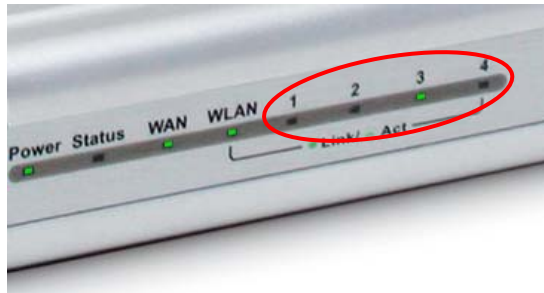


## Troubleshooting – Can not access the router on 10.1.1.1

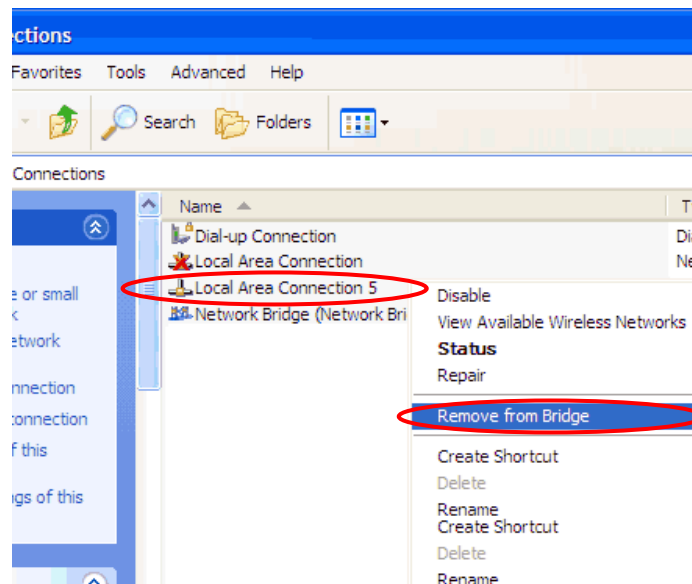
Please note that when accessing the router's Web interface via <http://10.1.1.1> you are not accessing some web site on the Internet. The router's configuration pages are built into the router. You do not have to be online to get to those pages, you just need to be connected to the router.

**Step 1.** Connect your computer's network port to one of your router's **LAN** ports (Ethernet ports) using a network cable.

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.



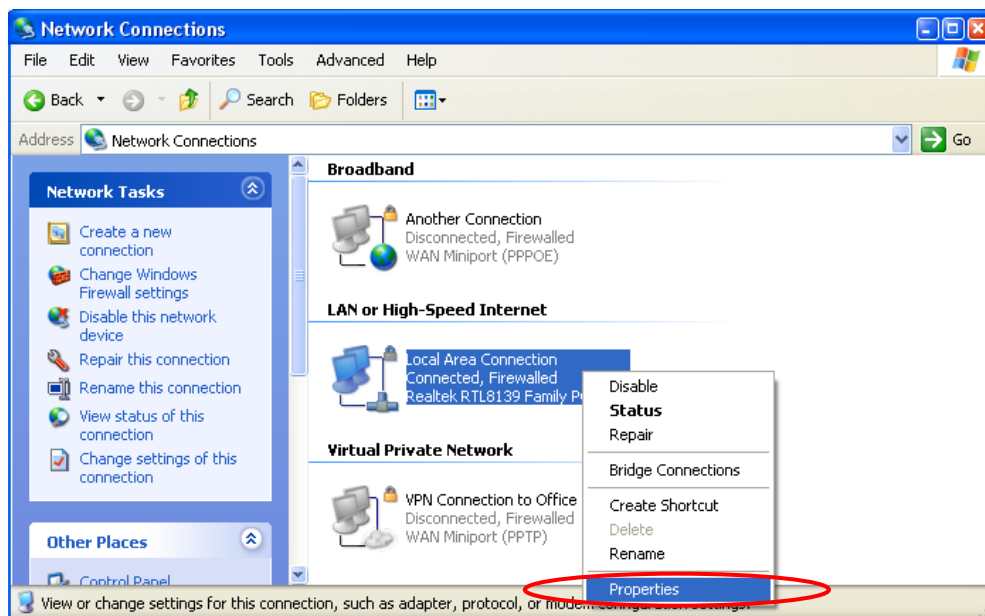
**Step 2.** Under **Control Panel > Network Connections...** make sure that your **Local Area Connection** is enabled and not bridged with any other connection. If you see any icon there which is called "Bridge" - delete it. If you see your **Local Area Connection** marked as "Bridged" - right-click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



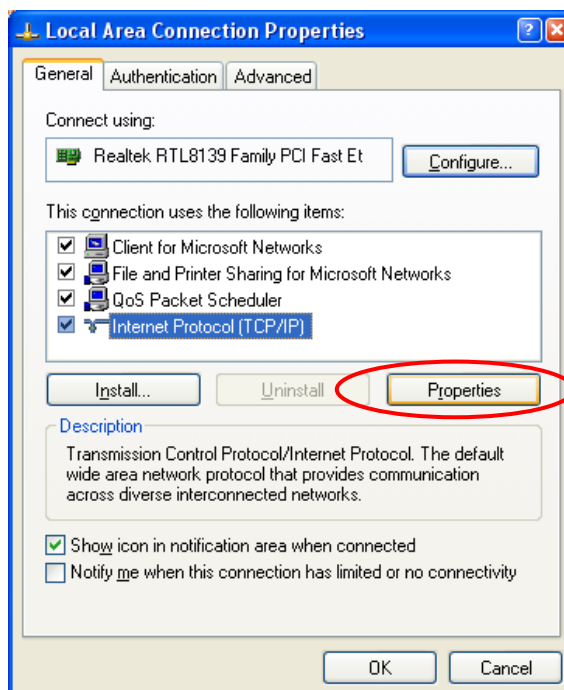
**Step 3.** Check your IP address. Your computer must have an IP address in the same range of the device you are attempting to configure. Most DSL-series devices use the 10.1.1.x range. If you are attempting to configure a D-Link router, then make sure you take note of your computer's Default Gateway IP address. The Default Gateway should be the IP address of the D-Link router. By default, it should be 10.1.1.1.

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:**



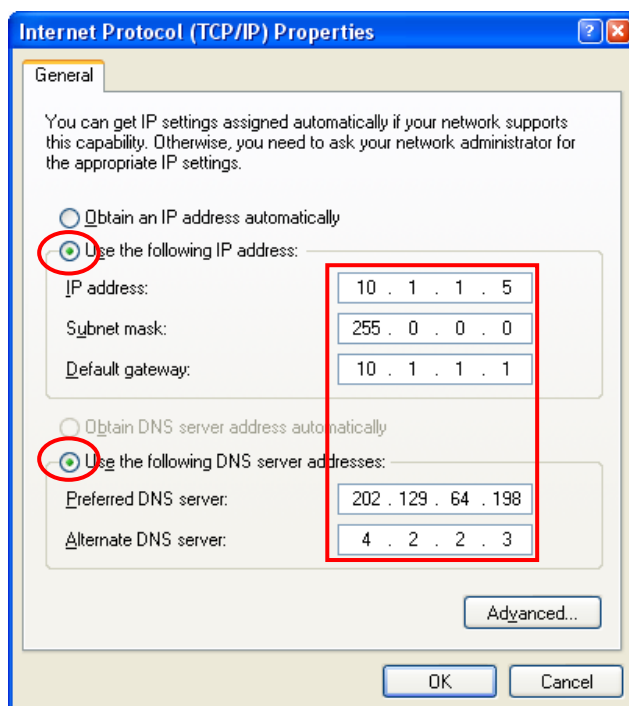
Select the “**Use the following IP address**” and “**Use the following DNS**” options. Specify the TCP/IP settings you want to use:

**IP address:** 10.1.1.5

**Subnet mask:** 255.0.0.0

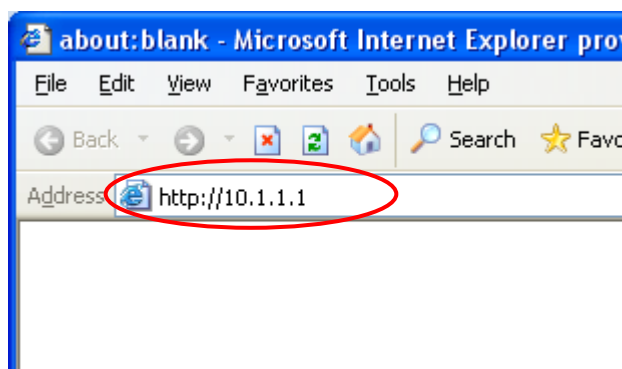
**Default Gateway:** 10.1.1.1

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



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

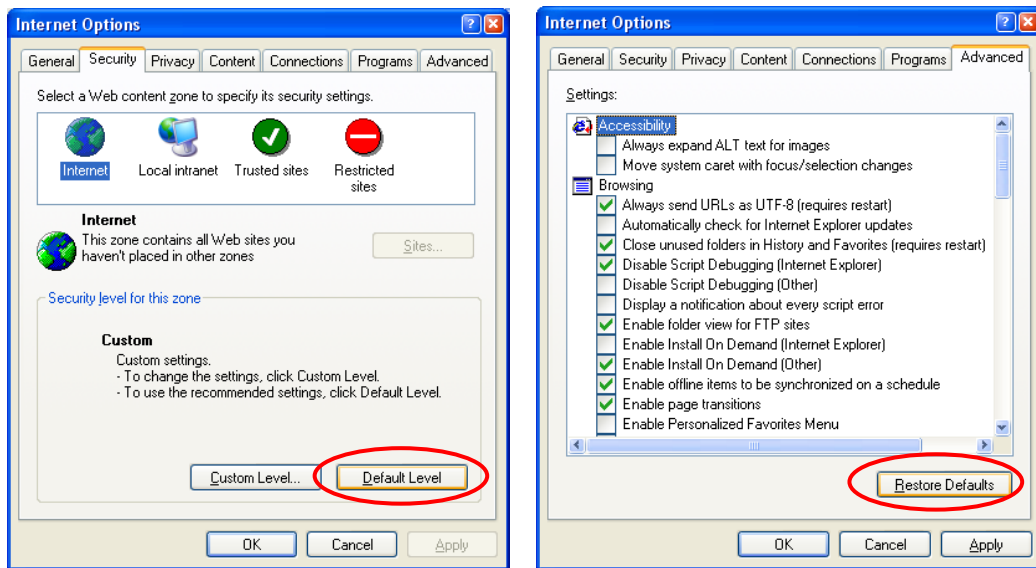
Try to access the router. Open Internet Explorer and type **10.1.1.1**.



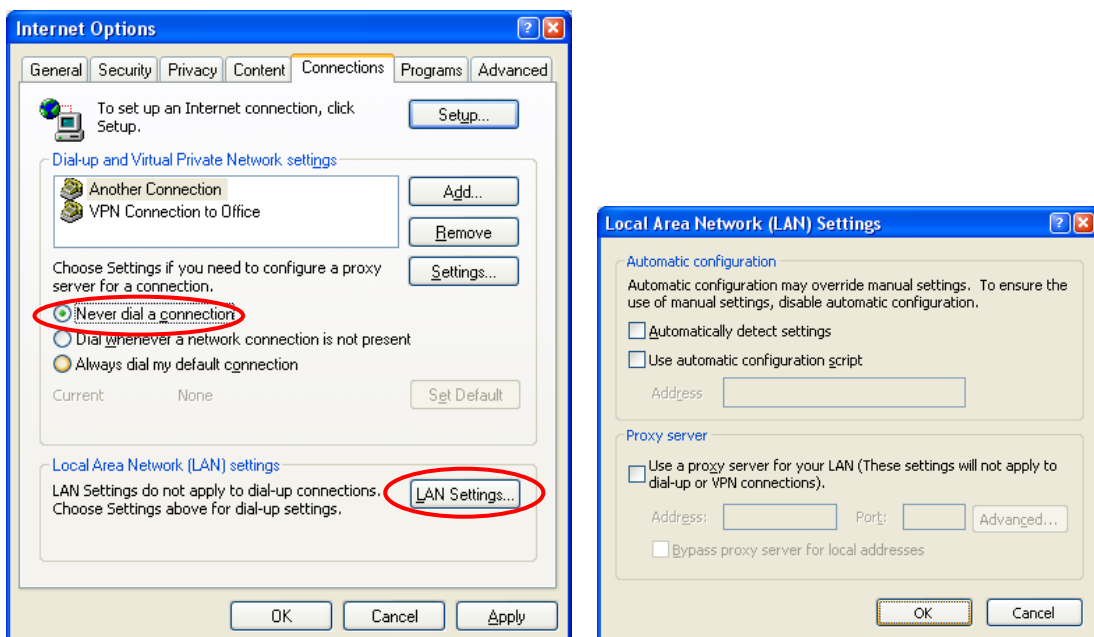
**Step 4.** If unsuccessful in accessing the router's configuration pages, please reset the router. Here is how to reset it: while the router is powered on, press and hold the Reset button for 10 sec. Release the button and wait until the router boots up (1 min). Try to log into it again.



**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.

**Step 6.** Disable any Internet security software running on the computer. Software firewalls like Zone Alarm, Black Ice, Sygate, Norton Personal Firewall, etc. might block access to the router's configuration pages. Check the help files included with your firewall software for more information on disabling or configuring it.

**Step 7.** If you still cannot log into the router:

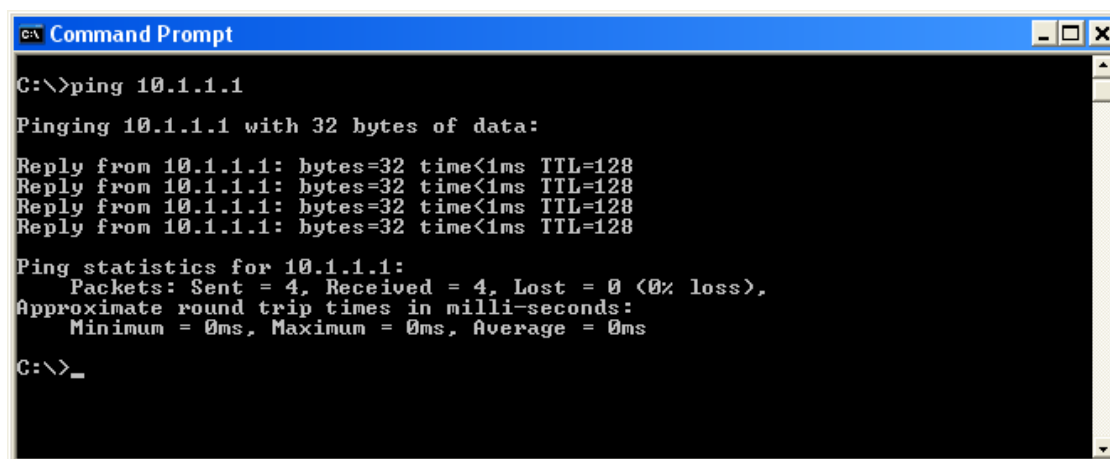
- Recycle the power on the router. Switch the power off. Wait 20 to 30 seconds. Switch the power on and wait for the lights to stabilize.

- Restart the computer.

- Go to: **Start > Run >** type "**cmd**" (without quotes) > **OK**. In the DOS window type:

**ping 10.1.1.1**

and press **Enter**. You should see "**Reply from...**" messages.



If your ping was successful, attempt again to access the router's configuration page.

Try these options in the address window.

**10.1.1.1**

**http://10.1.1.1**

**http://10.1.1.1:88**

If you cannot ping the router check your IP settings. In the DOS window type "**ipconfig**" (without quotes) and press Enter. The IP address on your network adapter should be in the 10.x.x.x range. Type "**arp -d**" (without quotes) and press Enter. Repeat this command several times until you get "**The specified entry was not found**" message. Try to access the router again.

Reset the router. Try using another computer.

If none of the above helps please contact our Warranty Department (RMA).