

Dynalink DL-WRX36 FAQ

If you are having problems with your router, try the basic section below before looking for further solutions.

✓ Basic

Troubleshoot the router hardware

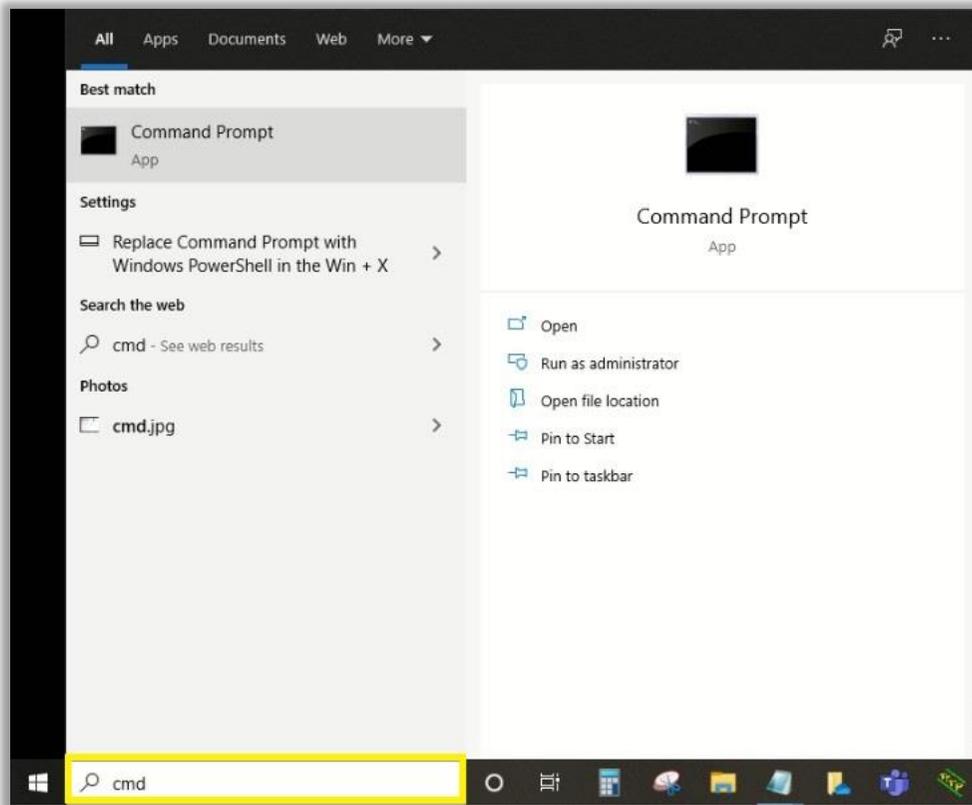
Your computer might have lost connectivity to the router due to unplugged cable, wireless interference or system updates. Make sure your router meets all three conditions below.

1. The power adapter is properly plugged into the power outlet and the router's power jack connector.
2. If your computer is connected by Ethernet cable, the cable is properly plugged into the router's LAN port.
Alternatively, if you are using WiFi to connect your computer to the router, the wireless signal is good and the security password is correct.
3. The LED in the front of the router displays solid blue after the booting process has completed.

Ping the router from your computer

Use the ping command in your computer to verify that the LAN connection to the router is set up properly.

1. Open the command prompt: from **Start menu**, type "cmd" and press **Enter**.



2. The default gateway IP of the router is 192.168.216.1 Type “ping 192.168.216.1” and then press **Enter**. If the connection is working, a successful ping will receive reply messages as below:

```
Command Prompt
Microsoft Windows [Version 10.0.19043.1081]
(c) Microsoft Corporation. All rights reserved.

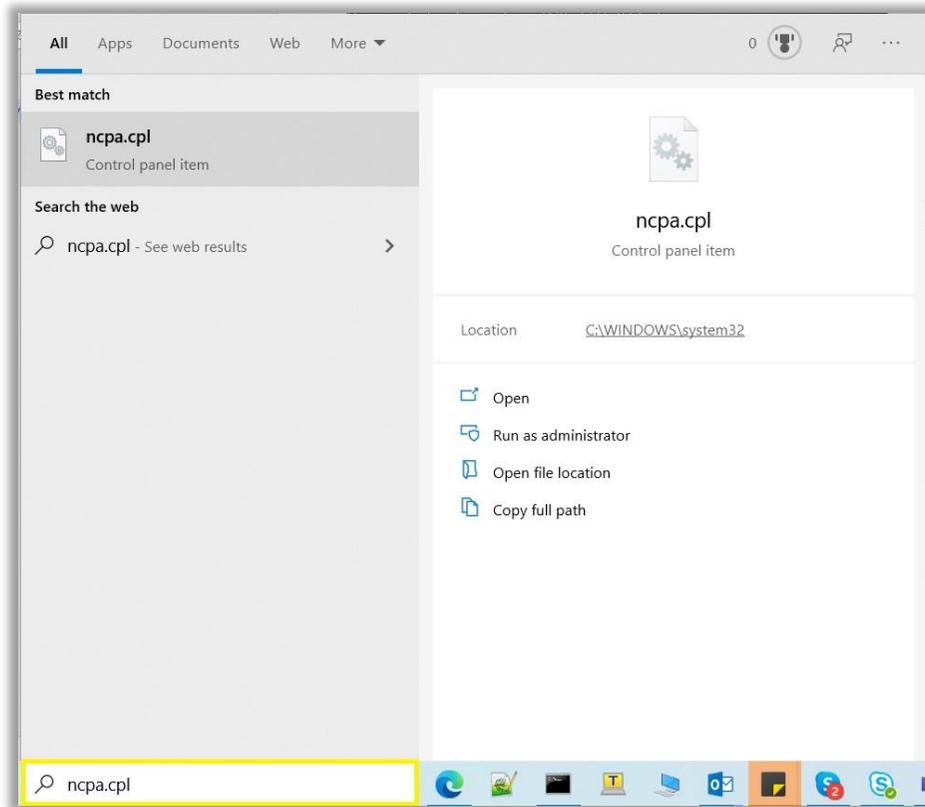
C:\>ping 192.168.216.1

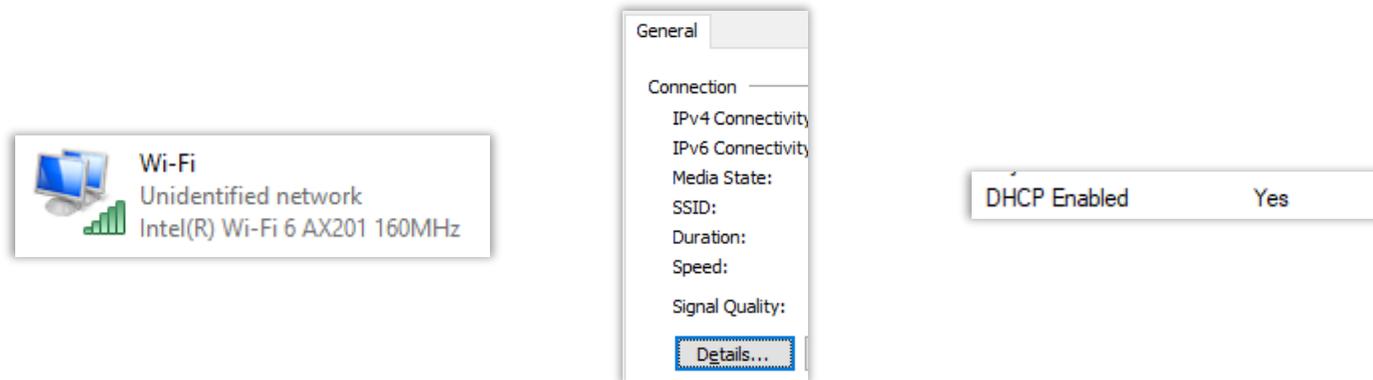
Pinging 192.168.216.1 with 32 bytes of data:
Reply from 192.168.216.1: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.216.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\>
```

3. If ping is not successful (destination host unreachable / request time out), there might be some problems with the physical connection or network configuration. Verify Ethernet cable or WiFi signal strength and password.
4. Also check if the computer IP is being obtained automatically. Open Network settings: from **Start menu** type “ncpa.cpl” and press **Enter**, identify the network interface of your computer and double click. Click on Details and look for ‘DHCP Enabled’.





What if I forgot my login password?

If you haven't changed the default password, please refer to the product label which is located on the bottom of the router. You will see the username, password, and other detailed information. However, if the password has been changed and you can't remember, you will need to reset the router to default. Then use the password displayed on the label to access the web UI.

Can't connect to the WiFi network

The WiFi signal strength affects the connection stability between your devices and router. Try the following solutions to improve the WiFi connection quality:

1. Move your devices closer to the router to boost WiFi signal.
2. Avoid installing the router beside household appliances or physical barriers that may cause interference, e.g. microwave ovens, radio transmitters, wireless devices that operate at 2.4GHz/5GHz like cordless phones or baby monitors, some types of material barrier that will weaken WiFi signal are metal, bulletproof glass, concrete, plaster, marble and brick objects.
3. Verify the WiFi network name (SSID) and password. For your convenience, Dynalink APP allows you to scan the QR code located at the bottom of Router to establish WiFi connection without entering password. However, if the default SSID has been modified, you will need to operate manually instead.

When choosing a custom WiFi network name (SSID) and password, it is suggested to use a combination of only English letters and

numbers, avoid usage of special characters.

How to update the operating system to the latest firmware version?

Launch a browser and log in to the web user interface. Navigate to **System Settings > Firmware** and look for the configuration settings of **Upgrade from Internet**. Use the **Check** button to check for the latest firmware version. If there is a new firmware version available, click the **Update** button the router will proceed to the firmware update process. This will cause the router to reboot in a few seconds. When all the loading process is completed, log in to the web user interface again. You will see the firmware version is up to date.

Reset the router to factory default settings

A factory reset will restore all the settings to default just like when you first got the router. Before you start the reset process, it's possible to back up the current configuration. Factory reset can be done via two methods:

1. Via the reset button on the back of the router (See **3. Let's get started**, for detail location of the button). Press and hold the button for 7 seconds. You will see the power LED starts flashing blue for a few seconds, then the router will reboot automatically.
2. Via Web UI and APP. Go to **System Settings > Configuration & Reset** and click the **Reset to Default** button. The router will automatically start the factory reset process. You will see the power LED starts flashing blue for a few seconds, then the router will reboot automatically.

✓ Advanced

I. Web UI

Can't access the Web User Interface to configure settings

1. There might be another user currently logged in from another device, or previous user did not log out successfully. Leave the router web UI idle for 5 minutes and the router will automatically log out any user due to timeout. Then try to access the web UI again.
2. There might conflicting proxy settings in your device or computer. Make sure that proxy is disabled. Also check if the device/computer IP is being obtained automatically. You will need to check the support for your device or computer's operating system e.g. Windows, Mac OS, for detailed instructions how to do this.
3. The LAN IP address might be conflicting with the WAN IP address assigned by your ISP. Unplug the Ethernet cable from the router's Internet port to disable temporarily the WAN IP. Try accessing the web UI again, if successful, before reconnecting the Internet port cable, change the LAN IP address of your router.

II. Access to Internet

Can't connect to the Internet

Follow below solution to verify the internet settings and adjust if required to fix the problem.

- Log in to the router web user interface. Check if the **Internet Status** doesn't displays a smiling face in the dashboard (smiling face indicates Internet is ok).

Click **Internet Status > WAN** and see if there isn't a WAN IP address assigned. If the router has successfully obtained a WAN IP address, but your device still can't access to the Internet. Make sure the DNS server address is configured properly

Navigate to **Network > WAN > Internet** and confirm if the Internet connection type selected is as suggested by your ISP. If this setting is changed, save the configuration and try to use your device to access the Internet again.

III. WiFi Connectivity

Can't find the 2.4GHz/5GHz WiFi network

If you can't see your router's SSID when scanning the available WiFi networks, try the following solutions:

1. Start the scan closer to the router.
2. Turn off and on the WiFi function on your device, refresh the scanning list of available WiFi networks.
3. Reboot the router: reboot the router from web UI/APP, or unplug the power connector from the router and plug it back.

4. Reboot your device.

If you still can't find the SSID to establish a wireless connection to the router, try to reset your router back to factory default settings. Then repeat the connection process as described in **4. Configure your Router**.

IV. Dynalink APP & Google assistant

Can't control router via Google assistant

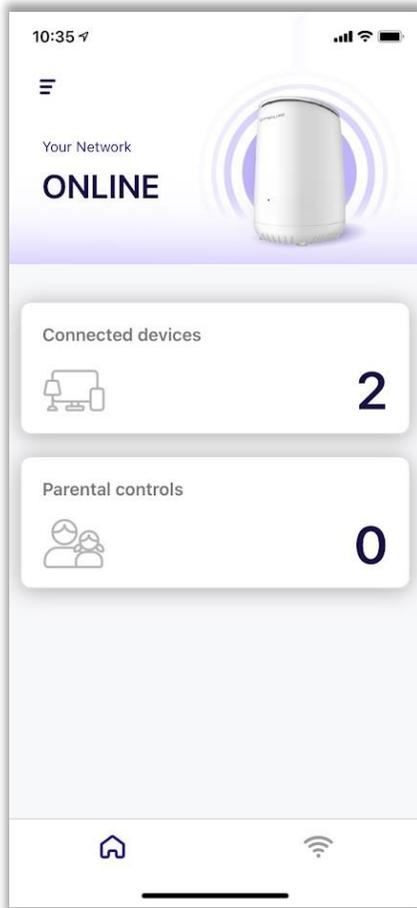
In order to control the router by google assistant, follow the instruction described in **6. Google assistant**. If the google assistant in your mobile does not interact with the router. Make sure the email account you use to log in to Google Home is the same as google

How to unbind my current account from Dynalink APP

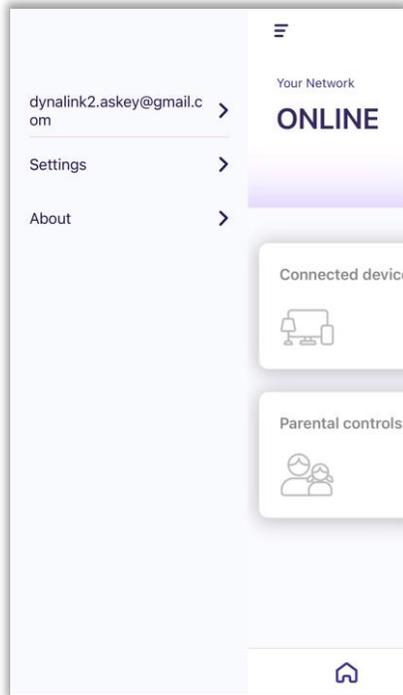
In order to configure router via mobile, user needs to bind an email account to Dynalink APP. However, it is feasible for users to switch the accounts by binding/unbinding process. Follow the instruction described in 6. Google assistant to bind the account and remove the current account according to the steps below.

Note: Please be aware that once an account unbound, your router will back to factory default settings automatically.

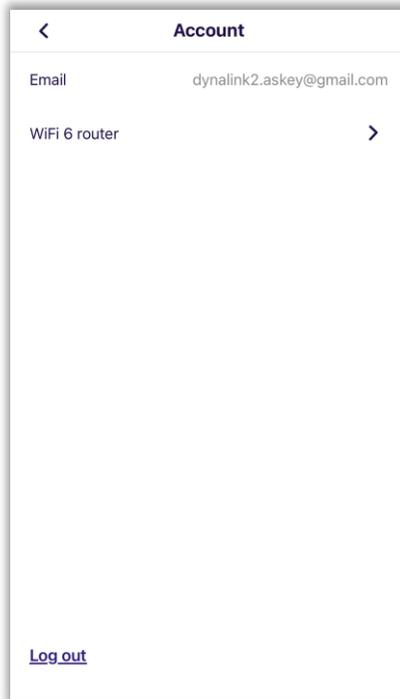
1. Launch the Dynalink APP.



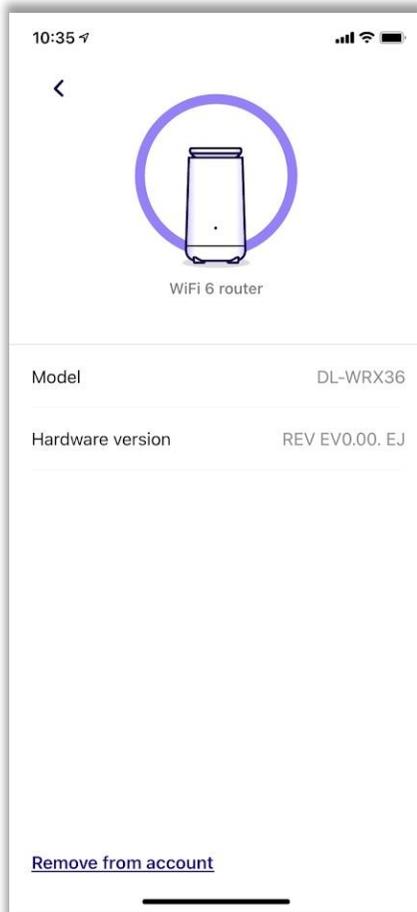
2. Tap burger menu button in the upper left corner of home page.



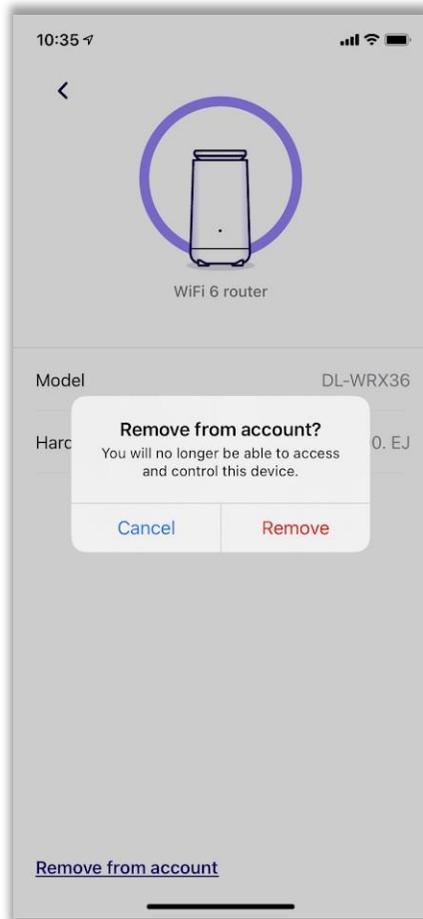
3. Tap the user account which is displays as your current binding email address.



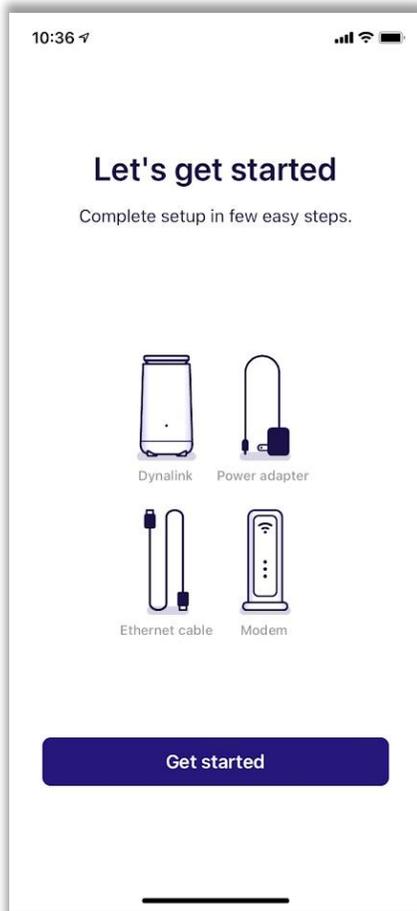
4. Tap “WiFi 6 router”.



5. Tap "**Remove from account**", APP will pop out dialog.



6. Tap "**Remove**" button, APP will navigate to the page where you first initialized Dynalink APP settings.



7. The router will reset to factory default settings automatically. LED will start flashing blue (reset to default behavior). User need to wait 1~2 minutes for client device to connect back to router, then start to operate APP again.

V. Performance

Get the best WiFi signal

The router location can affect your wireless coverage. For the best WiFi performance, your router needs an open space, away from

walls and obstructions, and away from heavy-duty appliances or electronics.

Surf the Internet faster

Have you thought of changing your network frequency band to enjoy a faster connection? Your router is dual-band (2.4GHz & 5GHz), so you'll likely get better speed by switching to the 5GHz band instead of the more commonly used and congested 2.4GHz band. Make sure your 5 GHz WiFi is active at General > Network > WiFi in the router's Web UI, and connect your WiFi device or computer to the 5GHz band instead of 2.4GHz.

VI. Security

Network security

It is strongly advised to create unique passwords from the first time you setup the router. You can change the default WiFi password, as well as the default Web UI login password at General > Network > WiFi and General and System Settings > Password & Timezone in the Web UI.