What if I cannot access modem’s web interface?

Windows Operating System

1. Use Ethernet (yellow) cable to connect PC and modem.
2. Check LED status of Ethernet port where LAN cable is connected. If LED is OFF go directly to 6.
3. Disable and Enable Ethernet Connection in Windows.
   a. Press Windows + R key in your keyboard.
   b. In Run command, type `ncpa.cpl` and press enter. It will open Network connections window.
   c. Right click and disable “Ethernet” or “Local Area Connection” connection.
d  Right click and **Enable** it again.

e  Right click either **Ethernet** or **Local Area Connection** connection and:

i  Click **Properties**

ii  Click **Internet Protocol Version 4 (TCP/IPv4)**

iii  Click **Properties**

iv  Click **Obtain an IP address automatically**

v  Click **OK**

vi  Click **OK** again.

4  Press **Windows + R** key and type **cmd** to open command prompt.
5 In command prompt, run `ipconfig` to check whether client is getting IP address or not.
Run `ping 192.168.20.1` command to check whether client can ping modem or not.
You should be able to get IPv4 address, Default gateway and reply from ping as in the snapshot below.

6 If you still cannot access modem, change Ethernet port in the modem, use different Ethernet cable and/or computer/laptop.

7 Check rebooting the modem.

8 If you still cannot access modem, connect the modem with wireless and check whether you can ping modem or not.
MAC Operating System

1. Use Ethernet (yellow) cable to connect PC and modem.

2. Check LED status of Ethernet port where LAN cable is connected.

3. Click the Wi-Fi (airport) icon on the top right corner of the screen and link “Open Network Preferences…”

4. Check your Ethernet connection.
   
   You should be using DHCP and not static IP address.
   
   You should be able to get router IP address as 192.168.20.1.

5. If you are using static IP address, click Advanced, select Configure IPv4 as Using DHCP and click OK.
6  Navigate to Applications > Utilities and open Terminal.

7  Type ping 192.168.20.1 and press Enter.

There should be ping reply as shown in the below snapshot.
Accessing Modem’s web interface

1. Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type following address into the address bar and press enter.

   http://192.168.20.1

2. Type admin in both the User Name and Password and click OK.