

Frequently Asked Questions

- Q1: What is the default Administrator's password?
A1: The default Administrator's password is **admin**.
- Q2: What is the default IP address of the router:
A2: The default IP address is 192.168.123.254.
- Q3: What is the default subnet mask for the router?
A3: The default subnet mask is 255.255.255.0.
- Q4: How do I know what kind of WAN (Wide Area Network) I have?
A4: Contact your ISP (Internet Service Provider) for information on the type of WAN you have.
- Q5: Which of the FR3000 series routers supports the Network Print Server function?
A5: The FR3004LC router supports the Print Server function.
- Q6: Will my printer work with the FR3000 series router?
A6: For a printer to work with the FR3004LC, it needs to have a parallel printer connection with an appropriate printer cable.
- Q7: The Print Server function works fine with my Windows machines. Can I utilize the Print Server function from my Macintosh?
A7: Yes, provided the installed printer supports PostScript printing. If you are unsure whether the printer supports PostScript printing, contact the printer manufacturer. See Chapter 9.1 of the User's Guide for directions on installing a network Printer icon on the Macintosh.
- Q8: Which of the FR3000 series routers supports an external modem?
A8: The FR3004C and FR3004LC both support an external Analog or ISDN modem.
- Q9: How do I reset the Administrator's password to factory default?
A9: You will need to attach to the router using the COM port and a Null Modem cable. Only the FR3004C and FR3004LC can be reset in this manner.
- Q10: How do I change the Administrator's password from the factory default?
A10: The Administrator's password can be changed from the Change Administrator's Password screen. See Chapter 7.1 of the User's Guide for more information on how to perform this function.
- Q11: What is the default setting for the DHCP Server?
A11: The default setting for the DHCP Server is Enabled.
- Q12: Can I administer the router remotely?
A12: Yes. You can administer the router remotely. This feature must be configured, however. The feature is Disabled by Default.
- Q13: Why can't my browser contact the router?
A13: The most common reason is that your IP address is not in the same network segment as the router. You must set the address of your client computer to 192.168.123.xxx (where xxx represents any unused number between 1 and 253) in your network setup control panel. This can be done manually or using

DHCP. If using DHCP does not give you a good address, switch to manual configuration for the router setup.

Q14: Do I have to remove the software my ISP had me install when I first signed up?

A14: Yes. All of the communication with the ISP should be performed by the router. The software installed by the ISP will conflict with the operation of the router. You must also remove references to the ISPs search domains and search paths for all computers within the local network (LAN). This will also either delay or prevent satisfactory performance.

Q15: What are some of the programs/extensions I need to remove before installing the router?

A15: We have found a large number of programs, both in the Macintosh and PC environments that have been installed by ISPs during their setup. A partial list includes: MacPoET, MacPoET Extension, WinPOET, Enternet, PBlenternet, PBlenternet Extension, PBlenternet Lock Module, Ivasion WinPOET, NTS Communication Extension, Enternet, Enternet Extension, Enternet Log Module, NTS Login extension, NTS Communications Extension, Access Manager (not Internet Access Manager from Apple), etc. Some of the French extensions: gestionnaire d'accès, gestionnaire extension, sympatico extension, etc.

Q16: Do I have to set up the router on my other computers, too?

A16: No. Once it is set up the router's function works for the entire LAN.

Q17: I can access the router with my browser. Why can't I browse the Internet?

A17: If you can configure the router and the router can receive a proper response and IP assignment from your ISP, then you are connected to the Internet. If you are unable to browse or other such operations it is almost always because your DNS (Domain Name Server) setup is incorrect. Check both in the client computer IP setup as well as the router setup to make sure that your Domain Name Server is one that can be reached and pinged. Refer to the Quick Start Guide for information on how to determine the DNS setting for your computer.

Q18: Why does the Status LED blink continuously?

A18: There are several different versions of the router which may cause the Status LED to behave differently. The Status LED will blink during startup as part of the Self-Test. After startup, if the LED blinks it means that the router is performing WAN related tasks. You can check in the Log listing to see if any errors have occurred. Usually there will be no entry, and there is nothing to worry about.

Q19: Does the FR3000 series routers support VPN?

A19: Yes. VPN (Virtual Private Networks) have been supported since version 1.88e.

Q20: My ISP is @home. Does that mean I use the @home setting?

A20: Not necessarily. All of the various types of high speed internet, including DSL, Cable, etc., may assign IP address using static

assignment, DHCP, PPPoE, etc. Your ISP should be able to tell you which WAN type you have.