

**The internet LED remains Red. How do I solve this problem?****Solution:**

1. Confirm if ISP credentials are entered in correct format (username /password or the IP addresses)
2. Configure the router in appropriate mode
3. Reset and reconfigure the router
4. Check if MAC address needs to be cloned
5. Test if another router works fine on the line
6. If the other router works fine, check feasibility on upgrading the firmware on Digisol Router
7. If issue persists drop in a mail at [helpdesk@digisol.com](mailto:helpdesk@digisol.com) or dial 1800-209-3444 and speak to a live technician