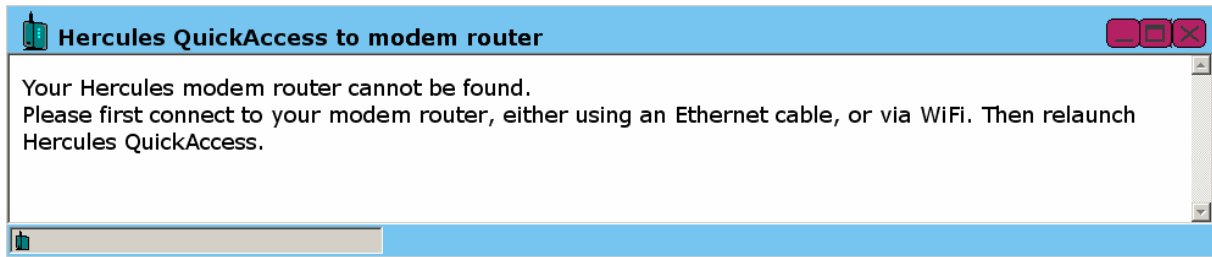


My Hercules Modem router "cannot be found" when I launch Hercules Quick Access.



This message indicates the lack of a connection between the Modem router and the computer, either by a cable or via WiFi.

If the Hercules Modem router is connected to your computer by a cable: verify that the corresponding LED is lit up on the Modem router and that the cable is properly connected to your computer. You can also select a new port for the cable on the Modem router and try again.

If the Hercules Modem router is connected to your computer via WiFi: you can verify the connection in WiFi Station (if you are using a Hercules WiFi adapter), or in the included software or the Microsoft Zero Config utility for other WiFi adapters. The Modem router's WiFi LED must be lit up if the WiFi connection is active.

In either case, verify the IP address and Default gateway address assigned to your computer. To find out how to do so, please refer to the FAQ *"How can I find out my computer's IP address?"* corresponding to your operating system.

If your IP address starts with "169.254.x.x", restart the Modem router and verify the addresses again. Make sure that your IP address is in the form of "192.168.1.x" and your Default gateway is "192.168.1.1". If this is not the case, assign the IP address and Default gateway manually. To find out how to do so, please refer to the FAQ *"How can I manually assign an IP address to my computer?"* corresponding to your operating system.

You should also verify the firewall(s) installed on your computer, including the Windows Firewall and/or any other firewall software. Be sure to disable all of the firewalls on your system.