Hi Kate,

Thank you for your inquiry.

Let's get your Apex connected directly to the PC. Here's how to start.

Now go to the computer (Windows PC) and go to the Network and Sharing Center.

1. Click **Start**, and then click **Control Panel**.
2. For Windows 10, do one of the following:
   * If you use the **Control Panel Home** view, under the **Network and Internet** section, click **View network status and tasks.**
   * Right Click with the mouse when the cursor is over the network Icon in the lower left corner of the dashboard task bar, click **Open Network and Sharing Center**.
3. For Windows 7 and Windows Server 2008 R2, do one of the following:
   * In Control Panel, in **Adjust your computer’s settings**, when **View by** is set to **Category**, click **Network and Internet**, and then click **Network and Sharing Center**.
   * In Control Panel, in **Adjust your computer’s settings**, when **View by** is set to either **Large icons** or **Small icons**, click **Network and Sharing Center**.
4. For Windows Vista and Windows Server 2008, do one of the following:
   * If you use the **Control Panel Home** view, under the **Network and Internet** section, click **View network status and tasks**.
   * If you use the **Classic View**, double-click **Network and Sharing Center**.
5. Click on **Change Adapter Settings**
6. Find the **Local Area Connection/Ethernet**.
7. **Right click** on it.
8. Go to **properties**
9. Double click on **Internet Protocol Version 4(TCP/IPv4)**
10. Change it to **'Use the Following IP address'**

Write these below into there:

* IP Address: **10.0.2.150**
* Subnet Mask: **255.255.255.0**
* Default Gate: **10.0.2.1**

1. Press **OK**
2. Press **OK** in Local Area Connection Properties

Then go to the Display module on your Apex and go to:

**System**=> **Net Setup**=> and turn **DHCP OFF** by pressing the center button

1. Go to **IP Address** in the same menu
2. Change the IP address to **10.0.2.75**
3. Press **OK**
4. Go to **Gateway** menu
5. Change the Gateway to **10.0.2.1**
6. Press **OK**
7. In the same menu go to and click **Restart**

Wait for APEX to reboot and start up again. Now plug the APEX into the computer.

Lets check to see if you can access the Apex

1. Open the **internet web browser** page
2. Type in the address bar [**http://10.0.2.75**](http://10.0.2.75)
3. You should get prompted to **login**.
4. Enter the default **Username** is 'admin' and **Password** is '1234'

Please let us know if you have any other questions, or need any additional clarification.

Please Reference Ticket: <http://support.neptunesystems.com/helpdesk/tickets/96310>

Thank you,

Neptune Systems Support Team

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Luis Velasco

T: 408-779-4090

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Less Hassle, More Success  
[www.NeptuneSystems.com](http://www.neptunesystems.com/)  
  
*Check out our community at: forum.neptunesystems.com*

Neptune Systems has provided an example of programming or setup assistance that you have requested either in a written form, verbally, and/or through a remote screen share session. By using this program you agree Neptune Systems LLC, in addition to any other terms and conditions of business between us, that Neptune Systems LCC, its' directors, employees, agents and contractors ("Neptune") shall not be liable, (without limitation to the generality in contract, tort or breach of statutory duty) for any and all special, direct, indirect, incidental, punitive or consequential damages (including without limitation, loss of profit, loss of business, loss of data, or corruption of data, loss of goodwill, or reputation or wasted management time) which may be incurred or experienced as a result of Neptune providing this support. Such authority may only be revoked upon written notice to Neptune and acknowledgement to you of our receipt of such notice.   
  
While Neptune believes it has provided accurate programming for your request, we recommend that all programming be tested thoroughly before being put into use.

On Tue, 24 Apr at 9:25 AM , Kate Gould <gould054@gmail.com> wrote:

 Support Request: I am not able to connect to the Apex. Apex and EB8 solid green. I am able to control the outlets through the Display but cannot connect to the Apex. network cable shows a green and orange status light.  Apex is connected directly to the wall. This is in a school network.

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