

D-Link DI-604 Troubleshooting

You can use the lights on the front panel of your D-Link DI-604 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.



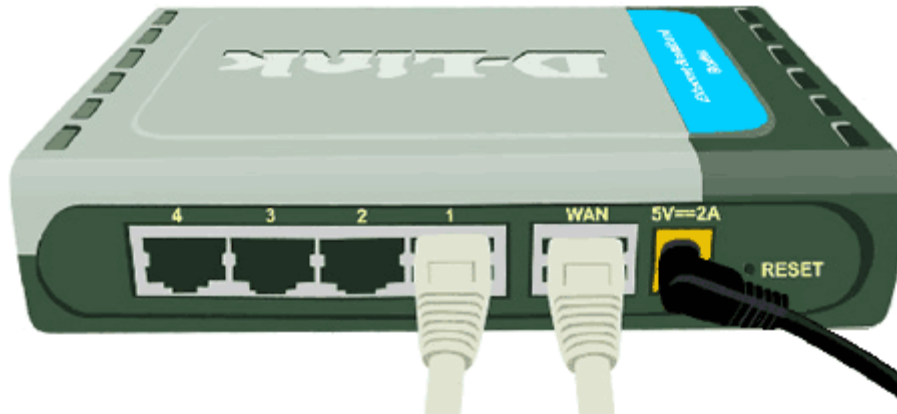
D-Link Wireless Router

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. Reboot your computer by turning it off, waiting for 45 seconds, and then turning it back on. Re-check your router lights.
5. 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.

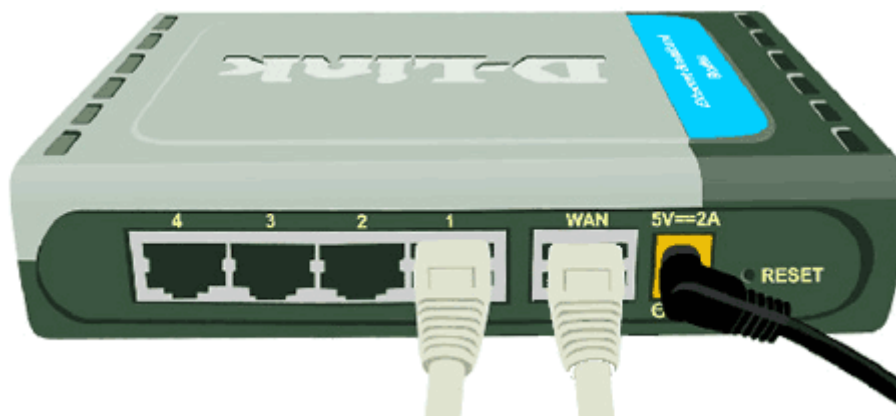


4. If the power light is now solid green but you can't connect to the Internet, [continue with Step 2](#).

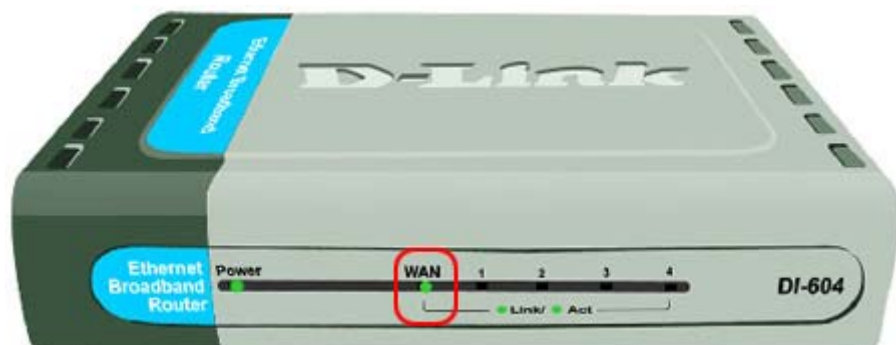
The WAN Light on my D-Link Router is not illuminated

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.

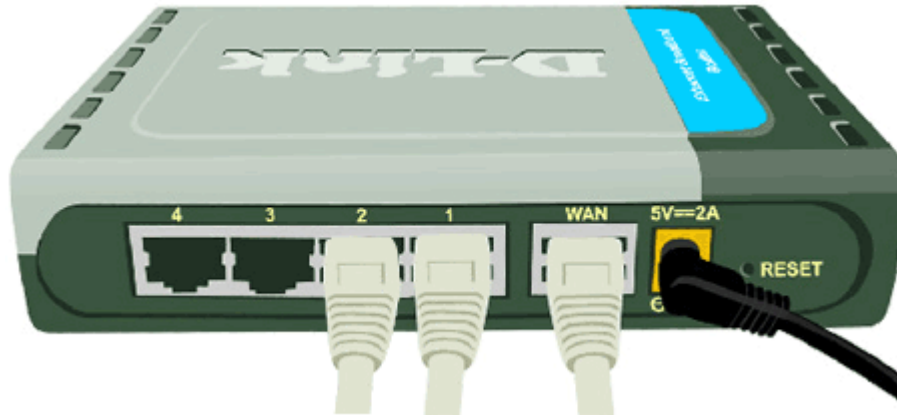


4. If the WAN light is now illuminated but you still can't access the Internet, [continue with Step 3](#).

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.](#)