

Digisol device is not showing any LEDs. What do I do?**Solution: -**

1. Verify if the power LED is glowing or no
2. Check if the power adapter is secure on the power port
3. Check if the Power Button is turned On
4. Check if the device is connected to a UPS or a direct power socket
5. By pass the UPS and try connecting to a direct power socket
6. Try connecting to a different power socket
7. In case another power adapter is available of same ratings(volts, Amps), try to power ON the device
8. In case the device uses a power cable, try using a working cable.
9. If issue persists, visit the nearest service center at : <https://www.digisol.com/service-centers/>

Why is the power LED Red on the router?**Solution:**

1. Verify the LED status according to the model number, firmware version (eg: DG-BR4015N / DG-BG4100NU (A1) and DG-BG4300NU (B2) with EWAN firmware (with built date : 6th April 2015) has Power LED Red always and is normal)
2. If other LEDs power On normally, then go ahead with configuring the device
3. If only the Power LED is Red and all other LEDs are Off then try to hard reset the router and check
4. Check if the device is connected to a UPS or a direct power socket
5. Bypass the UPS and try connecting to a direct power socket
6. Try connecting to a different power socket
7. In case another power adapter is available of same ratings then try to power ON the device
8. In case the device uses a power cable, try powering On the device with a working power cable
9. If the issue persists and you are unable to access the router, then visit the nearest service center - Go to <https://www.digisol.com/service-centers/>

Digisol device reboots frequently. What do I do?**Solution:**

Check if the power adapter is secure on the power port

Check if the Power Button is turned On

Check if the device is connected to a UPS or a direct power socket

By pass the UPS and try connecting to a direct power socket

Try connecting to a different power socket

In case another power adapter is available of same ratings (volts, Amps), try to power ON the device

In case the device uses a power cable, try powering On the device with a working power cable

If the issue persists, visit the nearest service center - Go to <https://www.digisol.com/service-centers/>