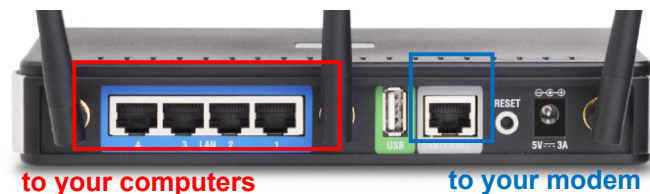


## Troubleshooting - Can not access the router on 192.168.0.1

Please note that when accessing the router's Web interface via <http://192.168.0.1> you are not accessing some web site on the Internet. The router's configuration pages are built into the router. You do not have to be online to get to those pages, you just need to be connected to the router. Please also make sure you disable all anti-virus/firewall software, especially Norton, on your computer.

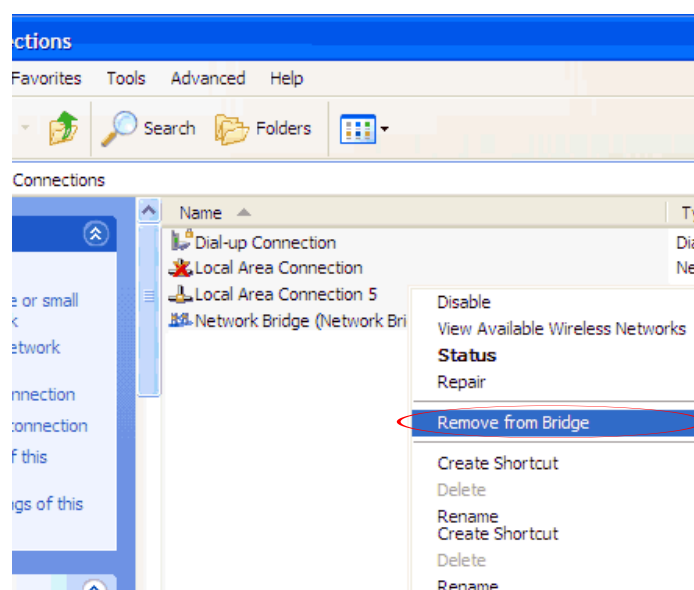
**Step 1.** Connect your computer's network port to one of your router's **LAN** ports (Ethernet ports) using a network cable. **WAN** port of the router should be connected to your modem.



Verify physical connectivity by checking for solid link lights on the Ethernet ports of the device. If you do not get a solid link light, try using a different cable or connect to a different port on the device if possible. If the computer is turned off, the link light may not be on.



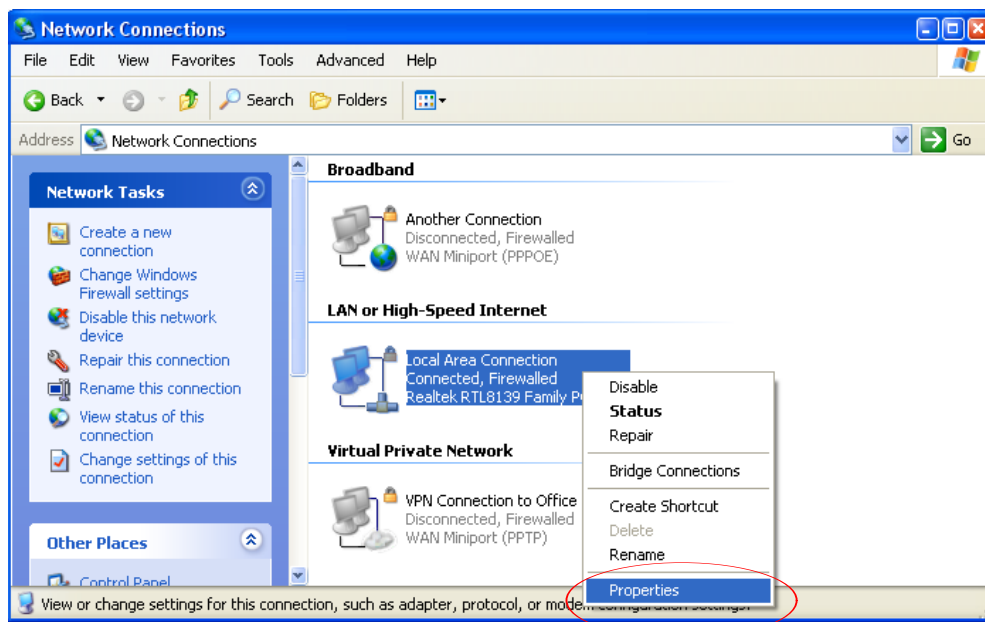
**Step 2.** Under **Control Panel > Network Connections...** make sure that your **Local Area Connection** is enabled and not bridged with any other connection. If you see any icon there which is called "Bridge" - delete it. If you see your **Local Area Connection** marked as "Bridged" - right-click and select "**Remove from Bridge**".



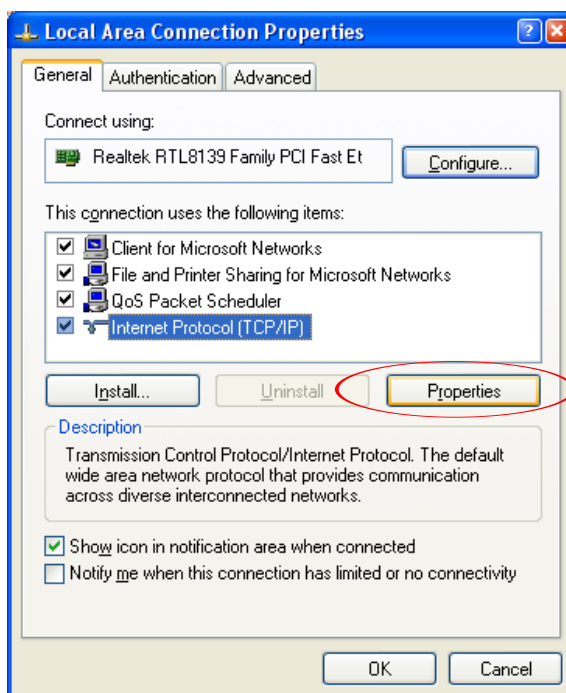
**Step 3.** Check your IP address. Your computer must have an IP address in the same range of the device you are attempting to configure. Most DI-series devices use the 192.168.0.x range. If you are attempting to configure a D-Link router, then make sure you take note of your computer's Default Gateway IP address. The Default Gateway should be the IP address of the D-Link router. By default, it should be 192.168.0.1.

Set your computer with static IP address:

Go to **Control Panel > Network Connections > Local Area Connection > Properties:**



Select **Internet protocol TCP/IP** and click on **Properties:**



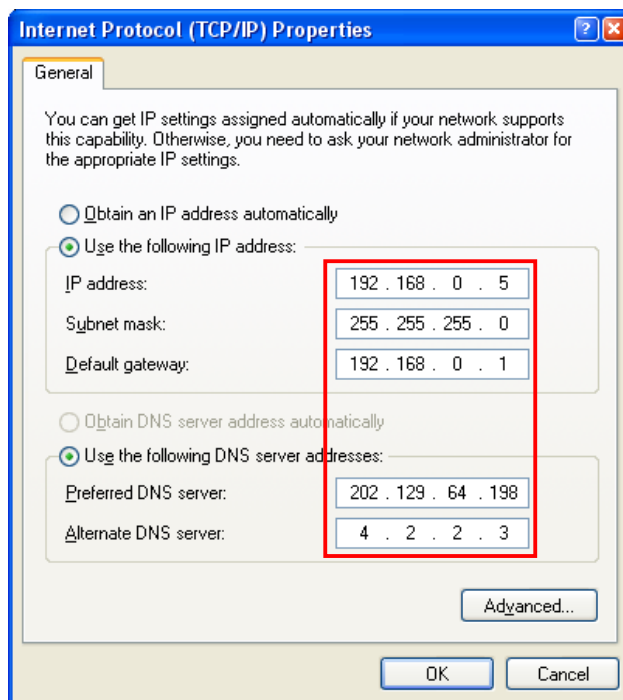
Select the "**Use the following IP address**" and "**Use the following DNS**" options. Specify the TCP/IP settings you want to use:

**IP address:** 192.168.0.5

**Subnet mask:** 255.255.255.0

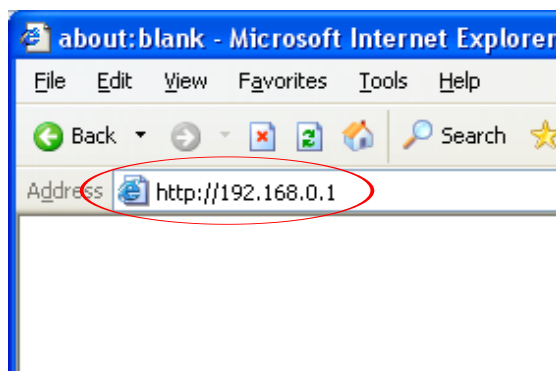
**Default Gateway:** 192.168.0.1

**Preferred/Alternate DNS:** 202.129.64.198 / 4.2.2.3 (or whichever your provider is using).

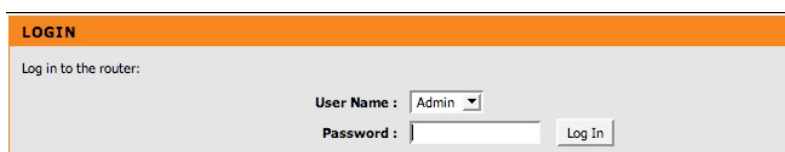


Click on **OK** and then **OK** again.

Try to access the router. Open Internet Explorer and type **192.168.0.1**.



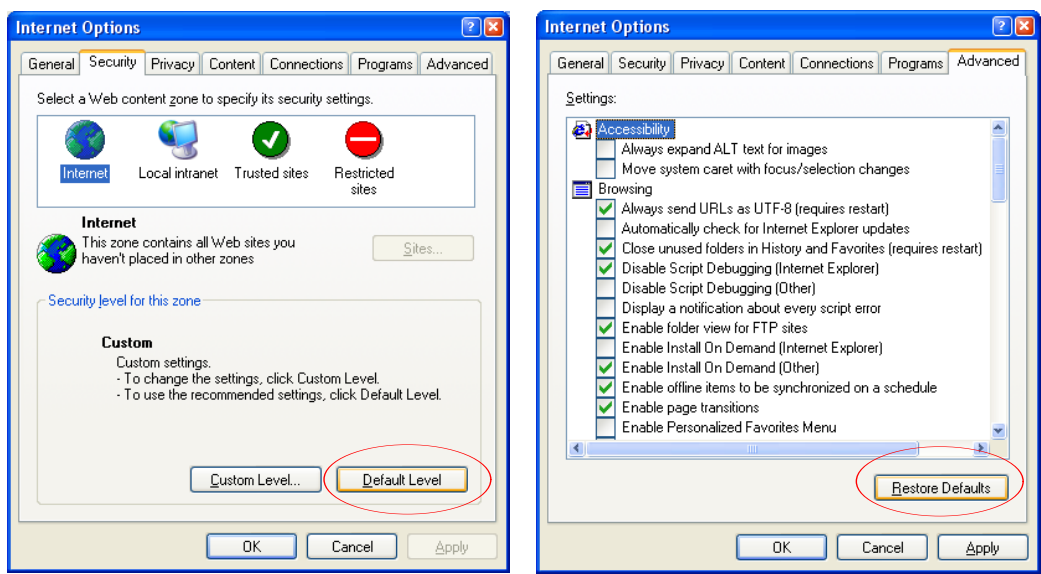
Select Admin from the drop-down menu and then enter your password. Leave the password blank by default



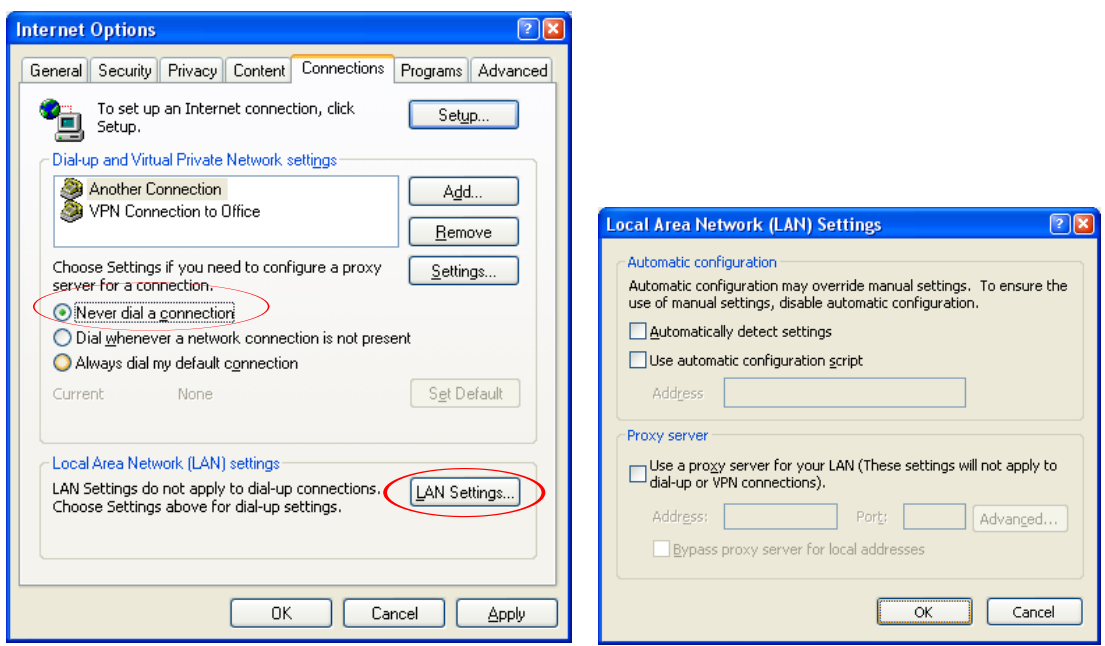
**Step 4.** If unsuccessful in accessing the router's configuration pages, please reset the router. Here is how to reset it: while the router is powered on, press and hold the Reset button for 10 sec. Release the button and wait until the router boots up (1 min). Try to log into it again.



**Step 5.** Check your Internet settings. Go to **Control Panel > Internet Options**. From the **Security** tab, click the button to restore the settings to their defaults. Go to the **Advanced** tab and click the button to restore these settings to their defaults.



Click to the **Connections** tab and set the dial-up option to "**Never dial a connection**". Click the **LAN Settings** button. None of the options should be selected. Click **OK**. Click **OK** out to the desktop and close any open windows.



Restart Internet Explorer and try to access the router.

