Troubleshooting Modem or Router

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How do I activate Internet service on my cable modem or modem router?

Before you activate your Internet service, collect the following information:

- Your cable Internet provider account information
- Cable modem model number
- Cable modem serial number
- Cable modem MAC address

Your cable modem's serial number and MAC address are located on the product label.

For more information, see the following article:

- To find information about your product (see Below article):

To activate Internet service on your cable modem or modem router:

1. Visit your cable Internet provider's website and follow the onscreen instructions to activate your Internet service.
   Note: You can find your provider's contact information on your Internet billing statement.
2. If you are unable to activate your Internet service using the instructions on your cable Internet provider's website, call your cable Internet provider for support.

To find information about your product:

1. Launch a web browser (like Google Chrome or Apple Safari) on your computer or mobile device.
2. Visit www.uplink.com/support.
3. In the product search bar, enter your product's name or model number.
   Note: If you do not know your product's name or model number, check the original packaging or the product label. The product label is usually located on the back, bottom, or side panel of the device.
4. Press **Enter** or select your product from the drop-down list.
   Your product's support page displays.

From your product's support page, you can select a category to view relevant knowledge base articles. You can also select **Documentation** to view documents for your product. The following documents might be available for your product:

- **Installation Guide or Quick Start Guide:** These guides explain how to set up a new product. In addition, they might address frequently asked questions about the product's hardware and software features.
- **Product Data Sheet:** The product data sheet lists specific features and specifications about a product such as its package contents, system requirements, and physical dimensions.
- **User Manual:** The user manual is an in-depth explanation of the product including product details, settings, and troubleshooting steps. Most of the information found in the installation guide and product data sheet is also found in the user manual.

I'm experiencing connectivity issues with my cable modem or modem router, how can I troubleshoot it?

If you're experiencing connectivity issues, follow these troubleshooting steps:

1. Contact your Internet service provider (ISP) to verify that your device is activated. If you never activated your cable modem or modem router, you must activate it using your ISP's self-activation process.

2. Check the power levels of the cable line that connects to your cable modem or modem router. If you're experiencing intermittent connections or slow speeds, your cable line might not have sufficient power levels. If your power levels aren't within the required levels, contact your ISP.
3. Remove any splitters that might be located between your cable line and your cable modem or modem router. Splitters reduce the signal quality of the cable line.
4. Check your cable modem's or modem router's firmware version. If you don't have the latest firmware version, contact your ISP..
5. Power cycle your network. Most connectivity issues between cable modems and modem routers are resolved by performing a power cycle.

How do I disable the DHCP server feature in the cable modem router?

By default, the cable modem router acts as a DHCP server. The cable modem router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is in the LAN address of the cable modem router.

You can use another device on your network as the DHCP server, or specify the network settings on all of your computers.

To disable the DHCP server feature in the cable modem router:

1. Launch a web browser from a computer or mobile device that is connected to your cable modem router's network.

2. Enter www.rlogin.net

3. Enter the router user name and password.
   The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
   The BASIC Home page displays.

4. Select **ADVANCED > Setup > LAN Setup**.
   The LAN Setup page displays.

5. Clear the **Use Router as DHCP Server** check box.

6. Click the **Apply** button.
   (Optional) If this service is disabled and no other DHCP server is on your network, set your computer IP addresses manually so that they can access the cable modem router.

How do I log in to my cable modem?

By default, the cable modem router acts as a DHCP server. The cable modem router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is in the LAN address of the cable modem router.

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   password are case-sensitive.

   The BASIC Home page displays.

4. Select **ADVANCED > Setup > LAN Setup**.

   The LAN Setup page displays.

5. Clear the **Use Router as DHCP Server** check box.

6. Click the **Apply** button.

   (Optional) If this service is disabled and no other DHCP server is on your network,
   set your computer IP addresses manually so that they can access the cable
   modem router.

How do I specify the IP addresses that my cable modem router assigns?

By default, the cable modem router acts as a Dynamic Host Configuration Protocol (DHCP) server.
The cable modem router assigns IP, DNS server, and default gateway addresses to all computers
connected to the LAN. The assigned default gateway address is the LAN address of the cable
modem router. These addresses must be part of the same IP address subnet as the cable modem
router's LAN IP address. Using the default addressing scheme, define a range between 192.168.0.2
and 192.168.0.254, although you can save part of the range for devices with fixed addresses.

To specify the pool of IP addresses that you cable modem router assigns:

The cable modem router delivers the following parameters to any LAN device that requests DHCP:

1. Launch a web browser from a computer or mobile device that is connected to your
   cable modem router's network.

7. Enter www.rlogin.net

2. Enter the router user name and password.

   The user name is **admin**. The default password is **password**. The user name and
   password are case-sensitive.

   The BASIC Home page displays.

3. Select **ADVANCED > Setup > LAN Setup**.

4. Make sure that the **Use Router as DHCP Server** check box is selected.

5. Specify the range of IP addresses that the cable modem router assigns:

1. In the Starting IP Address field, type the lowest number in the range.
   This IP address must be in the same subnet as the cable modem router.

2. In the Ending IP Address field, type the number at the end of the range of the IP addresses.
   This IP address must be in the same subnet as the cable modem router.

6. Click the **Apply** button.

   Your settings are saved.

   1. An IP address from the range that you defined
   2. Subnet mask
   3. Gateway IP address (the cable modem router's LAN IP address)
   4. DNS server IP address (the cable modem router's LAN IP address)

How do I update firmware on my ISP provided Modem/Router?

The procedure for updating ISP provided cable modem/routers is different from updating other router products, due to the fact that the ISP (Internet Service Provider) is responsible for pushing updates to the device.

Updating the firmware in your cable modem/router can be accomplished in one of two ways:

1. The update will be delivered automatically by the ISP (Internet Service Provider), with no interaction required by the user.

2. If a new update is available and has not been delivered to the device, power cycling the device may initiate the upgrade. To do this, power down the modem/router and unplug it for several minutes, then plug it back on and allow it to boot normally, leaving it alone to allow any updates to proceed.

3. If step 2 fails, please contact your ISP directly for further instruction.

How do I set my cable modem router to function as a modem only?

Your cable modem router (also known as a cable gateway) provides the functions of a cable modem and a router together in a single device. However, in some cases you might want to set your modem router to function as a modem only. For example, if you are upgrading to a newer Wi-Fi router or but don't want to buy a new modem, you can turn off the router functionality of your modem router and continue using it as a modem.

If you don't turn off the router functionality of your modem router when connecting another router you might create a double network address translation (double NAT) problem on your network. Double NAT might prevent some of your applications and devices from working correctly.

To set your cable modem router to function as a modem only:

1. Launch a web browser from a computer or mobile device that is connected to your router's network.

2. Enter **www.rlogin.net** or **192.168.0.1 (Modem IP)**.
   A login window displays.

3. Enter your user name and password.
   The user name is **admin**. The password is the one that you specified the first time that you logged in. The user name and password are case-sensitive.
   The BASIC Home page displays.

4. Click or tap **ADVANCED > Administration > Router Mode**.
   The Router Mode page displays.

5. Select **No** and click or tap **Apply**.
   Router mode is disabled and your modem router functions as a modem only.
   Note: When router mode is disabled, use **192.168.100.1** to log in to your modem router.

What is double NAT and why is it bad?

Network address translation (NAT) is a function that your router or gateway performs to create your network. NAT changes the wide area network (WAN) IP address that your Internet service provider (ISP) assigns you from public to private, which allows multiple devices in your network to share it. NAT also secures your network by blocking direct access to your local IP addresses.

Double NAT occurs when you connect your router to an ISP gateway or another router. Because NAT is performed by each router or gateway, your network is split into two different private networks. The devices connected to one private network might have communication problems with the devices connected to the other private network, and you might experience problems with:

- Online games
- VPN connections
- Port forwarding and triggering
- Secure websites that use SSL

If your network is set up to perform double NAT, you can fix it using below article

My router is connected to an ISP gateway or another router, and it's causing double NAT problems. How do I fix them?

If your router is connected to an Internet service provider (ISP) gateway or another router, and you are having network problems, your network might be set up to perform double network address translation (NAT).

If you connected another router to your ISP gateway or main router to improve Wi-Fi coverage or add more LAN ports to your home network, you might want to consider other solutions. If you have a particular area where you want to improve Wi-Fi coverage, a Wi-Fi extender is a better choice. If you want to improve Wi-Fi coverage throughout your entire home, a mesh Wi-Fi system is ideal. If you simply want to add more LAN ports to your existing router, an affordable unmanaged Ethernet switch is appropriate.

There are multiple ways to fix double NAT issues with your network. Your options depend on whether your router is connected to an ISP gateway or to another router.

- ISP gateway
- Another router

To fix network problems with your router when it is connected to an ISP gateway:

If your router is connected to an ISP gateway, you can resolve double NAT issues by putting your ISP gateway in bridge mode or turning the gateway's Wi-Fi off and putting your router in access point (AP) mode.

We recommend that you put your ISP gateway in bridge mode for best network performance. If you can't put it in bridge mode, you must turn its Wi-Fi off and put your router in AP mode. Some router features are disabled in AP mode.
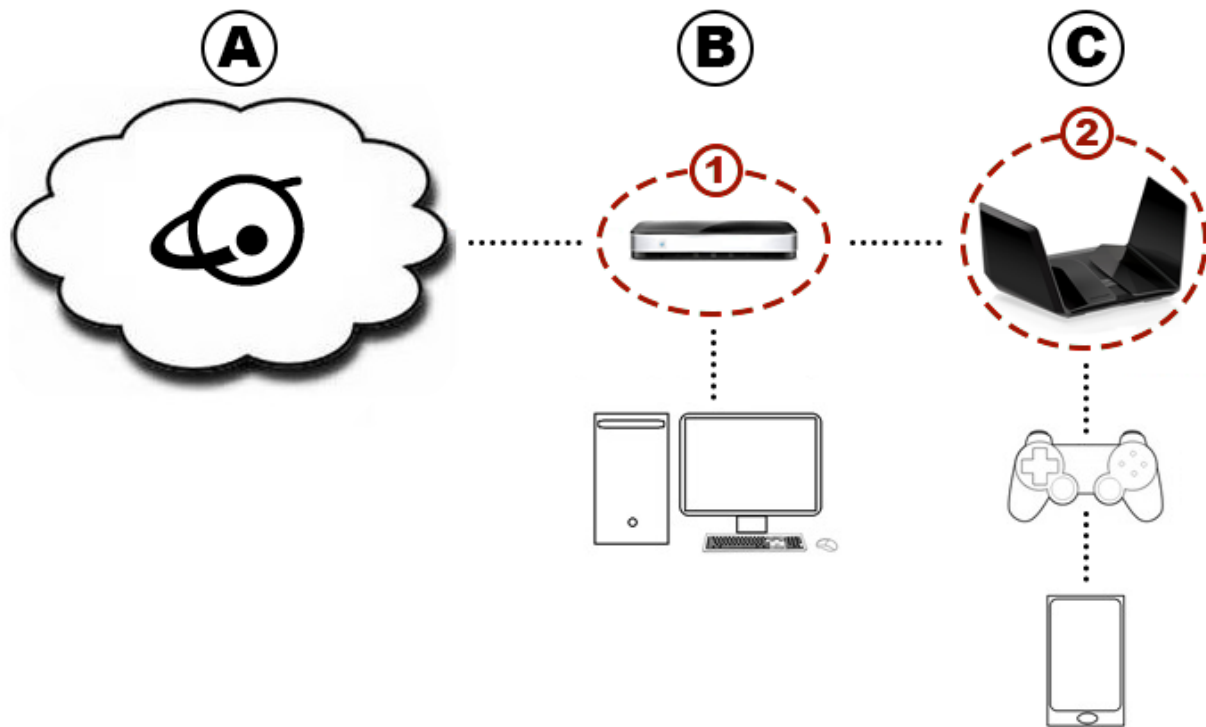
How do I reset my cable modem or modem router?

You can reset your cable modem or modem router using the Reset button on the back of the device.

If you have an active Smart Parental Controls subscription associated with your modem router, you must manually reactivate Smart Parental Controls services after performing a factory reset. To reactivate, launch the app and tap the tile, then follow the prompts.

To reset your cable modem or modem router:

1. Locate the **Reset** button on the back of your cable modem or modem router.
   If you have a USB drive connected to your modem router, remove it.
2. Using a paper clip or similar object, press and hold the **Reset** button for about seven seconds.
3. Release the **Reset** button and wait for your cable modem or modem router to reboot.
   Factory default settings are restored.
4. (Optional) If you removed a USB drive in step 1, reinstall it.