

- This booklet will answer for the question upon the setting or the solution for the trouble. If you can't set up with "Start Guide" or "Converter Setup Guide", please refer the following.
- Regarding how to initialize, factory default value, contents, and how to use user's manual, please refer to the back page of this booklet.
- Please contact with support center listed in other booklet "Safety Instructions" regarding technical inquiry of this product.

## Troubleshooting

### ●The switch does not turn on.

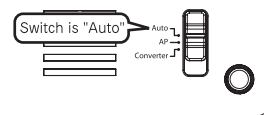
If the switch does not turn on, please check the following.

- AC adaptor is connected correctly or not
- Using AC adaptor of other products or not
- Check the switch turn on when extension code or tap are not connected
- Try using the other electric outlet
- Using the correct outlet or voltage or not

### ●Can't log in

If you can't log into the setting screen, please check the following.

- If you are using security program, please deactivate it temporary, and retry the log in. Once you finished the setting, activate the security program. Please check the user's guide of security program regarding the deactivation.
- IP address setting of your computer needs to be "Obtain an IP address automatically". If it is set as manual setting, try to set as "Obtain an IP address automatically" and see it works.
- Please refer to "Check the network setting" on the back of this booklet regarding how to set up.
- Please check if the mode selector switch as "Auto" on the bottom of this product.



\*Please check if it switched to "converter" when you use this product as a converter.

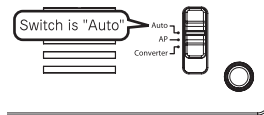
- If you know how to check IP address of your computer or broadband router, please type "XXX.XXX.XXX.250" in the address column and see what will happen.
- \*"XXX.XXX.XXX" on the above will be the same for your computer and the router.
- If you don't know how to check IP address, please try the following to log in.

- 1 Unplug AC adaptor from this product, and switch off.
  - 2 Unplug LAN cable from this product.
  - 3 Connect AC adaptor and switch on.  
(Please do not connect LAN cable yet)
  - 4 Please refer to "STEP 4" in the "Start Guide" and log in again.
- \*When you complete "STEP 4", please connect the LAN cable and restart this product.
- Reset to factory default, and try again.
  - Please refer to "Factory default setting" on the back page regarding how to initialize.

### ●Can't set up with "Setup Wizard"

If you cannot set up with "Setup Wizard", please check the following.

- Make sure if mode switch on the bottom of the router turned to "Auto".



\*When you use as a converter, make sure if mode switch turned to "converter".

- If you are using security program, please deactivate it and retry the set up again. Once you finished the setting, activate the security program. Please check the user's guide of security program regarding the deactivation.
- IP address setting of your computer needs to be "Obtain an IP address automatically". If it is set as manual setting, try to set as "Obtain an IP address automatically" and see it works.
- Please refer to "Check the network setting" on the back of this booklet regarding how to set up.

### ●Can't connect to the internet.

If you can't connect to the internet, please check the following.

- You may not be able to access to the internet right after the set up. Please wait for a few minutes, and retry again.
- IP address setting of your computer needs to be "Obtain an IP address automatically". If it is set as manual setting, try to set as "Obtain an IP address automatically" and see it works.
- Please refer to "Check the network setting" on the back of this booklet regarding how to set up.
- **(Router)** Please switch off all devices once (This router, modem, and computer), and leave it for about an hour. By switch off all the devices for certain length of the time, information saved in ISP (Provider) server will be deleted and you will be able to connect like the first time you have connected. After an hour, please connect as in order of modem, this router, and computer.
- **(Router)** Please type "http://202.210.129.35" in the address column of the internet browser and hit the entry key, then check if our home page (Planex) will be displayed or not. If you can access to "http://202.210.129.35" but can't access to "http://www.planex.net", there may be the possibility of DNS server address has not be configured correct. In this case, please contact with your internet provider (ISP) and ask them how to set up DNS server.
- **(Converter)** Please check IP address configuration (automatic acquisition or fixed configuration) of your network devices (Xbox 360 etc). If it is fixed configuration, you will need to configure IP address as it suitable to the network wireless LAN. For example, if the IP address of wireless LAN router is "192.168.1.1", please configure IP address of your network devices (Xbox360 etc) to "192.168.1.1", subnet mask to "255.255.255.0", and gate way or DNS to "192.168.1.1". (Please configure the value to "XXX" of "192.168.1.XXX" as it will not duplicate with other devices in between 2 to 248.
- **(Converter)** If you have several this products, you will need to change IP address. Please refer to "Internet connection <Converter>" in the users manual on the website.

### ●Can't access to wireless LAN

If the wireless device does not work, please check the following.

- If there is a distance between this product and wireless LAN device or any obstacle in between, please try to connect where there is no obstacle and close to this product.
- There may be a possibility of disturbance for wireless communication caused by electromagnetic wave from microwave or other communication devices. Please use wireless communication apart from microwave or other communication devices.
- If "Wireless light" on the top is turned off, that means wireless LAN is deactivated. Please activate wireless LAN.
- Please refer to "Advanced setup" → "Wireless LAN related setup" → "How to set up Wireless LAN" in users manual on the website regarding how to activate wireless LAN. Also please refer to "How to browse the User's Manual" on the back page of this leaflet.
- **(Router)** If you are using computer with internal wireless LAN, please check if wireless LAN is switched on. If you are using other wireless LAN device, please check if it is connected to and recognized by your computer.
- \*Please refer to each user's guides regarding internal wireless LAN switch, driver install of wireless LAN device, and how to check each operation.
- **(Router)** If the configuration of this product and wireless LAN device are different, wireless LAN communication will not work. Please check wireless LAN device is configured correct, or if the device is connected to SSID rather than "ap-pc-XXXXXX" or "ap-game-XXXXXX".
- **(Router)** If other wireless LAN is used in your neighborhood, that may be causing radio wave interference. Please change the wireless LAN channel of this product and see if it improves.
- Please refer to "Advanced setup" → "Wireless LAN related setup" → "How to set up Wireless LAN" in users manual on the website and change the channel. Also please refer to "How to browse the User's Manual" on the back page of this leaflet.

### ●Check the network setting (Windows 7/Vista)

Here explains how to configure IP address by "Obtain an IP address automatically" for the computer operated by Windows 7/Vista.

- 1 Click "Start" button, and open "Control Panel".
- 2 Click "View network status and tasks".  
\*If the icon is displayed, click "Network and Sharing Center".
- 3 Click "Change adapter settings".  
\*If you are using Windows Vista, click "Manage network connections".
- 4 Open the property of wireless network connection.  
(1) Right click "Wireless Network Connection".  
(2) Click "Properties".  
\*If it is "Converter Mode", right click "Local Area Connection".
- 5 Open the property of TCP/IPv4.  
(1) Select "Internet Protocol Version 4(TCP/IPv4)".  
(2) Click [Properties] button.
- 6 Set up "Obtain an IP address automatically".  
(1) Click "General" tab.  
(2) "Obtain an IP address automatically".  
(3) Select "Obtain DNS server address automatically".  
(4) Click [OK] button.
- 7 Click [Close] button, and close the window.

### ●Check the network setting (Windows XP)

Here explains how to configure IP address by "Obtain an IP address automatically" for the computer operated by Windows XP.

- 1 Open network connection.  
(1) Click "start" button.  
(2) Click "Control Panel".  
(3) Click "Network Connections".
- 2 Open the property of wireless network connection.  
(1) Right click "Wireless Network Connection".  
(2) Click "Properties".  
\*If it is "Converter Mode" mode, right click "Local Area Connection".
- 3 Open the property of TCP/IP.  
(1) Select "Internet Protocol(TCP/IP)".  
(2) Click [Properties] button.
- 4 Set up "Obtain an IP address automatically".  
(1) Click "General" tab.  
(2) Select "Obtain an IP address automatically".  
(3) Select "Obtain DNS server address automatically".  
(4) Click [OK] button.
- 5 Click [Close] button, and close the window.

### ●Check the network setting (Mac OS X)

Here explains how to configure IP address by "Using DHCP" for the computer operated by Mac OS.

- 1 Open system environment setting.  
(1) Click "Apple Menu".  
(2) Select "System Preferences".
- 2 Click "Network" icon.
- 3 Click "AirPort" in the service menu on the left screen, and click [Advance...] button.  
If it is "Converter mode", click "Ethernet" and go to Step 5.
- 4 Double click "TCP/IP".
- 5 Setting up "Using DHCP".  
(1) Select "Using DHCP" from "Configure".  
(2) Click [OK].
- 6 Click [Apply] button, and close the window.

## Initialization

For the following cases, please change this product to factory default setting and retry the set up.

- Can't log in to set up screen even after checking how to connect or the setting of computer.
- Can't connect to the internet even after checking how to connect or the setting of computer.
- When you change IP address of this product and forget that IP address.
- When you want to change the setting back.

**! All setting contents will be deleted upon initialization, so please write down any necessary information on the note.**

(How to initialize)

- 1 Check this product is switched on.
- 2 Push "Reset" button on the bottom of this product with something like a needle over 3 seconds.
- 3 Release [Reset] button once "System" light on the top flashes.
- 4 Wait for a moment until all lights are off and this product will start. Then the initialization has completed.

## Factory default setting

Factory default setting of this product is as follows.

<User Name (Log in ID) > <Password> <Domain Name>  
· admin · password · mf.setup

<IP Address (Auto Mode)>

- Upon router mode : 192.168.1.11
- Upon access point running : XXX.XXX.XXX.250  
\*Above "XXX" is updated depending your computer.

<IP Address (AP Mode)>

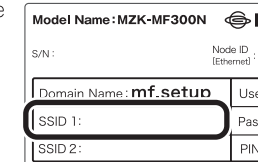
- Upon connecting to the computer : 192.168.1.250
- Upon connecting to the router : XXX.XXX.XXX.250  
\*Above "XXX" is updated depending your computer.

<IP Address (Converter Mode)>

- Upon connecting to the computer : 192.168.1.249
- Upon connecting to the router : XXX.XXX.XXX.249  
\*Above "XXX" is updated depending your computer.

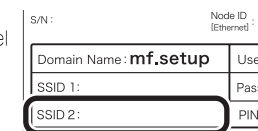
<Network Name (SSID1) and Encryption>

- SSID1 : Please check "SSID1" in the label on the bottom of this product.
- Encryption Scheme : WPA2
- Authentication Type : Pre Shared Key
- WPA2 Encryption : AES
- Key Format : Passphrase
- Encryption Key : 12345678  
\*Encryption Key will be created upon connecting WPS, and replace the default.



<Network Name (SSID2) and Encryption>

- SSID2 : Please check "SSID2" in the label on the bottom of this product.
- Encryption Scheme : None



## Package contents

Please make sure the product package contains the following items.

- MZK-MF300N (The product)
- AC Adaptor
- USB power cable
- LAN Cable
- Start Guide
- Converter setup guide
- Troubleshooting (This leaflet)
- Safety Information / Warranty

※Please contact with the shop where you bought this product or us, if there is any damage on the items or any items are missing.

## How to browse the User's Manual

If you need advanced setting, please check the User's Manual on the Website.

<http://www.planex.net/download/router/mzk-mf300n.htm>