

D-Link DI-624 Troubleshooting

You can use the lights on the front panel of your D-Link DI-624 router to help diagnose home networking connectivity problems. Follow the steps below to diagnose and test the possible solutions for any connectivity problems you are experiencing.

Note: You might want to print these directions to make the troubleshooting process easier. 



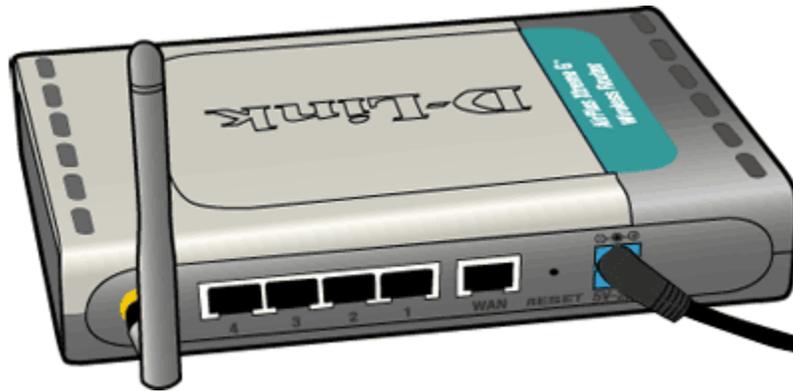
D-Link Wireless Router

1. Is the Power light illuminated?
 - **Light is green:** The D-Link router power is on. Go to Step 2.
 - **Light is not solid green:** [The router isn't getting power.](#)
2. Is the WAN light illuminated?
 - **Light is green:** The connection between the router and Verizon Online is established. Go to Step 3.
 - **Light is off:** [The link between the router and Verizon Online is not connected.](#)
3. If the D-Link router is connected to your computer using an Ethernet cable, are any **Local Network** lights illuminated (E1, E2, E3, or E4)?
 - **Light for the port where a cable is connected is green:** The Ethernet connection between the router and your computer is established. Go to Step 4.
 - **Light for the port where a cable is connected is off:** [No link is established between the D-Link router and your computer.](#)
4. If your computer uses a wireless network adapter to connect to the network, is the WLAN light illuminated?
 - **Light is green:** The wireless connection between the router and your computer is established. Go to Step 5.
 - **Light is off:** [No link is established between the D-Link router and your computer.](#)
5. Reboot your computer by turning it off, waiting for 45 seconds, and then turning it back on. Re-check your router lights.
6. Disconnect all networked computers and restart the computer connected to the router. Reconnect the other computers one-by-one to isolate the problem.

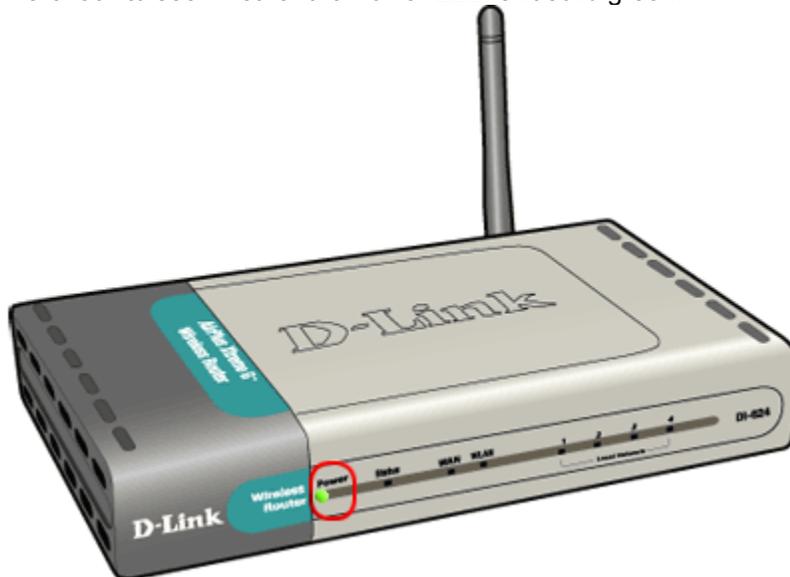
The power light on my D-Link router is not illuminated

The power light on your D-Link router should be illuminated after you connect the power plug from the A/C outlet to your router.

1. Check the connection between the power adaptor and the receptor on the back panel of the router.



2. Check the connection between the router power plug and the wall outlet or power strip.
3. Re-check to see whether the Power LED is lit solid green.

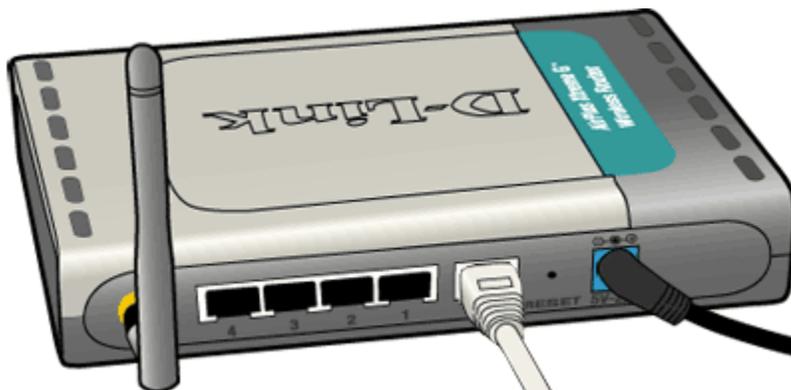


4. If the power light is now solid green but you can't connect to the Internet, [continue with Step 2](#).

The WAN light on my D-Link router is not illuminated

The WAN light on your router should be illuminated after you plug the Ethernet cable from the wall jack into your D-Link router. If the WAN light is not lit solid green:

1. Verify that the Ethernet cable connection to the wall outlet is secure.
2. Verify that the Ethernet cable connection to the WAN port on your router is secure.



3. Recheck to see if the WAN light is lit.

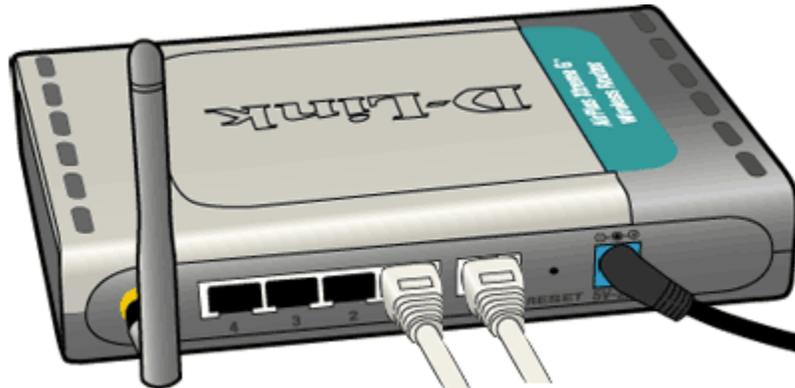


4. If the WAN light is now illuminated but you still can't access the Internet, [continue with Step 3](#).

The Port 1 LAN light is not illuminated

The LAN 1 port light on your router should be illuminated after you plug the Ethernet cable from the D-Link router to the Network Interface Card on your computer. If the LAN light is not lit solid green:

1. Check the Ethernet cable that is plugged securely into your wall outlet.
2. Confirm that the Ethernet cable is plugged securely in one of the four LAN ports.



3. Verify that the light on the front panel is illuminated for each port in which an Ethernet cable is connected.



4. If the Ethernet light is now lit for the port where your Ethernet cable is connected but you can't access the Internet, [continue with Step 4](#).

Troubleshooting a lost wireless connection

If the WLAN light is not illuminated, the wireless connection between the router and your computer has been lost.

1. Your computer is out-of-range of the router. The D-Link router has a range of up to 300 feet, but this is affected by the number and density of walls that the RF signal passes through.
 - Position the devices connected to your network so the signals go straight through a wall rather than at an angle. If the signal hits a wall at an angle, the signal appears much larger and its strength is decreased.
 - Locate the wireless router as high and to the center of the house as possible, especially if you have a large home or thick/dense walls.
2. Make sure your router is at least 10 feet from monitors, microwave ovens, cordless phones, X-10 equipment, ceiling fans, electric motors, or large metal objects.
3. Check your wireless network adapter to ensure it is connected securely to your computer.
 - If you're using a USB adapter, make sure the USB plug is connected securely to the USB port of your computer.
 - If you're using a notebook adapter, remove the wireless card and make sure it connects securely when you return it to its slot.
4. If you're using the D-Link USB wireless adapter, try placing the adapter in different locations around your computer and see if it affects the link light on the adapter. Placing it higher in the room and away from your monitor may also help.
5. If the WLAN light now lit but you still can't connect to the Internet, [continue with Step 5](#).