointed object to press and hold the reset button for approximately 10 seconds.
3. Release the button when the LEDs flash or the device reboots.
4. Allow the device to restart. You will then need to re-pair it with your main CloudMesh router as per Section 5.2 or 5.3.

9. Specifications

Technical specifications for the NETCOMM CloudMesh WiFi6 Satellite (NS-02).

Feature	Detail
Model Name	NS-02

Feature	Detail
Brand	NETCOMM
Product Dimensions	5.91 x 5.91 x 8.27 inches
Item Weight	1.87 pounds
Wireless Communication Standard	802.11ax (WiFi6)
Frequency Band Class	Dual-Band
Connectivity Technology	WiFi6, Ethernet
LAN Port Bandwidth	1000 Mbps
Security Protocol	WPA2, WPA3
Special Feature	WPS
Compatible Devices	Laptop, Personal Computer, Smartphone, Tablet
Date First Available	June 24, 2023

10. Warranty and Support

For warranty information and technical support, please refer to the documentation provided with your purchase or visit the official NETCOMM website. Keep your proof of purchase for warranty claims.
Online Resources: For the latest drivers, firmware, and support articles, please visit the NETCOMM support portal.
Contact Support: If you require further assistance, please contact NETCOMM customer support through the channels listed on their official website.

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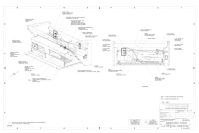
Related Documents - NS-02

	NetComm CloudMesh NS-01 Satellite Quick Start Guide A quick start guide for the NetComm CloudMesh NS-01 Satellite, detailing setup, safety precautions, and usage instructions for extending your Wi-Fi network.
	NetComm CloudMesh Satellite NS-02 Setup Guide A comprehensive guide to setting up and optimizing your NetComm CloudMesh Satellite NS-02 for seamless Wi-Fi coverage. Learn about placement, pairing, troubleshooting, and advanced features.

	[NetComm CloudMesh Satellite NS-01 User Guide] User guide for the NetComm CloudMesh Satellite (NS-01), providing information on installation, operation, features, and troubleshooting for seamless whole-home WiFi coverage.
	[NetComm CloudMesh Satellite NS-02: Quick Start Guide for Seamless Wi-Fi Coverage] This guide provides instructions for setting up the NetComm CloudMesh Satellite NS-02, including placement, pairing, light indicators, and advanced features like Wireless Bridge and Wired Mesh. Enhance your home Wi-Fi coverage with NetComm's mesh technology.
	[NetComm NS-01 CloudMesh Satellite Quick Start Guide] A quick start guide for setting up the NetComm NS-01 CloudMesh Satellite, including what's in the box, required items, safety information, and pairing instructions.
	[Winnebago RV Wiring Installation Guide: TV/DVD System] Comprehensive guide for installing the TV and DVD system wiring in a Winnebago recreational vehicle. Details component placement, cable routing, and connection instructions for various entertainment devices.

Documents - NETCOMM – NS-02

[NetComm CloudMesh Satellite NS-02: Quick Start Guide for Seamless Wi-Fi Coverage]
This guide provides instructions for setting up the NetComm CloudMesh Satellite NS-02, including placement, pairing, light indicators, and advanced features like Wireless Bridge and Wired Mesh. Enhance your home Wi-Fi coverage with NetComm's mesh technology.
lang:en score:26 filesize: 1.75 M page_count: 24 document date: 2021-03-31

[NetComm CloudMesh Satellite NS-02 Setup Guide]
A comprehensive guide to setting up and optimizing your NetComm CloudMesh Satellite NS-02 for seamless Wi-Fi coverage. Learn about placement, pairing, troubleshooting, and advanced features.
lang:en score:26 filesize: 1022.96 K page_count: 24 document date: 2021-08-17

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User Guide CloudMesh Satellite **NS-02** Doc No. UG01350 2 of 22 Important notice This device, like any wireless device, operates using radio signals which cannot guarantee the transmission and reception of data in all conditions. While the delay or loss of signal is rare, you should not rely solely...

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EXPAND YOUR WI-FI NETWORK ONE UNIT AT A TIME**NS-02** CLOUDMESH SATELLITE The CloudMesh Satellite **NS-02** works wirelessly with a CloudMesh Gateway NF20MESH , forming a single powerful Whole Home Wi-Fi Mesh network coverage. WI-FI 6 IS HERE Wi-Fi 6 is the next generation of Wi-Fi. Delivering significa...

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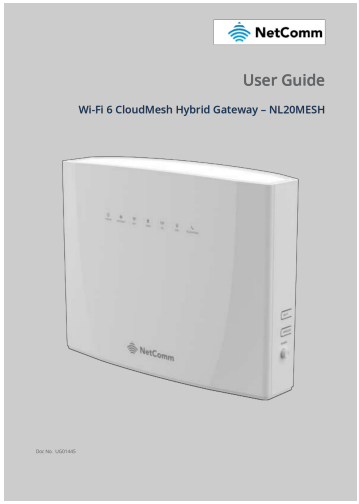

[NetComm NL20MESH Wi-Fi 6 CloudMesh Hybrid Gateway User Guide]

Comprehensive user guide for the NetComm NL20MESH Wi-Fi 6 CloudMesh Hybrid Gateway. Learn how to set up, configure, and optimize your network, including Wi-Fi, VoIP, and advanced features.

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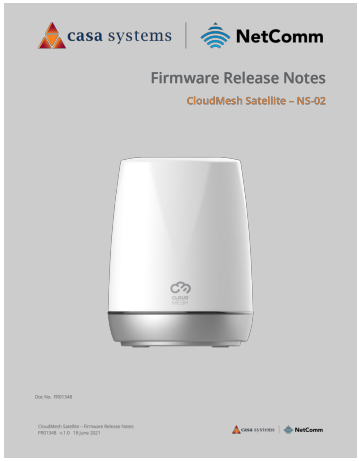

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Firmware Release Notes CloudMesh Satellite Casa Systems George Chapman support netcommwireless NS 02 v 1 0 18 June 2021FR01348 Doc No FR01348 api Media ac659e8e 3e97 4837 969f 9adaf304fa1b Product |||

Firmware Release Notes CloudMesh Satellite **NS-02** Doc No. FR01348 CloudMesh Satellite Firmware Release Notes FR01348 v.1.0 18 June 2021 2 of 3 Copyright Copyright 2021 Casa Systems. All rights reserved. The information contained herein is proprietary to Casa Systems. No part of this document may...

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EXPAND YOUR WI-FI NETWORK ONE UNIT AT A TIME**NS-02** CLOUDMESH SATELLITE The CloudMesh Satellite **NS-02** works wirelessly with a CloudMesh Gateway NF20MESH , forming a single powerful Whole Home Wi-Fi Mesh network coverage. WI-FI 6 IS HERE Wi-Fi 6 is the next generation of Wi-Fi. Delivering significa...

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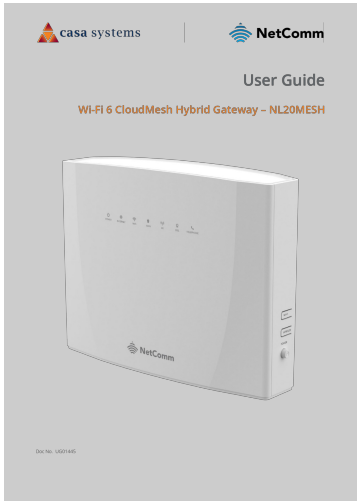

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CloudMesh Gateway User Guide Casa Systems John Manson Push the power button on side of Wi Fi 6 Hybrid to turn it Wait a few minutes for complete starting up Open web browser and type 192 168 20 1 into address bar then press Enter At login screen admin Username field NL20MESH support netcommwireless api Media Document 59148c85 04b6 4171 ae6d c872d8899aeb Product |||

User Guide Wi-Fi 6 CloudMesh Hybrid Gateway NL20MESH Doc No. UG01445 2 of 123 Important notice T ... in a middle of your home . If a larger area needs Wi-Fi coverage, the NetComm CloudMesh Satellite **NS-02** is designed to expand your Wi-Fi network coverage and is available as an optional accessory. ...

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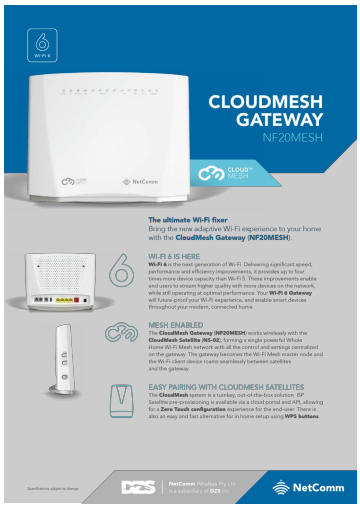

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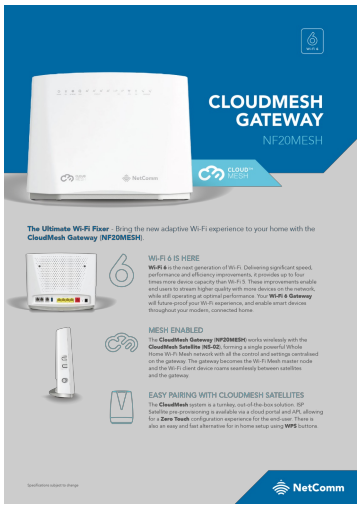

NetComm CloudMesh Gateway NF20MESH: Advanced Wi-Fi 6 Mesh Networking

Explore the NetComm CloudMesh Gateway NF20MESH, featuring Wi-Fi 6 technology for faster speeds and increased capacity. This gateway enables a seamless whole-home mesh network, supports VDSL/ADSL, and includes advanced features like Wi-Fi AutoPilot and Wi-Fi Analytics Platform.

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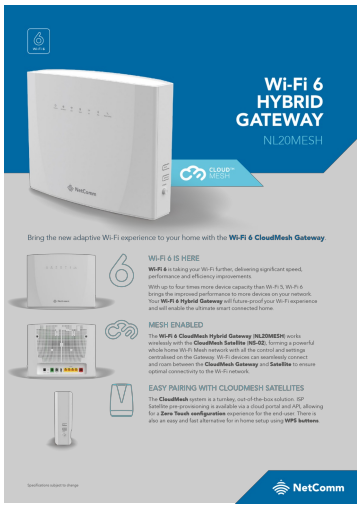

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THE ULTIMATE WI FI FIXER support netcommwireless PRODUCT INTERFACES SEIFIATIS SUET T HAE PERFECT FOR FEATURES AT A GLANCE Mesh enabled for seamless connection to CloudMesh Satellites Automated Wi Fi issue resolution with AutoPilot Gigabit high speed fibre networks Support VDSL2 ADSL2 and Voice visibility assurance the Analytics Platform NF20MESH Spec Sheet Rev3 ANZ api Media Document 5f9dedc7 1a85 4d56 a9fd 80448355e2e8 Product |||

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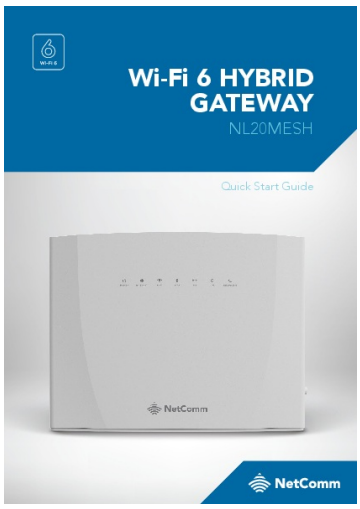

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Wi-Fi 6 HYBRID GATEWAY NL20MESH Quick Start Guide NL20MESH Wi-Fi 6 HYBRID GATEWAY TABLE OF CONTENT ... in a middle of your home . If a larger area needs Wi-Fi coverage, the NetComm CloudMesh Satellite **NS-02** is designed to expand your Wi-Fi network coverage and is available as an optional accessory. ... lang:en score:12 filesize: 1012.71 K page_count: 15 document date: 2025-07-21