

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/>