

## DSL- G604T Frequently asked Questions.

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### **Cannot get connection to the router.**

Ensure that the router is powered up and the Status led is blinking.  
This would indicate that the router is booted up correctly.

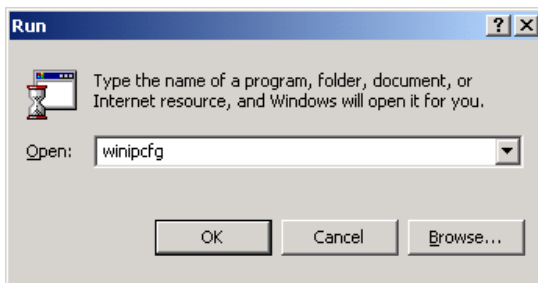
If the status led is on solid or not on at all after about 2 minutes it is indicating that there may be a problem with the unit booting up.

If the unit is booted up correctly plug in the network cable from the pc to any of the ports on the router. On front of the unit the link Led should come on.

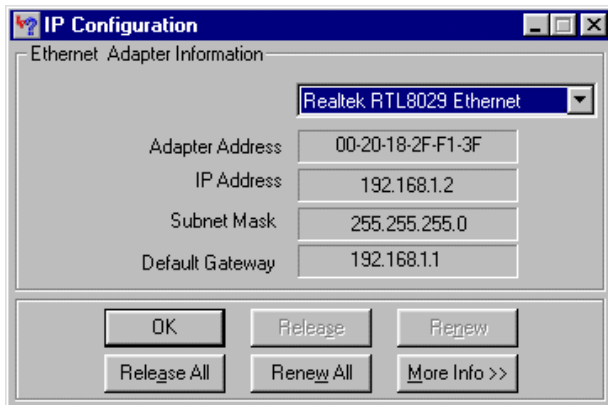
The unit will auto detect the cable type. So you can use either a crossover cable or a straight through cable from back of your network adapter.

If your pc is set to obtain IP address automatically then the router's Built in DHCP server should assign an IP address to your pc.

You can check if it has done this by going to Start Run and typing in winipcfg if you are using windows 95,98 and ME.



Click ok and you will get the below screen



The above screen shows you that the IP address for the network card is 192.168.1.2 and the default gateway is the address of the router. Please ensure that the adapter that is selected is the network adapter that is plugged into the router as you may get different address if a different adapter is selected.

If you are running windows NT4.0, 2000 and XP

Goto start and run and type in command at the prompt type in ipconfig and it will display the IP address of your adapters

```
Select C:\WINNT\system32\command.com
C:\>ipconfig

Windows 2000 IP Configuration

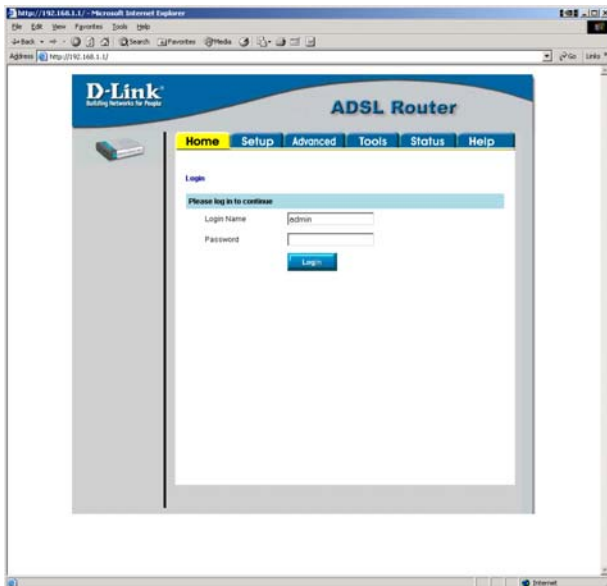
Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address . . . . . : 192.168.1.2
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

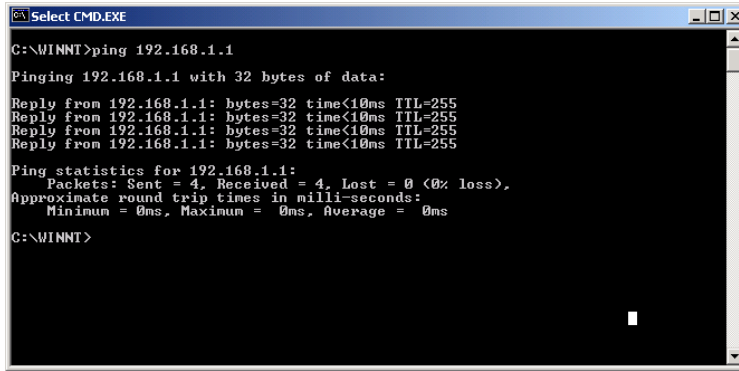
C:\>_
```

If your pc has got a specified address please ensure that it is in the same range as the router, if the routers address is 192.168.1.1 then the pc address can go from 192.168.1.2 to 192.168.1.254. The subnet mask needs to match what is on the router by default this is 255.255.255.0 and the default gateway needs to be 192.168.1.1 the address of the router.

Once you have configured the pc's settings you should be able to access the web page using Internet explorer. Open up Internet Explorer and in the address bar enter the IP address of the router 192.168.1.1 and if you have got successful link you will get the below screen.



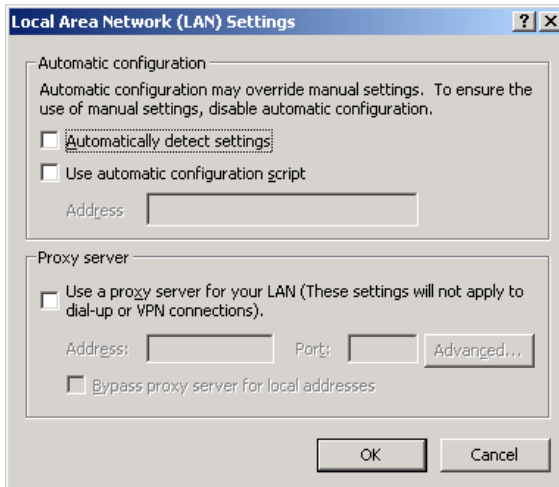
If you find that all the above settings are correct and you are not able to get onto the web page please ensure that you are able to ping the device from the command prompt. At the prompt type in "ping 192.168.1.1" and if you have got a success you will get a response as below.



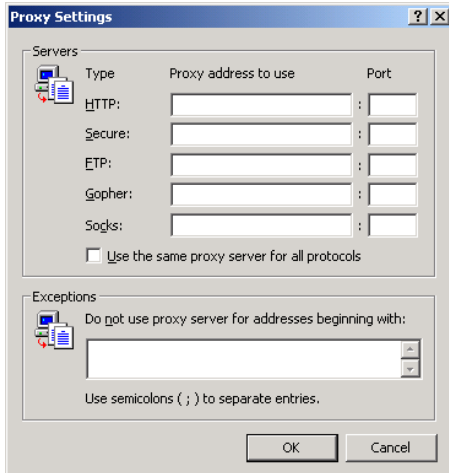
If it fails you need to check that your adapter is working correctly. And your TCP/IP protocol is working correctly.

Make sure that there are no firewalls/Antivirus software running on the pc as it could be block response from the router you can reinstall the firewall once the router is configured if you like. It is recommended that the firewall/Antivirus is removed completely rather than just disabled as some software actually leave services running in the background.

Also makes sure that in the Internet explore under Tools-> Internet options->Connections-> LAN settings. You will get the below screen

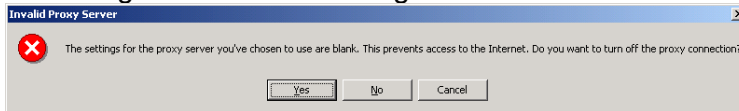


Tick the Proxy server box and click on the advanced tab you will get the below screen

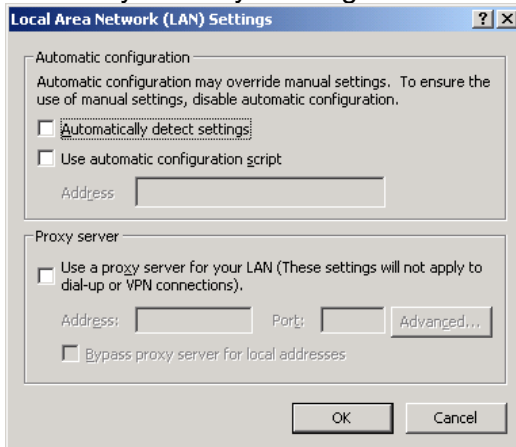


Make sure that there are no entries in there. If there are any entries make a note of those for future reference and then delete the entries and click ok

You will get the below message



Click on yes and you will get the below screen



Click ok and then ok again.

Then try to access the router.

**Router is not communicating with the ISP.**

Please Ensure that you ADSL line is plugged in and the led on the display is lit solid. If you are finding that the led is not coming on please check that you have got a working micro-filter between the router and the phone socket and check that the cable is not faulty. If you login to the router Home page shows the DSL- Status and that should show connected.

Verify the below details with your ISP.

VPI

VCI

Username

Password

Connection type i.e. PPPoE, PPPoA, IPoA etc

Encapsulation mode LLC or VCMUX.

Make sure that they are selected correctly under the connection profile.

**Router shows connected but cannot browse the Internet.**

Can the router ping an IP address on the Internet. I.e. The DNS server for your ISP. You may not be able to ping the address as some IP addresses although are valid and working, they are configured not to respond to Ping.

If you can ping IP addresses on the Internet then see if you can ping a website address i.e. [www.bbc.co.uk](http://www.bbc.co.uk) If that gives you a response it seems it could be a problem with the browser configuration. Pinging sites by name is actually resolving the name to an IP address. If you cannot ping the name but you can ping the IP address you need to check that your DNS server addresses are correct.

Also make sure that for your browser there is no proxy enabled. And there are no entries in the advanced settings.

**Only Part of the web page comes up**

Try connecting from a different pc. Uninstall any Antivirus/firewall software you may have loaded. Simply disabling it may not be enough as services could be running in the background. Try using a different web browser. Try reloading the firmware on the unit. Try setting the security on the browser to a lower level and see if that makes any difference.

**I have forwarded the port for FTP, but cannot access it from remote location.**

Please ensure that the browser/ftp client software is set up for passive mode. To check this in your internet explorer, go to Tools -> Internet options Advanced. There is an option there for Use passive ftp and tick that box.

**What is the Maximum number of Connection profiles that can be created?**

The Maximum number of connection profiles that can be created are 8.

**What is the max number of entries for port forwarding, Access control, Static IP for LAN clients, Bridge Control Entries, Static route entries and dynamic route entries?**

There is no fixed limitation on how many entries you can make. It is dependant on the amount of available memory.

**What is the Max number of Characters for the web login Username/password?**

There is no limit to the number of characters for the username or password. It is dependent on available memory size.

**What is the Max number of Characters for the ISP Username/password?**

Maximum number of characters that an ISP username and password can have is 64.

**What are the acceptable values for US/DS Margin and Acceptable values for line attenuation?**

These values will depend on the settings of the Central Office at the ISP/ADSL Provider on the DSLAM so it is not possible to know what is an acceptable value.

**What is the max number of Characters for the SSID?**

The Max number of characters a SSID can have is 32.

**What is the max number of characters for 802.1x Secret?**

The max number of characters for 802.1x Secret is 63

**What is the max number of characters for WPA PSK HEX?**

Max number of characters for WPA PSK HEX is 32.

**What is the max number of characters for WPA PSK String?**

Max number of characters for WPA PSK String is 63.

**What is the Max Value for the Group Key interval?**

Max Value for the Group Key interval is 999999.

**What is the Max number of Multiple SSID?**

Max number of Multiple SSID is 16.