ADDON
Extending FLEXIBILITIES for people

This is a very simple guide line for our customer to setup the GWAR3000/ARM8100.

1. Generally, for all the customer from the different ISP, if you used the modem supplied by your ISP before and you have install the software from your ISP, Could you please remove that software before you go thought this guide line. For the different ISP, they might have the different way to remove their software, customer please contact their ISP for further information on how to remove those software. Also, could all of our customer disable your firewall in your system, as there is a hardware firewall in our GWAR3000/ARM8100.

2. After remove the software and disable the firewall, could you please connect your machine with the GWAR3000/ARM8100 by cable, after that you can go to check out the IP for your machine.

3. Procedure to check your IP: start> run> type in "cmd", then click "ok"> type in "ipconfig", then enter; after that there will be a list of information come out on the screen. Could you please look for the IP address?

   ❖ If the IP address is the following format: 192.168.1.x, then the router is working fine, customer can go for the step 4.

   ❖ If the IP address is sth else, then please use these two procedure to fix the problem:

      a. start> control panel> network connections> right click on local area connection> choose "properties"> internet protocol (TCP/IP)> choose the "automatically obtain IP address" and "automatically obtain DNS address"> then click "apply" and "ok", after this, repeat step 3

      b. if last procedure can not solve the problem for you, please try to reset the router by press the reset button at the back of the router for about 10-15 seconds. After that, please restart the router and your PC, and repeat the step 3

      c. If after last two procedures, you still can not get the right IP, could you please try this router on the other machine, if the same result come up, please contact our technical helpline for further information.

4. If your machine can get the correct IP, then please use your internet explorer and type in the 192.168.1.1 in the address bar, and then enter. It should come up a sign in page. Then please login with "Admin" to username and password field, if you could not show the login page, please check step 1 for more instruction or call in to our technical helpline for more information.

5. After login to the home page, please go to setup>connection1>enter your ISP's username and password >apply>tools>system command>save all, by doing this, there will be save successfully message come up and now you can go to check your WAN IP now.

6. For checking the WAN IP, please remain in the home page and click on status>connection status> is there any IP under the IP section?

   ❖ If yes, then you should be able to open your internet browser and surf the internet by now.

   ❖ If no, then, you have to repeat the step 5 and make sure you are using the correct user and password which given by your ISP or you have to contact your ISP to obtain the correct username and password.

   ❖ If yes, but you still can not open any webpage from your internet browser, so you have to contact your ISP for the correct DNS and enter it to your PC.

(ADDITION: Could all of our customer read thought this guide line before get in touch with our technical helpline, this guide line will clearly identify all the common problems from the different customer, by reading this information, customer will be able to help themselves to solve out the problem with GWAR3000/ARM8100. However, if this guide line can not solve your problem, you are more than welcome to give us a call for further information.)

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