



## **PC-DNC FAQs**

**Making our customers' lives easier.**

### **Installing Quatech Device, Direct Connect Method**

First reset the device to factory defaults by holding end of paper clip into reset port until you see the light go off and then it will turn back on and blink slowly.

Then plug device using a network Ethernet cable (RJ45) into the back of your PC (you will have to unplug your network cable to do this).

You will have to change the IP address of your computer to one that will be able to talk to the default IP of the Quatech (which is 192.168.192.168). Once you change your IP and plug in the Quatech and turn it on. First try pinging it. If successful, use IE or your web browser to access the device GUI using the IP address above 192.168.192.168. Change the IP address under the Network tab and then reset the device.

At this point, you will need to change your IP address of your PC back to your normal IP address so that it can now see the device with its new IP address.

Run the wizard to see if it finds the device now (Still in direct connect mode). If not, it is most likely a network or firewall issue (bad cable or bad Ethernet port on the device, since you already know that your PC Ethernet card is working fine).

Turn firewalls off and try wizard again. Once you can see the wizard from the computer it is directly connected to, you should be able to move the device to your network and run the wizard from Plus server so that it can install the virtual com ports on the Plus server (I am assuming you are not doing the direct connect from the Plus server because that would take down your system for however long the process takes).