



EXO Routers and Extenders

FAQ Ver.1.1

Model No.	HW Version	FW Version	Router App	SHP Services App
DIR-2660	A1	1.02	D-Link Wi-Fi: 1.1.8 build 12 for Android; 1.1.8 build 16 for iOS	D-Link defend: 3.1.66 for Android; 3.03.25 for iOS
DIR-1360	A1	1.01		
DIR-1960	A1	1.01		
DIR-1760	A1	1.01		
DIR-3060	A1	TBD		NA
DAP-1620	A1	V2.01		
DAP-1820	A1	V1.01		
DRA-1360	A1	V1.00		
DRA-2060	A1	V1.00		

Written By

Customer Service Department I of DHQ on May 29th, 2019

Revision History

Revision	Date	Description
1.0	04/25/2019	First Release
1.1	05/29/2019	Modify the content of Chapter 3. Since there's a Wi-Fi mesh enable/disable selection after EXO router firmware upgrade, add the notice to remind user to make sure if Wi-Fi mesh feature is enabled before user starts to build up the Wi-Fi mesh network.

Contents

1. Setting up EXO routers.....	5
1-1: How do I set up EXO routers?	5
1-2: Do EXO routers support Amazon Alexa and The Google Assistant?.....	16
1-2-1: Google Assistant	16
1-2-2: Amazon Alexa	20
1-3: How do I enable D-Link defend service for EXO routers?.....	22
1-4: How do I log in to EXO routers?	24
1-5: How do I change the admin password of EXO routers?	26
1-6: How do I set up and secure my wireless connection of EXO routers?	28
1-7: How do I turn off the LEDs of my EXO routers?.....	31
2. Setting up EXO Extenders	32
2-1: How do I set up the extenders behind a router?.....	32
2-2: How do I login to EXO extenders?	38
2-3: How do I add the existing EXO extender to another network?	39
2-4: How do I set up and secure my wireless connection of EXO extenders?	40
2-5: How do I check and upgrade the firmware of EXO extenders?.....	41
2-6: How do I set up the web time schedule of EXO extenders?.....	43
2-7: How do I turn off the status LED of EXO extenders?	45
3. Setting up extenders to build up a D-Link Wi-Fi mesh network.....	46
3-1: How do I set up the EXO extenders along with the existing EXO router to build up the D-Link Wi-Fi mesh network?	47
3-2: What do the LED behaviors of EXO extenders mean?.....	54
3-3: How do I log in my EXO extender(s)?	55
3-4: How do I change the admin password of EXO extenders?	55
3-5: How do I turn off the LEDs of EXO extender(s)?.....	55
4. General Setting	56
4-1: How do I configure DHCP reservations?.....	56
4-2: How do I change the EXO router's IP address?	58
4-3: How do I access the USB storage on my EXO router?	59
4-4: How do I check firmware version of EXO router & extender?	62
4-5: How do I upgrade firmware for EXO routers & extenders?.....	64
4-6: How do I reset my EXO router to factory default settings?.....	66
4-7: How do I backup/restore the configurations on my EXO router?	67
4-8: How do I enable Guest Zone/Guest Access on my EXO router?	69
4-9: What can I do if I'm having wireless connection problems?	71
4-10: How do I enable DMZ on my EXO router?	73
4-11: How do I open ports for EXO routers?.....	74
4-12: How do I check the system log for EXO routers?	78
4-13: How do I configure Dynamic DNS on my EXO router?	80

4-14: How do I configure QoS on my EXO router?.....	82
4-15: How do I configure the time zone on my EXO router?	83
4-16: How do I create a web time schedule on my EXO router?	84
4-17: How do I set up VPN connection on my EXO routers?	86
5. D-Link defend App for McAfee services	100
5-1: What is Secure Home Platform?.....	100
5-2: How do I check the SHP and D-Link defend app version?	100
5-3: What do the security levels mean?	101
5-4: What information can we check of each client device in the device list?.....	103
5-5: How do I edit a device?	105
5-6: How do I block a device from the Internet access?.....	107
5-7: How do I install McAfee Antivirus protection on a mobile device or PC?	108
5-8: How do I remove a device which you no longer manage?.....	112
5-9: If a client device switches from a wired connection to wireless (or from wireless to wired), will the client device be discovered as a new device?.....	113
5-10: When a device is disconnected from the network, why does it still appear as online in the D-Link defend app?	113
5-11: Can parents be notified if new devices connect to your router?	114
5-12: How do I set up Parental Controls via D-Link defend app?	115
5-13: How does SHP make sure that a specific website is categorized as blocked or allowed?	120
5-14: Why does a certificate warning page appear when kids browse a blocked webpage?	120
5-15: Can SHP still prevent a device from visiting malicious sites when VPN is enabled or when proxy is set?	121
5-16: When the Internet is paused, why do some mobile apps, such as Facebook, stay connected to the Internet?.....	121
5-17: Why are video streaming still running after pausing the Internet?	121
5-18: What does vulnerability scan do?.....	122
5-19: What kinds of devices will be scanned when users scan vulnerability?	123
5-20: How do I check the SHP status in D-Link defend app?	125
5-21: Can users turn off SHP services in the D-Link defend app?.....	126
5-22: How do I manage my SHP-enabled routers in the D-Link defend app?	128
5-23: How do I use D-Link defend features by Amazon Alexa voice commands?	131
5-24: Does D-Link defend support The Google Assistant?	133
5-25: How do I set up Away mode?	134
5-26: How do I perform factory reset in the D-Link defend app?.....	137
5-27: What features are available for SHP devices?	138
5-28: Can I remotely control the D-Link defend app of my SHP-enabled router?.....	138
5-29: If your network uses IPv6 only, would SHP work correctly on SHP-enabled router?.....	138
6. D-Link Wi-Fi Mesh	139
6-1: What is D-Link Wi-Fi mesh?	139

6-2: What are the differences between EXO routers/extenders and other routers/extenders?	140
6-3: How many EXO extenders can I add in the network with my EXO router?	142
6-4: What are the tips to set up D-Link Wi-Fi mesh network?	142
6-5: Which EXO router or EXO extender in the mesh network am I connecting to?.....	144
6-6: Can I install multiple EXO extenders simultaneously?.....	144
6-7: If wired backhaul between nodes is removed, will wireless backhaul be established automatically to keep the mesh network operative?	144
6-8: Can I set up EXO extenders via WPS to establish a D-Link Wi-Fi mesh network? What are the differences between the Wi-Fi mesh pairing via WPS and Ethernet?	145
6-9: Could Guest Wi-Fi network be extended if I add EXO extenders?	145
6-10: Do D-Link EXO extenders support MOD (IPTV)?.....	145

1. Setting up EXO routers

In this chapter, we will introduce how to set up and configure your EXO routers.

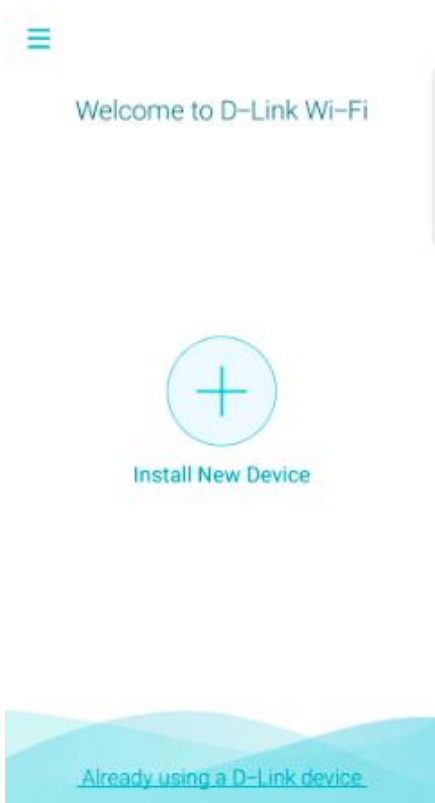
1-1: How do I set up EXO routers?

Please follow the below procedure:

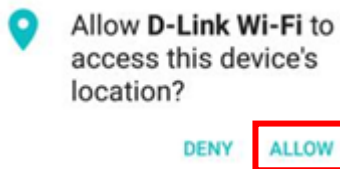
Step 1: Download the D-Link Wi-Fi app from the App Store or Google Play.



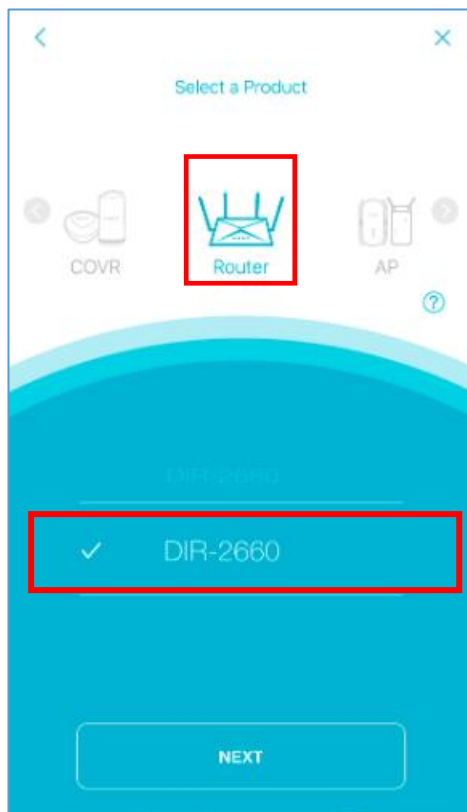
Step 2: Launch the D-Link Wi-Fi app. Then, tap **Install New Device**.



Note: For android users, the D-Link Wi-Fi app will ask the permission to access your device's location after you launch the app. Please tap **ALLOW**.



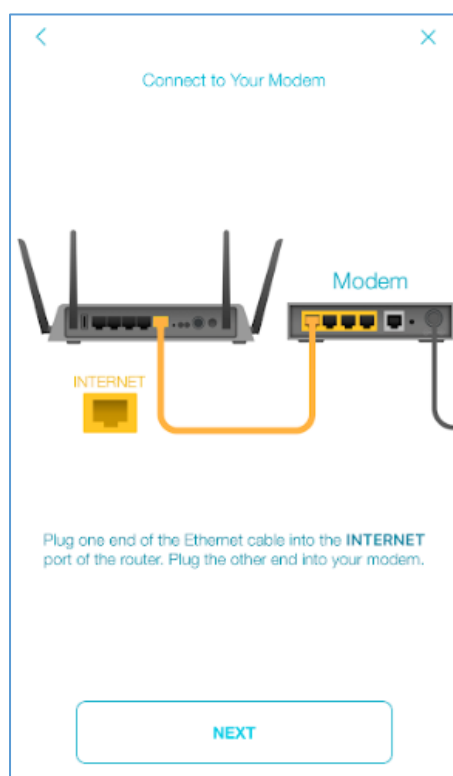
Step 3: Tap **Yes** to scan the QR code on your EXO router, or tap **No** to manually choose a model.



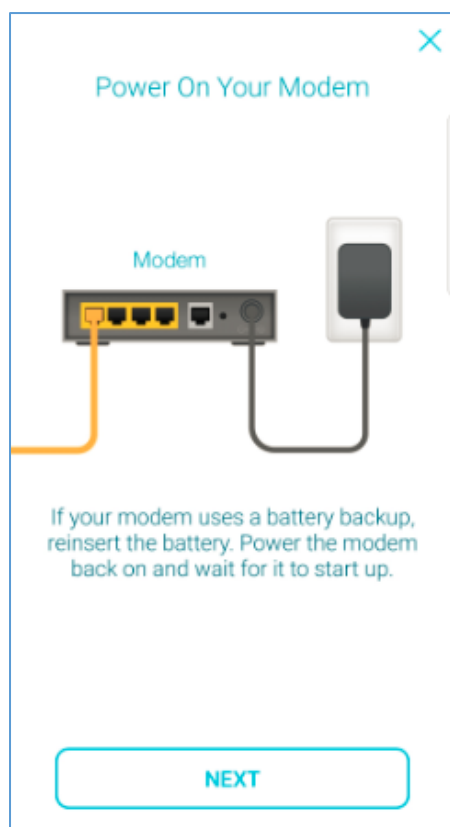
Step 4: Unplug your modem or gateway.



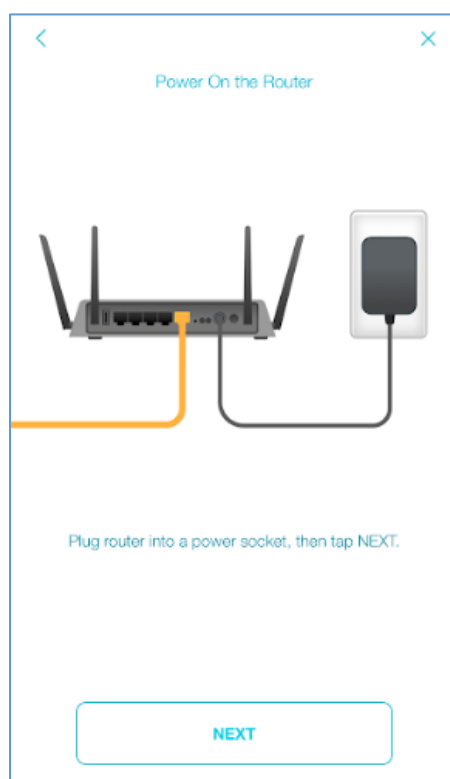
Step 5: Plug one end of the Ethernet cable into the **INTERNET** port of your EXO router.



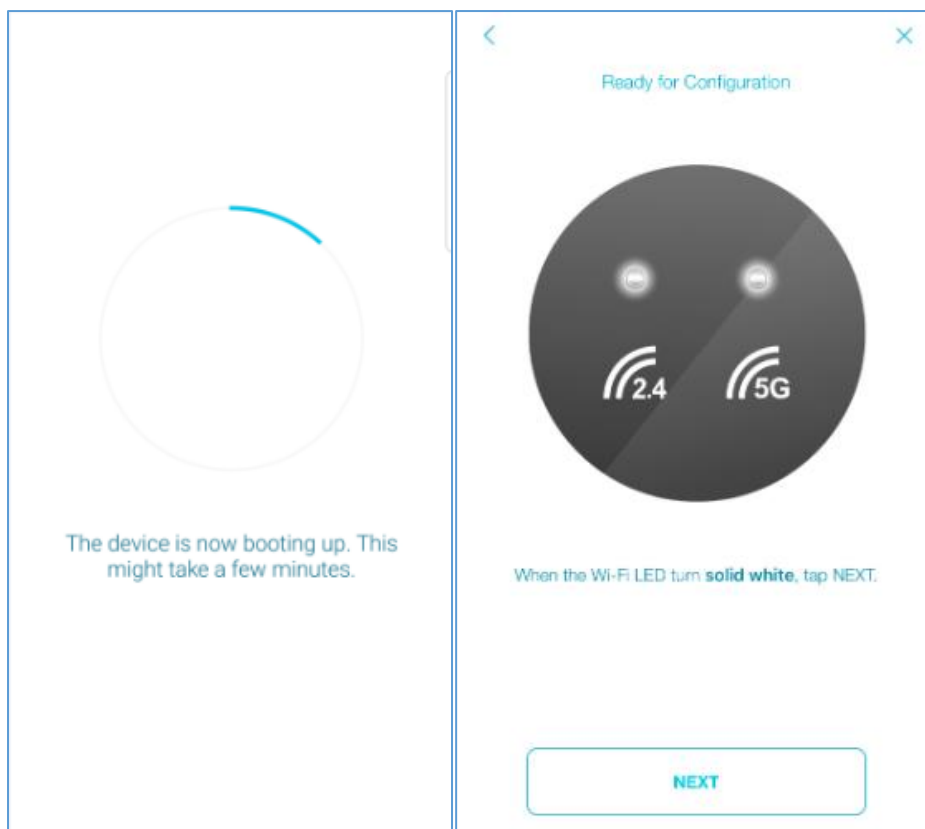
Step 6: Plug the other end into your modem or gateway. Then, power the modem back on.



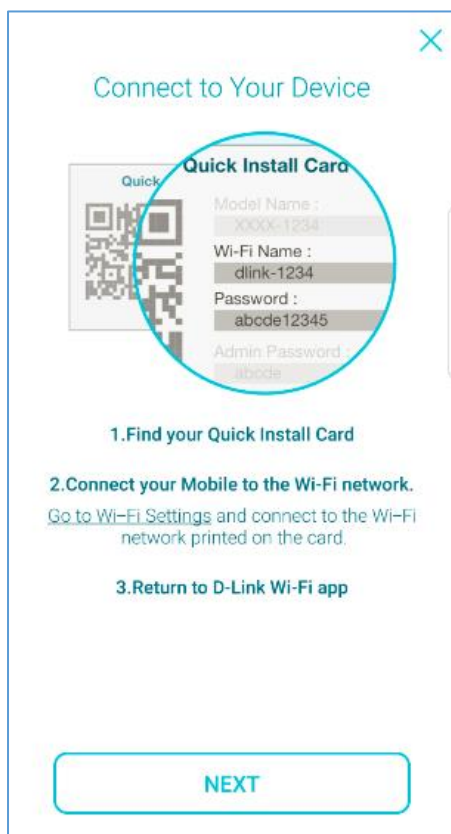
Step 7: Plug your router into a power socket. Then, tap **NEXT**.



Step 8: Push the Power button. Wait till the **Wi-Fi LED** turns **solid white**. Then, tap NEXT.




If you don't have a QR code, the D-Link Wi-Fi app will ask you to connect your mobile device to your EXO router's Wi-Fi network.



Step 9: If a PPPoE connection is detected, enter your PPPoE username and password provided by your ISP. Then, tap **NEXT**.

Internet Username and Password

Do you have an Internet username and password provided by your internet service provider?



NO

Yes

Set Up a Dial-up Connection

To set up this Internet connection, enter your PPPoE user name and password provided by your Internet service provider.

User Name

Password

NEXT

Step 10: Enter a Wi-Fi name (SSID) and password for your Wi-Fi network. Then, tap **NEXT**.



Create Your Network

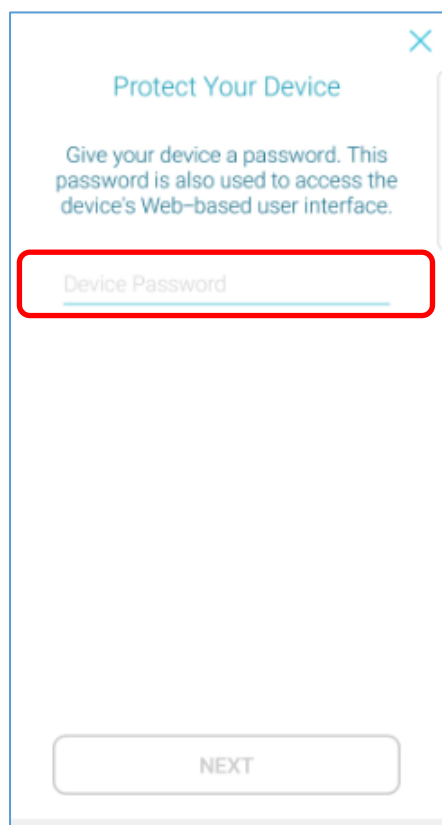
To set up your Wi-Fi network, you will need to give it a name and password.

Wi-Fi Network Name (SSID)

Wi-Fi Password

NEXT

Step 11: Give your device a password. Tap **NEXT** to continue.




Protect Your Device


Give your device a password. This password is also used to access the device's Web-based user interface.

Device Password

NEXT

Step 12: You'll be prompted to update your device firmware automatically or manually. Selecting "**Keep my device to be up to date automatically**" is highly recommended.





Install Updates Automatically

This allows D-Link Wi-Fi to automatically update your device for you to make sure you are always enjoying the latest features and improvements.

☒



Keep my device to be up to date automatically.

☐

I want to manage the device updates myself.


NEXT


Step 13: Your settings display. Tap **SAVE** to save your settings.




Almost there ...


Tap **SAVE** to apply these settings and reboot the device. Please **do not** unplug the device until it has fully rebooted.

Device Password
12345678

Wi-Fi Name
CSI-2660

Wi-Fi Password
12345678

SAVE



Please wait while we save your changes and reboot the device. The setup will continue shortly.

Step 14: Register your mydlink account to enable 3rd party services, including D-Link defend, Amazon Alexa and The Google Assistant.

Cloud Service X

By registering your device with a D-Link account, you will be able to use the 3rd party services below to control and manage your device.



D-Link defend
Control who can access your Wi-Fi and protect your kids when they go online.



Amazon Alexa
Control your device with your Amazon Echo through the D-Link Cloud Service.



The Google Assistant
Control your device with the Google Assistant through the D-Link Cloud Service.

REGISTER

Not Now

Sign Up

A D-Link account allows you to enjoy a range of D-Link services with one convenient login.

 Continue with Facebook

 Sign in with Google

or

Sign up with Email

By continuing, you agree to D-Link's [Terms of Use](#) and [Privacy Policy](#). We may use your email for updates on D-Link's products and services. You can unsubscribe the newsletter at any time on the side menu.

Already have an account? Log In

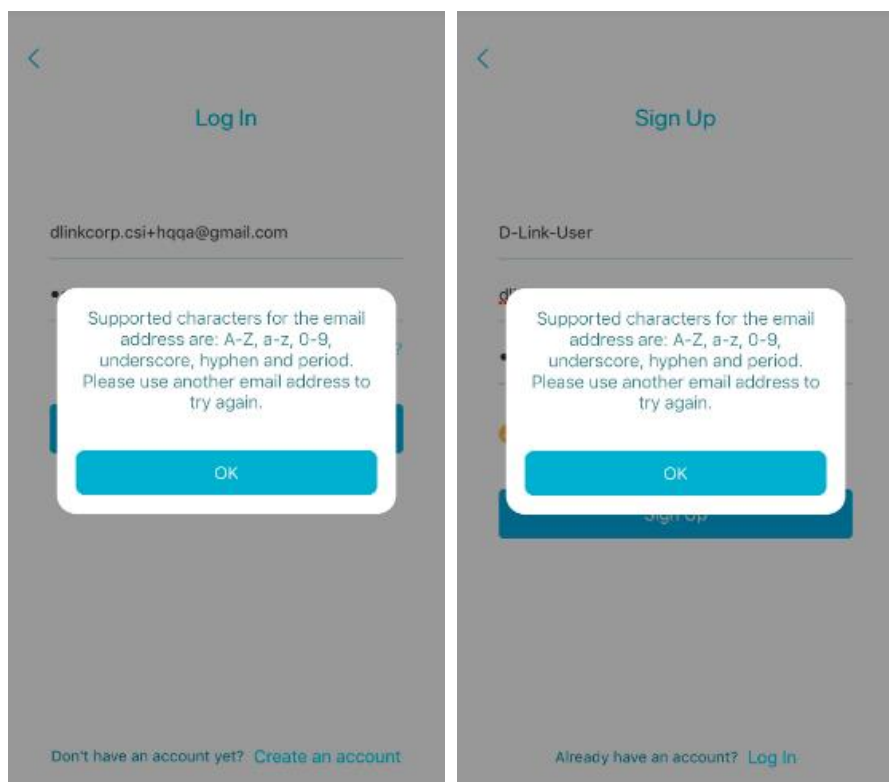
If you don't have a D-Link account, please sign up for one.

If you already have D-Link account, please log in.

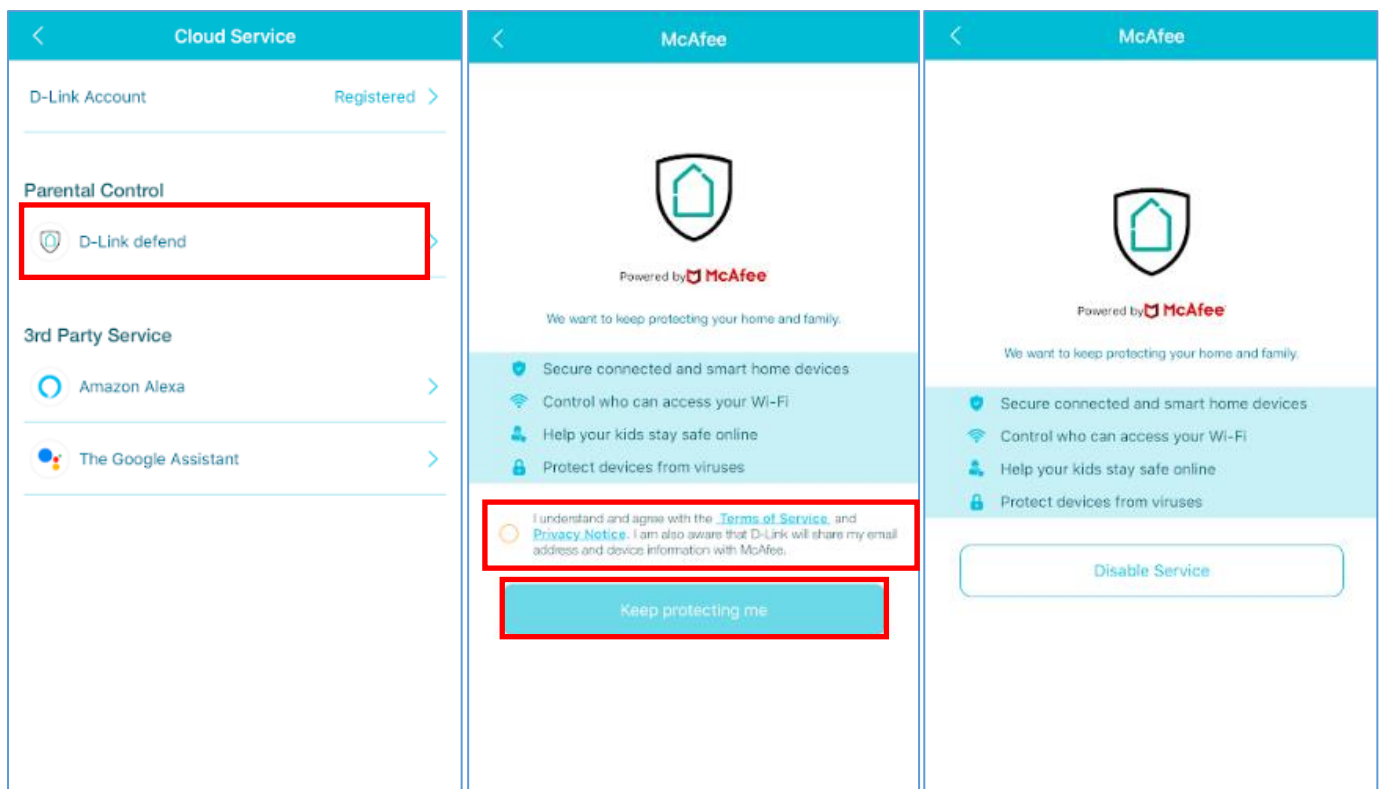
Note: There are some characters which are not allowed to be applied in your account. See the chart below.

Special Characters			
@@	..	;	?
:\\	//	((\$
))	xp_	<	
>	%	=	[
--	::	=/]
0x	*	+	(
)			

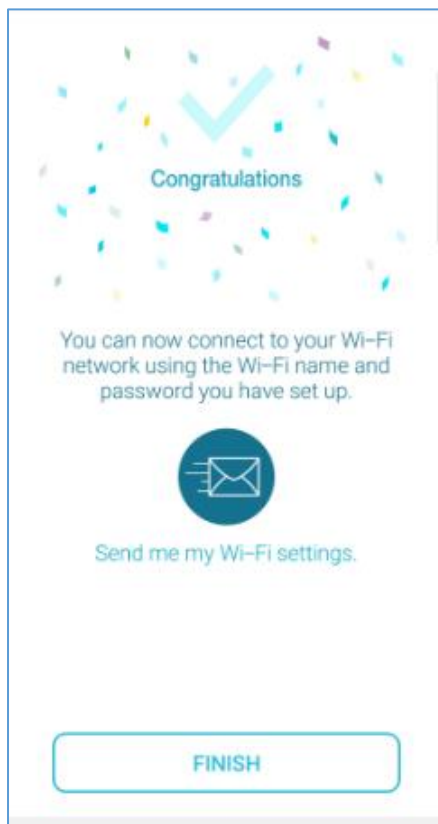
The supported characters for the email address are A-Z, a-z, 0-9, underscore, hyphen and period. Make sure that you use the characters in your account.



Step 15: Enable D-Link defend service.



Step 16: Your setup is complete. Tap **FINISH** to finish the process.



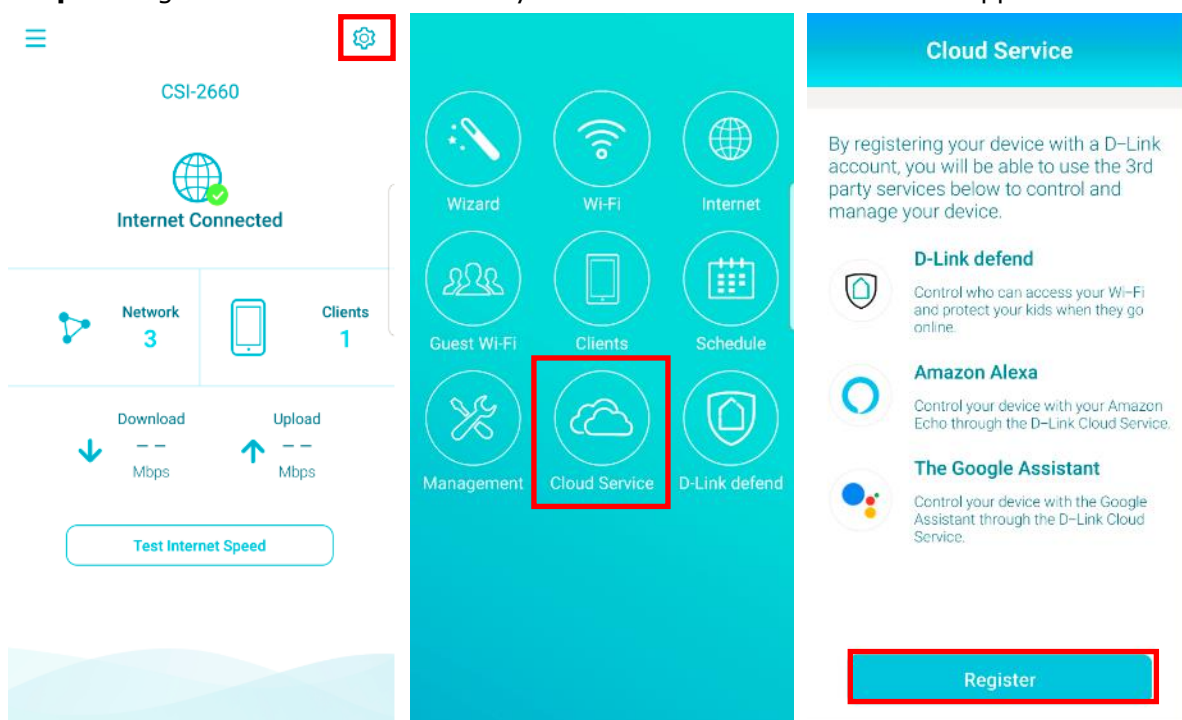
1-2: Do EXO routers support Amazon Alexa and The Google Assistant?

Yes, EXO routers support Amazon Alexa and The Google Assistant for functions below:

- **Enable/disable Guest Wi-Fi**
- **Find out Guest Wi-Fi credentials**
- **Reboot router**
- **Firmware upgrade**

1-2-1: Google Assistant

Step 1: Register a D-Link account to your EXO router via D-Link Wi-Fi app:



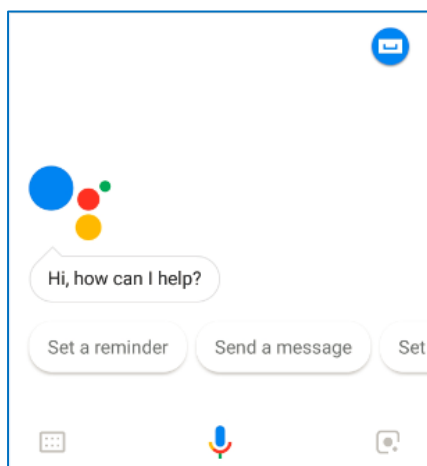


Step 2:

- (1) For Android devices, login to **Google app** as your own Google account. Please set the language of your mobile device as English.
- (2) For iOS devices, please download **Google Assistant app** from App Store, and then login to it as your own Google account.
- (3) If using Google Assistant device, see (3) in Step 3.

Step 3:

- (1) For Android devices, launch Google Assistant, and speak "**talk to D-Link Wi-Fi**" to Google Assistant:



- (2) For iOS devices, please launch "**Google Assistant**", and speak "**talk to D-Link Wi-Fi**" to Google Assistant.
- (3) If you use Google Assistant devices, directly speak "**talk to D-Link Wi-Fi**" to start voice control.

Step 4: Follow the command table as below:

Control	First Commands	Second Commands	Supported Google Assistant Devices			
			Google Home Mini	Google Home	Google Home Max	Others
Help	Talk to D-Link Wi-Fi	Help	V	V	V	V
Reboot		Reboot my router	V	V	V	V
Upgrade firmware		Upgrade my router	V	V	V	V
Check Guest Wi-Fi SSID/Password		What are my guest network credentials?	V	V	V	V
Guest Wi-Fi		Enable my guest zone	V	V	V	V
		Disable my guest zone	V	V	V	V

Note: When a round of conversation ends, speak “**talk to D-Link Wi-Fi**” again to Google Assistant to activate a new round of conversation.

1-2-2: Amazon Alexa

Step 1: Register D-Link account to your EXO router via D-Link Wi-Fi app:

The screenshot shows the D-Link Wi-Fi app interface. At the top, there's a settings icon (gear) highlighted with a red box. Below it, the router model 'CSI-2660' is displayed. The main menu on the left includes 'Network 3' and 'Clients 1'. The central menu has icons for Wizard, Wi-Fi, Internet, Guest Wi-Fi, Clients, Schedule, Management, Cloud Service (highlighted with a red box), and D-Link defend. On the right, the 'Cloud Service' section explains the benefits of registering a D-Link account and lists services like D-Link defend, Amazon Alexa, and The Google Assistant. At the bottom right, a 'Register' button is highlighted with a red box.

Sign Up

A D-Link account allows you to enjoy a range of D-Link services with one convenient login.

Continue with Facebook

Sign in with Google

or

Sign up with Email

By continuing, we may use your email for updates on D-Link's products and services. You can unsubscribe the newsletter at any time on the side menu.

Already have an account? **Log In**

Apply your Facebook/Google account.

If you don't have D-Link account, please sign up one.

If you already have D-Link account, please log in.

Step 2: Download **Amazon Alexa** app from App Store/Google Play, and then login to it with your Amazon account.

Note: Please make sure Amazon Alexa app service is ready in your country.

Step 3: Open Alexa app, and then follow the instruction below:

- Go to the setting menu from top-left side, and select "**Skills**".
- Search for **D-Link Wi-Fi** and tap it to open the Skill details page.
- Tap the **Enable Skill** button.
- Login with your D-Link Wi-Fi account and tap **Authorize** to link your account to Alexa.

You can now control your router with Amazon Alexa app or any Amazon Alexa devices.

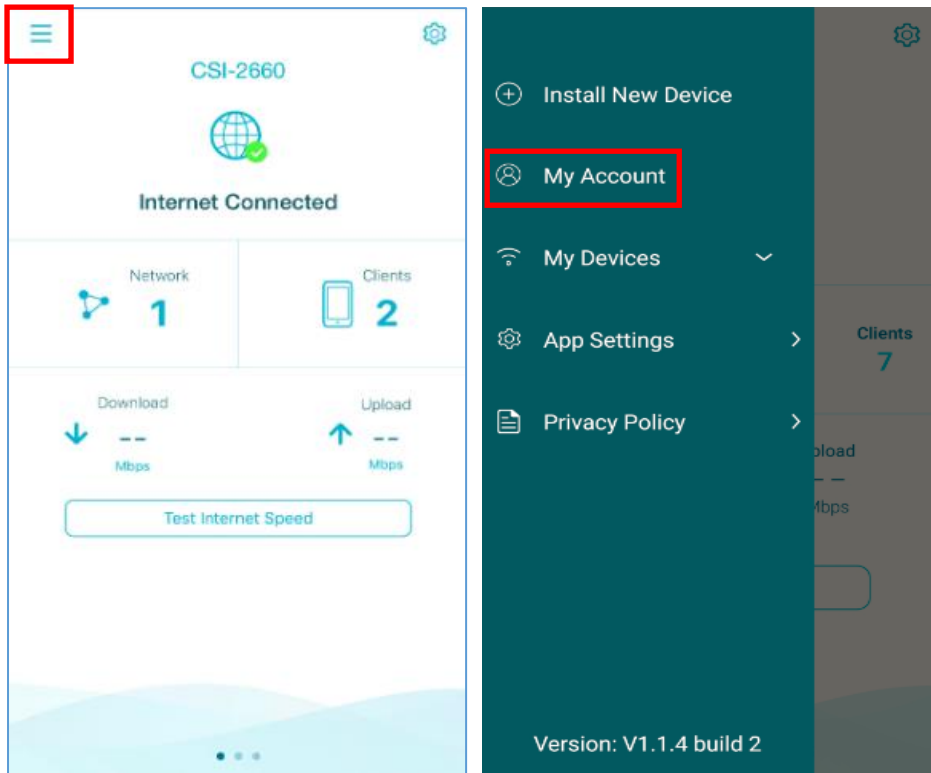
Step 4: Start to control your router via talking to Amazon Alexa app or Amazon Alexa device by following the command instruction as below:


Control	First Commands	Second Commands	Alexa devices			
			Echo Dot	Echo	Echo show	Others
Help	Open D-Link Wi-Fi	Help	V	V	V	V
Reboot		Reboot my router	V	V	V	V
Upgrade firmware		Upgrade my router	V	V	V	V
Check Guest Wi-Fi SSID/Password		What are my guest network credentials?	V	V	V	V
Guest Wi-Fi		Enable my guest zone	V	V	V	V
		Disable my guest zone	V	V	V	V

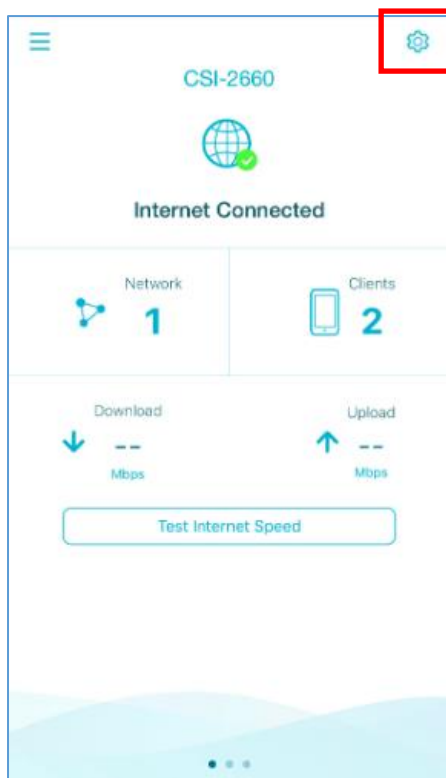
Note: When a round of conversation ends, D-Link Wi-Fi will leave the conversation. If you'd like to use Amazon Alexa app or Amazon Alexa Echo device to control D-Link Wi-Fi again, please speak "**Open D-Link Wi-Fi**" again to Amazon Alexa app or Amazon Alexa device to activate a new round of conversation.

1-3: How do I enable D-Link defend service for EXO routers?

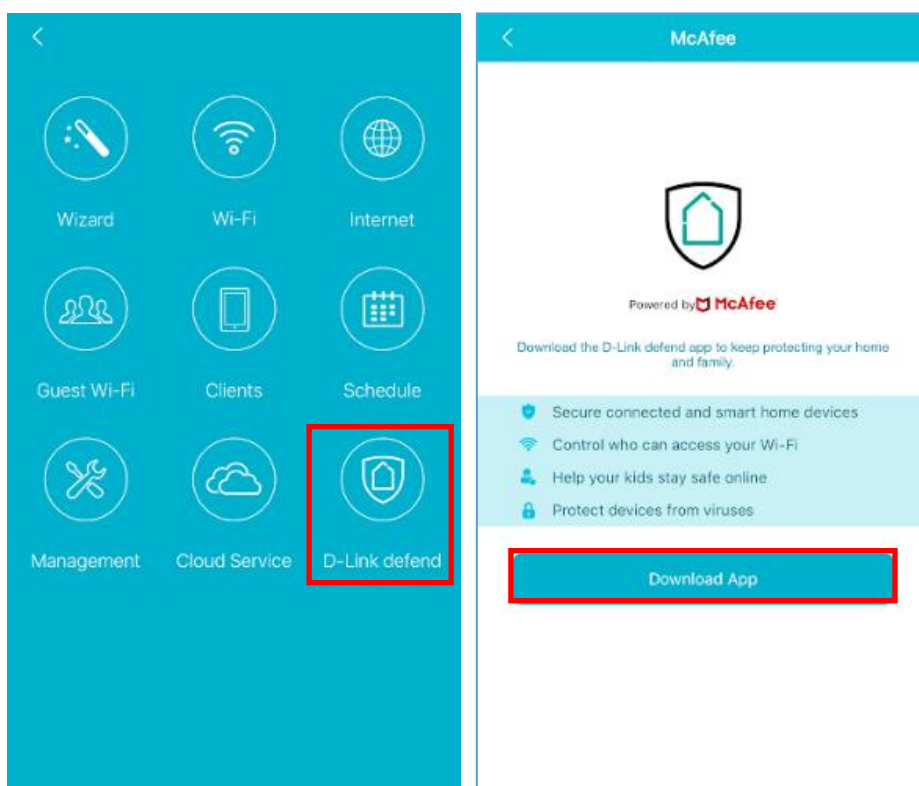
Step 1: If D-Link defend can't be launched, please make sure if you already logged in to your mydlink account.



Step 2: Go back to the Home page, and then tap  icon in the upper right corner.



Step 3: Tap **D-Link defend** to launch D-Link defend App.

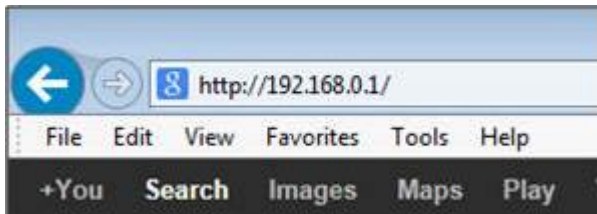


Note: If you use another mobile device to launch D-Link defend, please make sure if you already logged in to your mydlink account in D-Link Wi-Fi first.

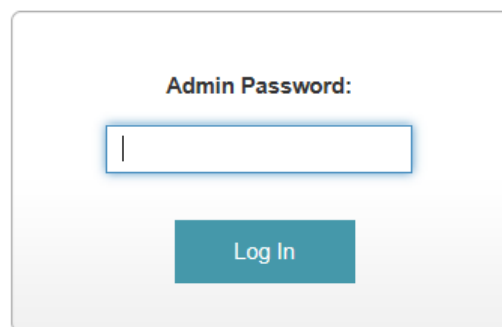
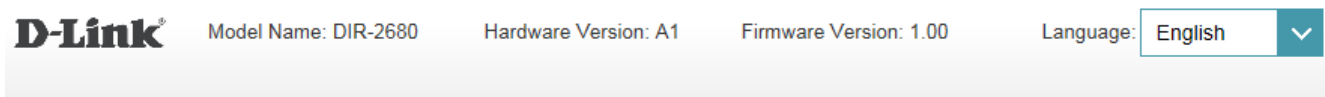
1-4: How do I log in to EXO routers?

Verify that your computer is connected to the router via either wirelessly or wired. Then follow the steps below.

Step 1: Open your web browser and enter the IP address of the router into the address bar. The default IP address is 192.168.0.1, or you can also use the link: **<http://dlinkrouter.local>**.



Step 2: You will be prompted to enter your admin password. The password is blank by default.

A screenshot of the "Admin Password" login form. The form is a light gray box with rounded corners. At the top, it says "Admin Password:". Below this, there is a text input field with a blue border and a cursor. Below the input field, there is a blue button with the text "Log In".

Step 3: You'll see the Home Page after you successfully log in to your router:

D-Link

DIR-2660 HW:A1 FW:1.01

Home

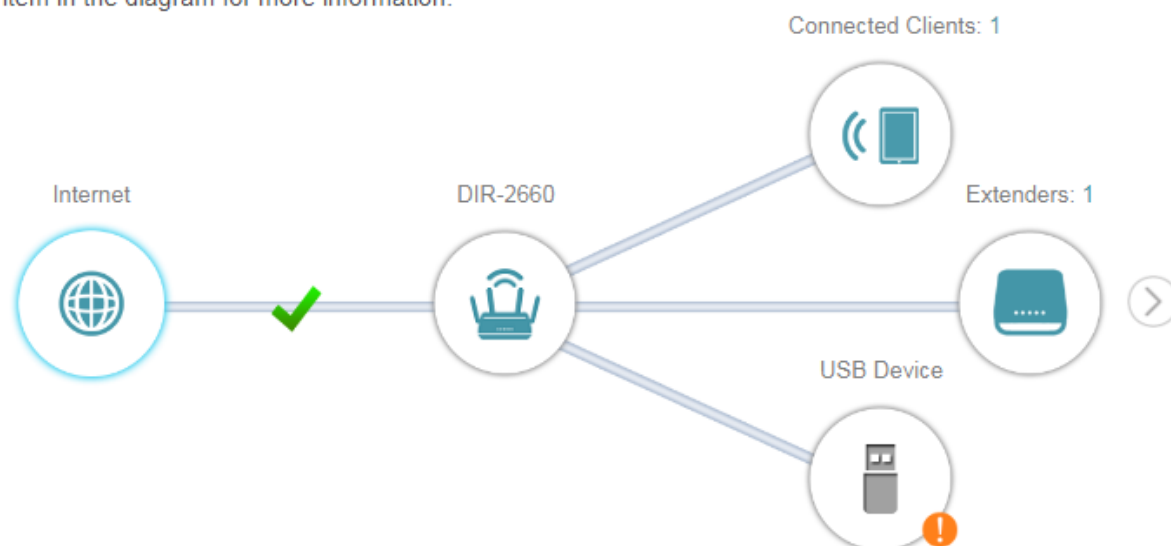
Settings

Features

Management

Internet Connected

Click on any item in the diagram for more information.



Internet

IPv4 / [IPv6](#)

Cable Status: Connected

Connection Type: Dynamic IP (PPPoE)

Network Status: Connected

Connection Uptime: 0 Day 18 Hour 1 Min 36 Sec

MAC Address: 84:C9:C6:0C:C5:73

IP Address: 36.225.41.150

Subnet Mask: 255.255.255.255

Default Gateway: 168.95.98.254

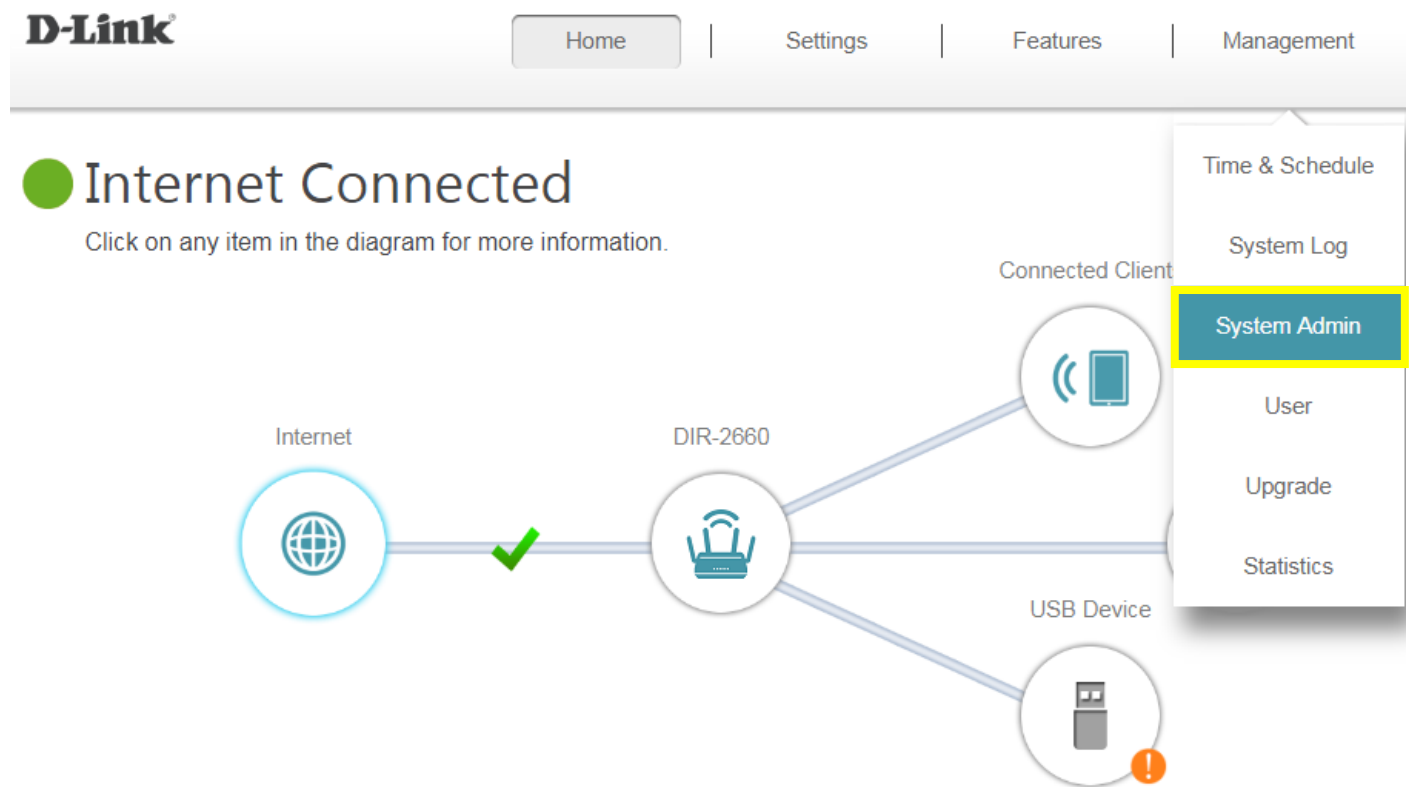
Primary DNS Server: 168.95.1.1

Secondary DNS Server: 168.95.192.1

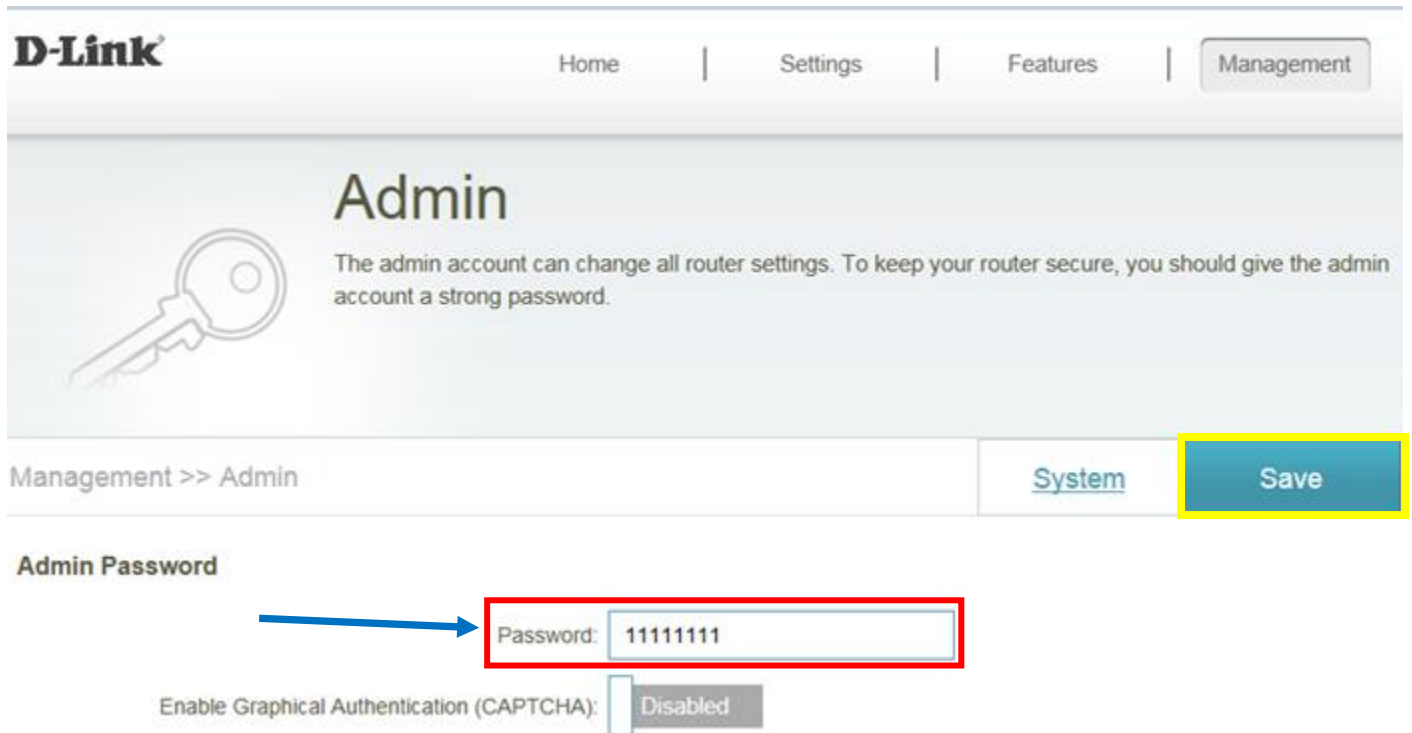
1-5: How do I change the admin password of EXO routers?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router, and follow the steps below:

Step 1: Click **Management** -> **System Admin**



Step 2: Fill in a new password and click **Save** to change your password.



The screenshot shows the D-Link web interface for changing the admin password. At the top, there is a navigation bar with 'Home', 'Settings', 'Features', and 'Management' (highlighted). Below this is a header section titled 'Admin' with a key icon and a warning: 'The admin account can change all router settings. To keep your router secure, you should give the admin account a strong password.' The main content area has a breadcrumb 'Management >> Admin' and two buttons: 'System' and 'Save' (highlighted with a yellow border). Under the 'Admin Password' section, there is a 'Password:' label and a text input field containing '11111111', which is highlighted with a red border. A blue arrow points to this input field. Below the password field is a checkbox labeled 'Enable Graphical Authentication (CAPTCHA):' which is currently unchecked, and a 'Disabled' button.

D-Link

Home | Settings | Features | Management

Admin

The admin account can change all router settings. To keep your router secure, you should give the admin account a strong password.

Management >> Admin

[System](#) **Save**

Admin Password

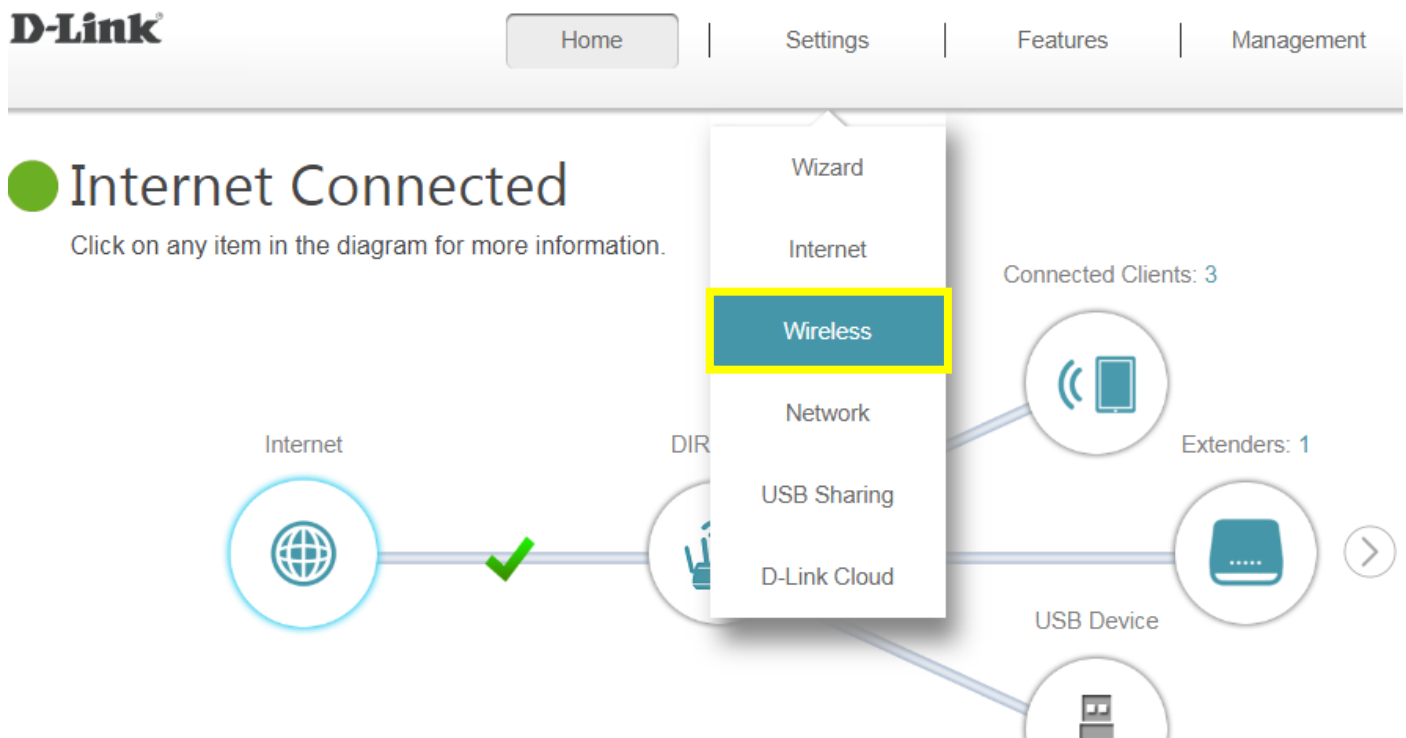
→ Password: 11111111

Enable Graphical Authentication (CAPTCHA): ☐ Disabled

1-6: How do I set up and secure my wireless connection of EXO routers?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:


Step 1: Click **Settings** -> **Wireless**



Step 2: In the wireless **Wi-Fi name (SSID)** field (for both the 2.4GHz and 5GHz bands), enter your wireless network name. This is the name you will see when scanning for wireless networks on your computer/wireless devices.

Enter a new password in the password field. Make sure that the password must be at least 8 characters. Then, click **Save**.

(1) Smart Connect enabled:



Wireless


Use this section to configure the wireless settings for your D-Link Router. Please make sure that any changes made in this section will need to be updated on your wireless device.

Settings >> Wireless

[Guest Zone](#)

Save

Smart Connect

Status: Enabled  If Smart Connect is enabled:

Wireless

Wi-Fi Name (SSID):

Password:

(2) Smart Connect disabled:

Settings >> Wireless

[Guest Zone](#)

Save

Smart Connect

Status: Disabled → If Smart Connect is disabled:

2.4GHz

Status: Enabled

Wi-Fi Name (SSID): CSI

Password: 12345678

[Advanced Settings...](#)

5GHz

Status: Enabled

Wi-Fi Name (SSID): CSI-5G

Password: 12345678

Note:

Smart Connect: Creates a 'single' wireless network for your devices to connect to. The router automatically determines whether to connect a device to the 2.4GHz or 5GHz band, thereby providing the best speed and range for each device and optimally distributing devices to each network.

1-7: How do I turn off the LEDs of my EXO routers?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router, and follow the steps below:

Step 1: Click **Management** -> **System Admin**

Step 2: Toggle **Status LED** to **Off**, and then click **Save**. To turn the Status LED back on, toggle **Status LED** to **On**.

Management>>Admin

[System](#) **Save**

Admin Password

Password:

LED Control

Status LED: ☐ Off

Note:

1. The Power LED will always remain on even if you toggle **Status LED** to **Off**.

2. Setting up EXO Extenders

In this chapter, we will introduce how to set up and configure your EXO extenders in your existing network with a non-mesh router. Under this scenario, EXO extenders will work as traditional range extenders. They do NOT possess the D-Link Wi-Fi mesh feature.

2-1: How do I set up the extenders behind a router?

Method 1: Using web UI

Step 1: Find an available outlet near your wireless router. Plug in the EXO extender and wait until the Status LED becomes blinking amber.

Step 2: Connect your PC to the default wireless SSID, which is dlink-xxxx. You can find it on the device label and the Quick Installation Card. Open your web browser and enter [http://dlinkap.local./](http://dlinkap.local/) to access the web UI.

Step 3: Select the language and then agree "Terms Of Use And Privacy Policy".

Terms Of Use And Privacy Policy

D-Link Corporation and its family of companies (alternatively referred to herein as "D-Link", "we" or "us") intend to provide access to certain site, app and related services (collectively "Services") to a user (alternatively referred to as "you", "user" or "customer") subject to the terms and conditions set forth below, including all documents, policies, and guidelines incorporated herein by reference. Please read this agreement carefully and refer to these terms and conditions ("Terms of Use") as necessary as you explore and make use of the Services. The Terms of Use provide the conditions upon which D-Link agrees to provide you access to the Services. If you disagree with any provision contained herein, or do not wish to accept these conditions, please do not use or intend to use the Services. By using the Services, you are agreeing to the Terms of Use.

1. Registration Obligations.

Language: English




Agree


Step 4: See the Welcome page which guides you to set up the EXO extender. Click **Next**.

Welcome


X




Internet



Existing Router



DAP-1820



Wi-Fi Client

This wizard will guide you through configuring your new DAP-1820

Step 1: Connecting your device

Step 2: Configuring your settings

Step 3: Setting a password for your device

Language:


English

Next


Step 5: Select a network you'd like to extend.

Select A Wi-Fi Network To Extend


X




Internet



Existing Router




DAP-1820




Wi-Fi Client


Please choose the Wi-Fi network you would like to extend.


CSI-Test-SSID







CSI-Ching-5G







CFS-Test







CSI-Test-SSID







CFS-Test-L2






CFS-Test-L2-EXT





D-Link_Guest_2.4G





Back


Manual


Step 6: Enter the password for the network you'd like to extend.

Select A Wi-Fi Network To Extend

 Internet

 Existing Router

 DAP-1820

 Wi-Fi Client

Please enter the Wi-Fi password for your existing Wi-Fi network

Wi-Fi Name:

CSI-Test-SSID


Password:


Back


Next


Step 7: Enter an SSID and a password for the EXO extender.

Extended Network

 Internet

 Existing Router

 DAP-1820

 Wi-Fi Client

Enter a name (SSID) and password for your extended Wi-Fi network. This is the Wi-Fi network you will connect your wireless devices to.

Wi-Fi Network Name:

CSI-Test-SSID-EXT

Password:


12345678


Back


Next


Step 8: Enter the admin password for your EXO extender.

Admin Password

 Internet

 Existing Router

 DAP-1820

 Wi-Fi Client

Please enter an admin password to secure access to the web-based configuration page of your DAP-1820.

Password:


12345678


Back


Next


Step 9: Choose the time zone of your country and click **Next**.

Time Zone


Internet


Existing Router


DAP-1820


Wi-Fi Client

Some essential features require you to set a time zone to work properly.
Please select your time zone from the drop-down menu.

Time Zone:


Asia/Taipei

Back

Next

Step 10: You'll be prompted to update your device firmware automatically or manually. Selecting "**Keep my device up to date automatically**" is highly recommended.

Install Updates Automatically



Allow your device to automatically update to make sure you are always enjoying the latest features and improvements.

☒ Keep my device up to date automatically.


☐ I want to manage the device updates myself.





Back

Next

Step 11: Your settings display. Click **Finish** to save your settings or click **Back** to change your settings.

Configuration





InternetExisting RouterDAP-1820Wi-Fi Client

Congratulations, the setup is complete. Below is a summary of your Wi-Fi security and device password.

Existing Wi-Fi Network	
Wi-Fi Network Name:	CSI-Test-SSID
Password:	12345678
Extended Network	
Wi-Fi Network Name:	CSI-Test-SSID-EXT
Password:	12345678
Extender Status	
Device Admin Password:	12345678

Back

Finish

Method 2: Using WPS (Wi-Fi Protected Setup)

Step 1: Find an available outlet near your wireless router. Plug in the EXO extender and wait until the Status LED is blinking amber.

Step 2: Press the WPS button on your wireless router.

Step 3: Press the WPS button on the EXO extender within one minute. The Status LED will start to blink amber.



Step 4: When the Status LED turns solid green, the EXO extender is securely connected to your wireless router. You can now unplug and move the EXO extender to a location between your wireless router and the area that you need wireless coverage.



Step 5: You are now able to enjoy your wireless coverage. If you want to change your SSID and password, please login to the EXO web UI.

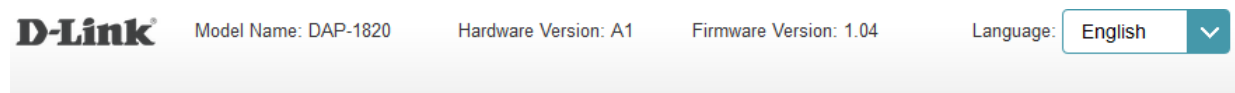
2-2: How do I login to EXO extenders?

Step 1: Please connect your PC to the SSID of your EXO extender or the uplink router. Then enter any of the URLs below to log in to your extenders:

<http://dlinkap.local> (If you have more than one extender, it will connect to the 1st extender added in the network)

<http://dlinkapXXXX.local> (XXXX indicates the last 4 digits of MAC address)

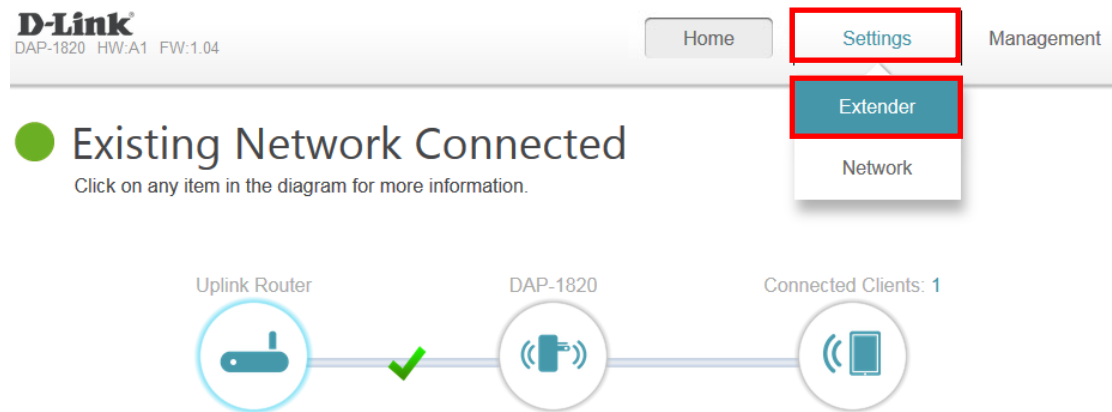
Step 2: You will be prompted to the login page.

The image shows a login form titled 'Admin Password:'. It contains a single text input field for the password. Below the input field is a blue rectangular button with the text 'Log In' in white.

2-3: How do I add the existing EXO extender to another network?

Step 1: Login to your EXO extender.

Step 2: Click **Setting** -> **Extender**.



Step 3: Click **Scan** to select the wireless network.

Existing Network

Existing Network:

Wi-Fi Name (SSID):

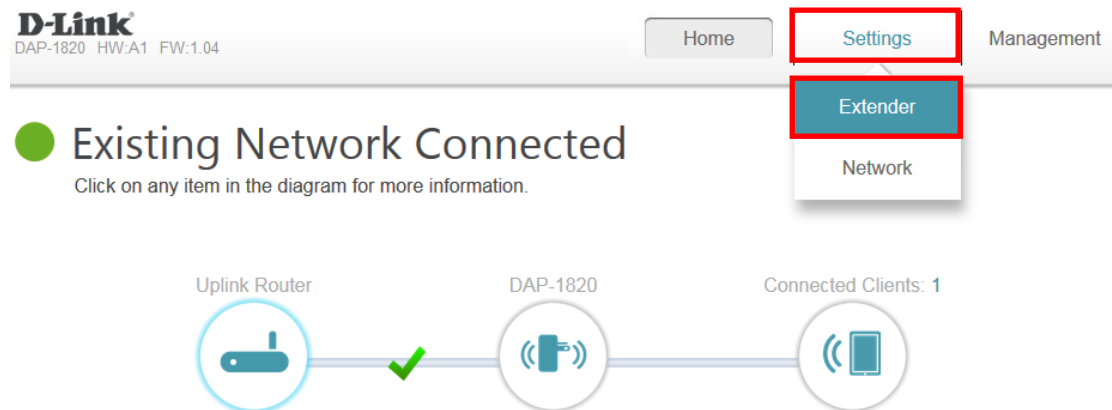
Password:

Step 4: Click **Save** to finish.

2-4: How do I set up and secure my wireless connection of EXO extenders?

Step 1: Login to your extender.

Step 2: Click **Setting** -> **Extender**.



Step 3: Change **SSID** and **password**, and then click **Save**.

Extended Wi-Fi

Status: ☒ Enabled

Wi-Fi Name (SSID):

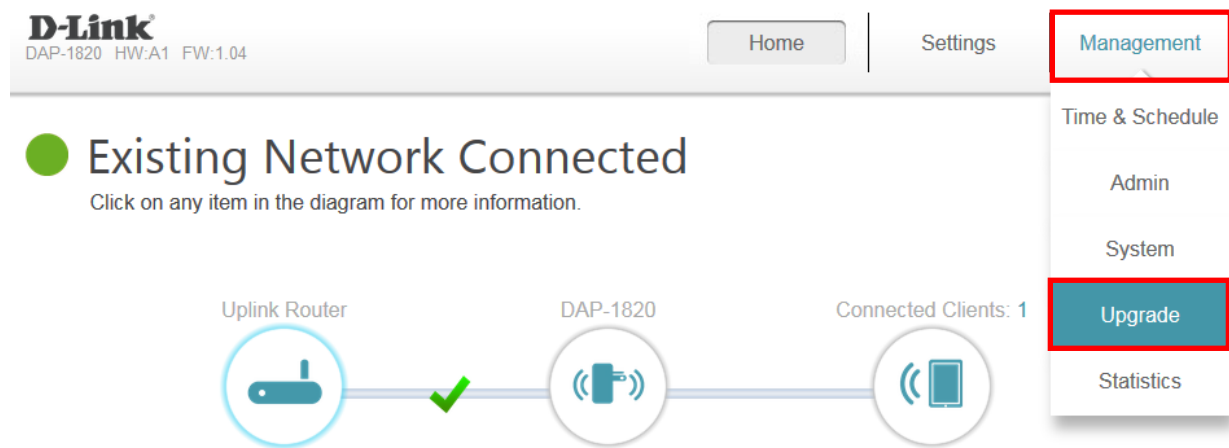
Password:

Schedule:

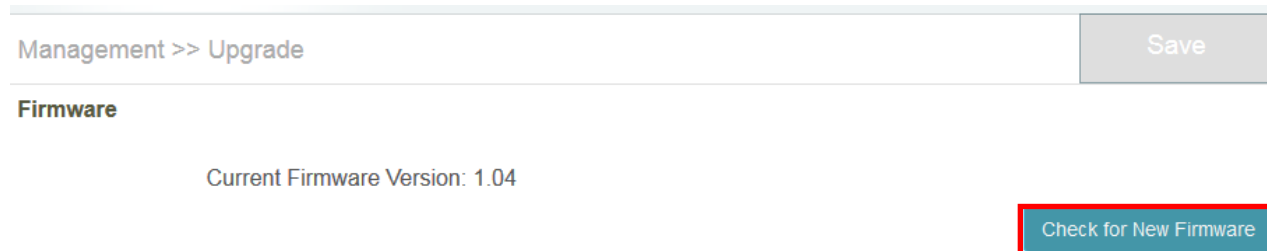
2-5: How do I check and upgrade the firmware of EXO extenders?

Step 1: Login to your extender.

Step 2: Click **Management** -> **Upgrade**.

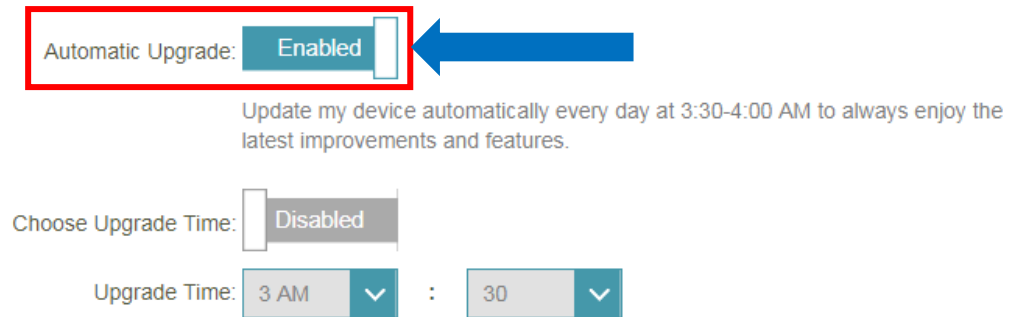


Step 3: To find a newer firmware for your device, click **Check for New Firmware**.



Step 4: The firmware will be automatically upgraded every day at 3:30-4:00 AM by default.

Automatic Firmware Upgrade



Automatic Upgrade: **Enabled** ←

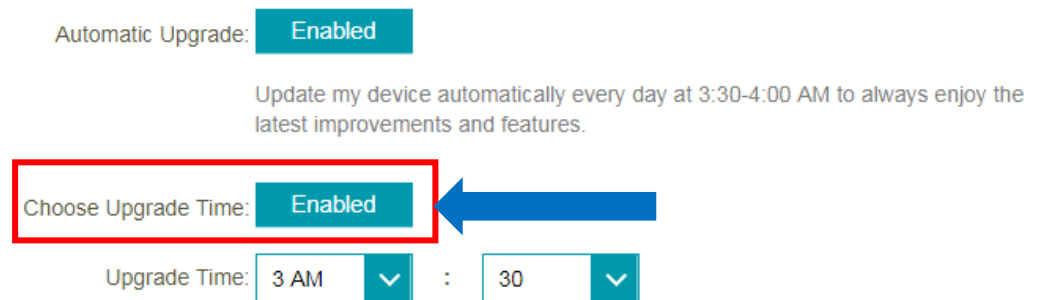
Update my device automatically every day at 3:30-4:00 AM to always enjoy the latest improvements and features.

Choose Upgrade Time: **Disabled**

Upgrade Time: 3 AM : 30

Or you can choose another time for upgrading firmware by enabling **Choose Upgrade Time** as well.

Automatic Firmware Upgrade



Automatic Upgrade: **Enabled**

Update my device automatically every day at 3:30-4:00 AM to always enjoy the latest improvements and features.

Choose Upgrade Time: **Enabled** ←

Upgrade Time: 3 AM : 30

Or you can manually upgrade your firmware by selecting the file.

Upgrade Manually



Upgrade Firmware: **Select File**

2-6: How do I set up the web time schedule of EXO extenders?

Step 1: Log in to your EXO extender.

Step 2: Click **Management** -> **Time & Schedule**.

The screenshot shows the D-Link DAP-1820 web interface. At the top, there is a navigation bar with 'Home', 'Settings', and 'Management' (highlighted with a red box). Below 'Management', a dropdown menu is open, showing 'Time & Schedule' (highlighted with a red box), 'Admin', 'System', 'Upgrade', and 'Statistics'. The main content area displays 'Existing Network Connected' with a green status indicator and a network diagram showing 'Uplink Router' connected to 'DAP-1820', which is connected to 'Connected Clients: 1'. A green checkmark is visible between the router and the extender.

Step 3: Click **Management** -> **Time & Schedule**.

The screenshot shows the 'Time Configuration' page in the D-Link DAP-1820 web interface. The breadcrumb trail is 'Management >> Time'. A 'Schedule' button is highlighted with a red box. The page includes a 'Time Configuration' section with a 'Time Zone' dropdown set to 'Asia/Taipei' and a 'Time' display showing '2019/04/19 03:31:42 PM'. Below this is an 'Automatic Time Configuration' section with an 'NTP Server' dropdown set to 'D-Link NTP Server'.

Step 4: Click **Add a Schedule**:

The screenshot shows the 'Add a Schedule' page in the D-Link DAP-1820 web interface. The breadcrumb trail is 'Management>>Schedule'. A 'Time' button is highlighted with a red box. Below the breadcrumb trail is a table with columns: 'Name', 'Schedule', 'Edit', and 'Delete'. A red box highlights the 'Add a Schedule' button, which is located below the table. To the right of the button, it says 'Remaining: 10'.

Step 5: Create a schedule for your web access time and click **Apply**. The example below shows the scheduled time is from 8:00-19:00, Monday to Sunday.

Name:



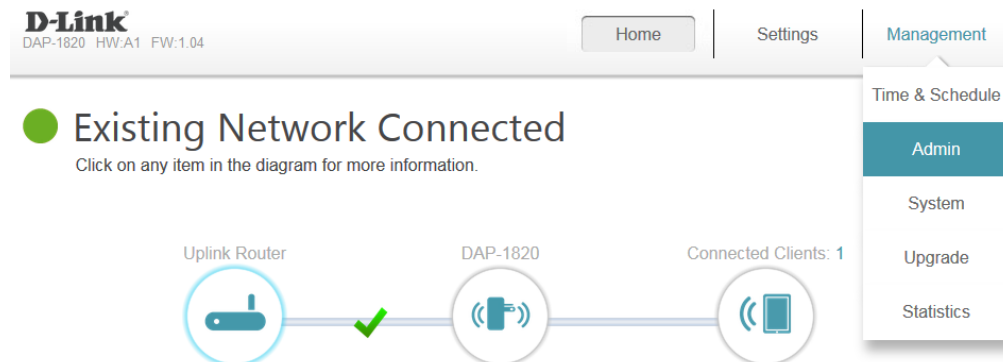
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon									8:00 - 19:00										×					
Tue									8:00 - 19:00										×					
Wed									8:00 - 19:00										×					
Thu									8:00 - 19:00										×					
Fri									8:00 - 19:00										×					
Sat									8:00 - 19:00										×					
Sun									8:00 - 19:00										×					

Apply

2-7: How do I turn off the status LED of EXO extenders?

Step 1: Log in to your extender.

Step 2: Click **Management** -> **Admin**.



Step 3: Toggle **Status LED** to **Off**, then click **Save**.

Management>>Admin

[System](#) **Save**

Admin Password

Password:

LED Control

Status LED: ☐ Off

Note: You can switch the **Status LED** to **On** to turn on the status LED and the signal LEDs.

3. Setting up extenders to build up a D-Link Wi-Fi mesh network

In this chapter, we will introduce how to setup and configure your EXO extenders and an EXO router. Under this scenario, EXO extenders will possess the D-Link Wi-Fi mesh feature, and D-Link Wi-Fi mesh network will be formed up.

Before you start to build up D-Link Wi-Fi mesh network, please upgrade your EXO router to the latest firmware version, and make sure that the Wi-Fi mesh feature is enabled on your EXO router. Refer to the steps below.

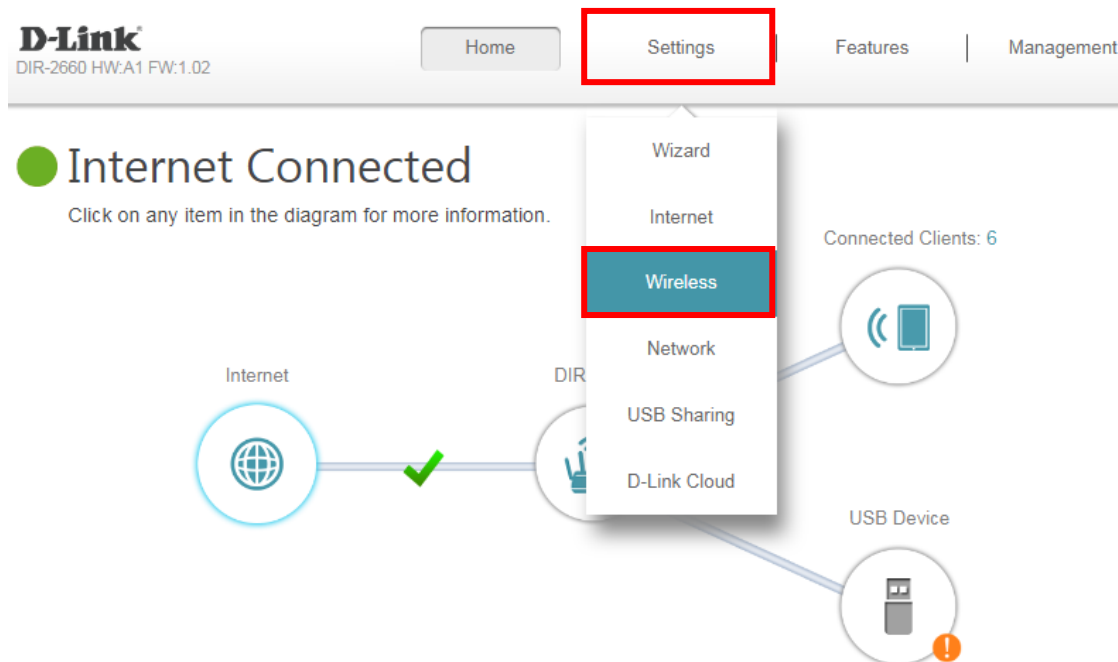
Step 1: Log in to your EXO router. Please refer to the link below:

[How do I log in to EXO routers?](#)

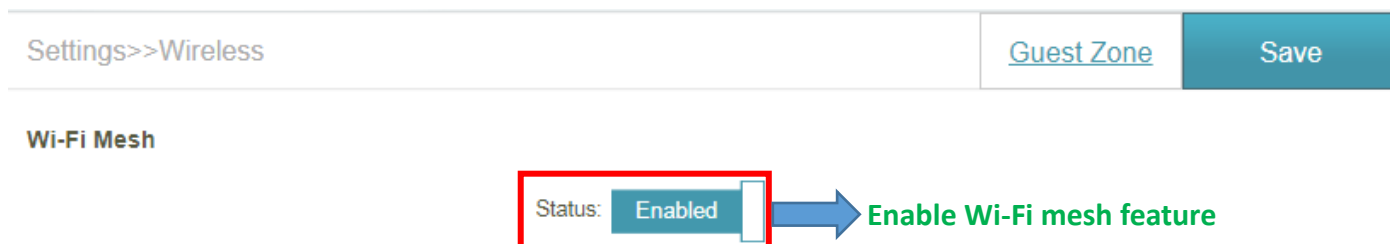
Step 2: Upgrade your EXO router to the latest firmware version. Please refer to the link below.

[How do I upgrade firmware for my EXO routers?](#)

Step 3: Click **Setting** -> **Wireless**.



Step 4: If Wi-Fi mesh status is disabled, enable Wi-Fi mesh feature, and then click **Save**.

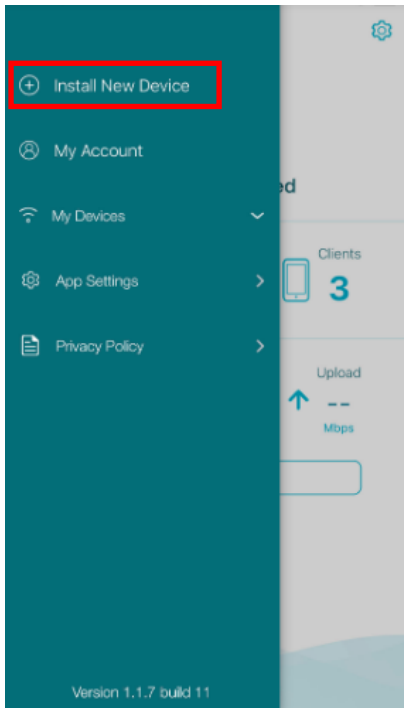


3-1: How do I set up the EXO extenders along with the existing EXO router to build up the D-Link

Wi-Fi mesh network?

Step 1: Launch the D-Link Wi-Fi app.

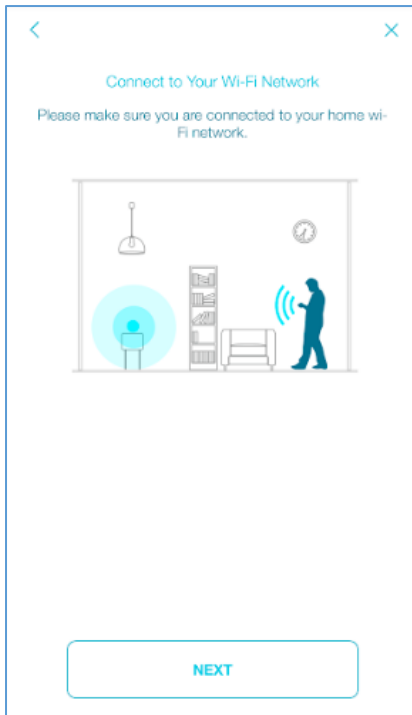
Step 2: Please connect your mobile device to the SSID of your EXO router. Tap the menu in the upper left corner and then tap **Install New Device**.



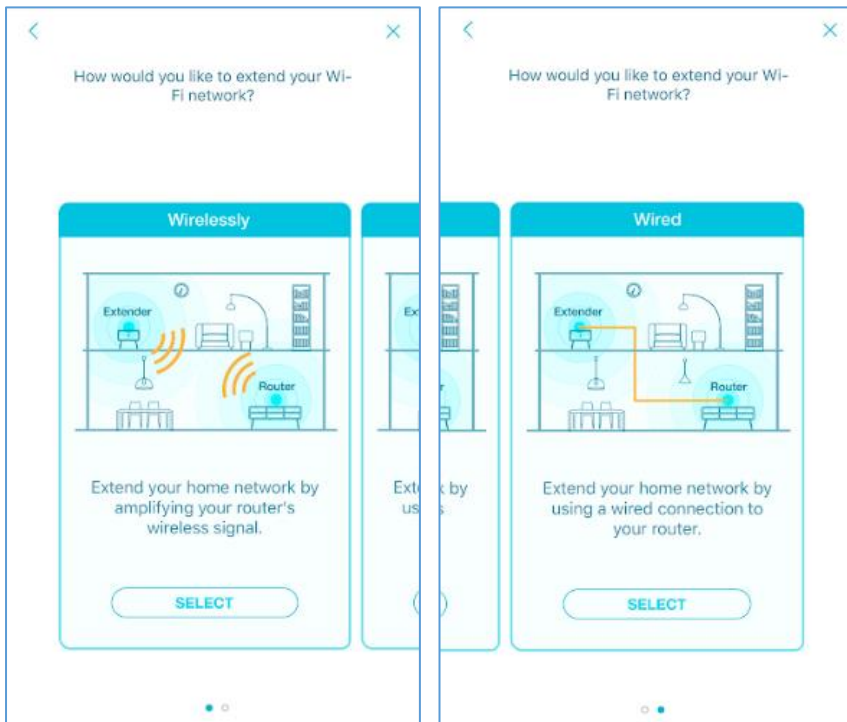
Step 3: Tap **Yes** to scan the QR code of your EXO extender, or **No** to manually choose a model.



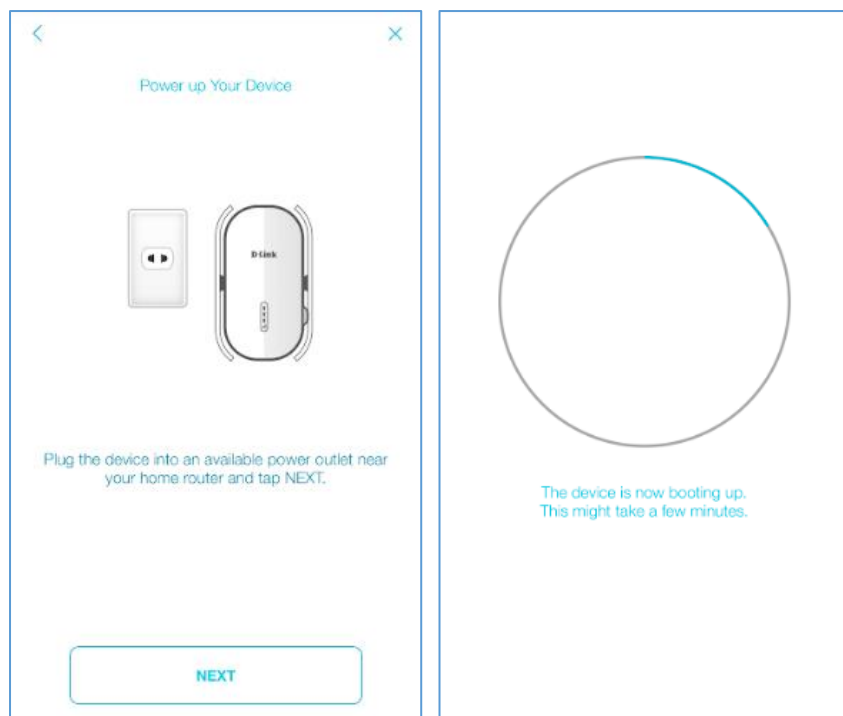
Step 4: Make sure that you are connected to your EXO router you'd like to extend the coverage range.



Step 5: Select how you would like to extend your Wi-Fi network, either wired or wirelessly.



Step 6: Power up your EXO extender.



Step 7: When the status LED starts blinking orange, tap **NEXT**.



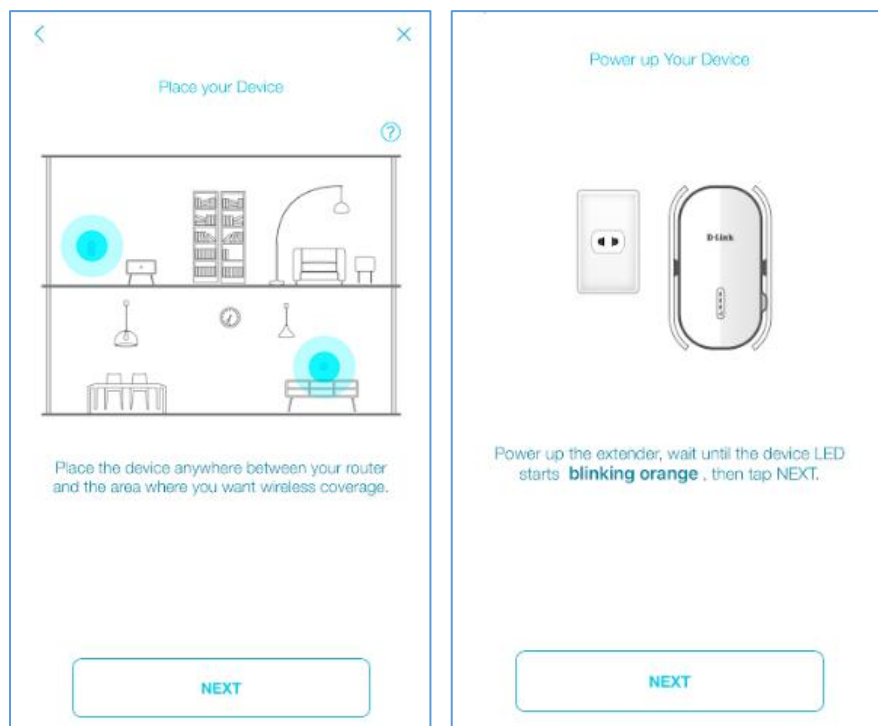
Step 8: Connect the extender to your Internet-connected EXO router with the Ethernet cable.



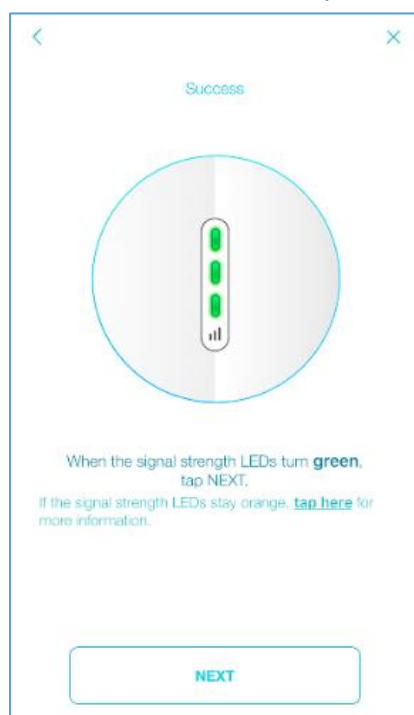
Step 9: The Wi-Fi mesh network is being formed up. It will take a few minutes.



Step 10: If you choose “wireless” setup, place your EXO extender to anywhere between your router and the area where you want the wireless coverage. Power up it after you decide the position to put. Wait till the EXO extender LED starts blinking orange, and then tap **NEXT**. If choosing “wired” in Step 4, skip this step.

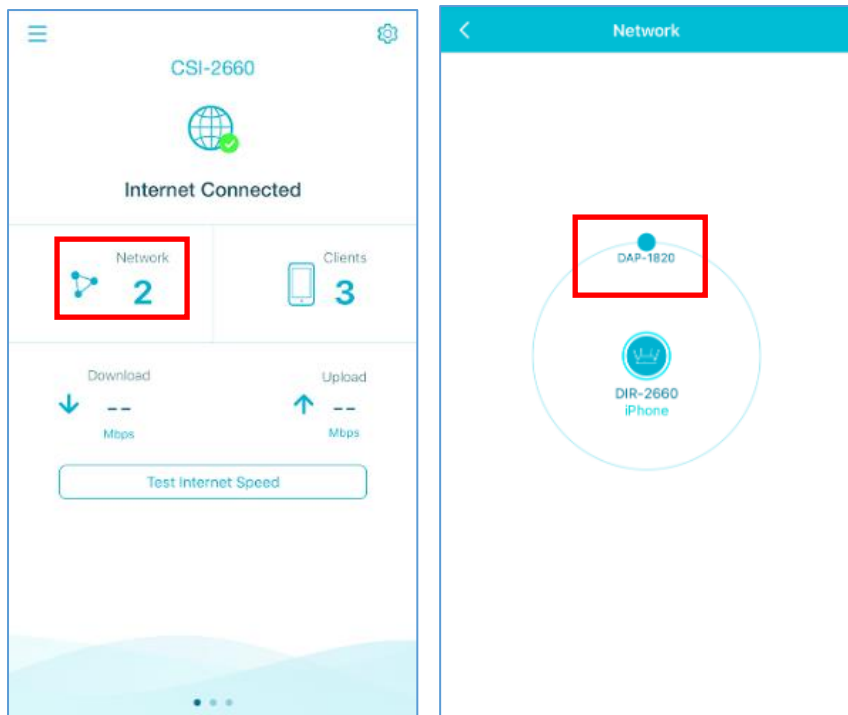


Step 11: After both the status LED and signal strength LEDs turn solid green, you can start to enjoy the Wi-Fi mesh network. Tap **NEXT** to finish the setup process.



Note: Make sure all 3-bar signal strength LEDs turn solid green to obtain the optimal performance.





Step 12: Go back to the Home page. Then, tap **Network** to make sure if you can see your extender(s):



3-2: What do the LED behaviors of EXO extenders mean?

For more information about LED behaviors, please refer to chart below. If Signal Strength Indicators are "Very Weak" or "Weak", please move your extender to another place closer to the EXO router.

LED	Color	Status	Description
Status LED	Red	Solid	The device is powering on.
	Amber	Blinking	The device is ready but not connected to a router.
	Green	Solid	Indicates that the DAP-1820 is securely connected to your wireless router or access point.
		Blinking	The WPS button has been pushed and the device is processing a connection.

Signal Strength Indicators	
Very Weak (Amber)	
Weak (1 x Green)	
Good (2 x Green)	
Strong (3 x Green)	

3-3: How do I log in my EXO extender(s)?

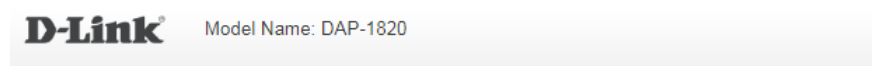
Step 1: Please connect your PC to the SSID of your EXO extender or the uplink router. Then enter any of the URLs below to log in to your extenders:

<http://dlinkap.local> (If you have more than one extender, it will connect to the 1st extender added in the network)

<http://dlinkapXXXX.local> (XXXX indicates the last 4 digits of MAC address)

Step 2: You will be prompted to the login page. The admin password is the same as your EXO router.

Step 3: The home page of extender displays.



Firmware Information

Current Firmware Version: 1.01

Check for New Firmware

Upgrade Manually

Select File:

Select File

3-4: How do I change the admin password of EXO extenders?

The admin password of EXO extender is the same with EXO router. It can't be changed.

3-5: How do I turn off the LEDs of EXO extender(s)?

You're not able to turn off the LEDs of EXO extenders.

4. General Setting

4-1: How do I configure DHCP reservations?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Connected Clients** from the Home Tab:

Step 2: Click the **Pencil Icon** next to your device name you'd like to adjust:

Connected Clients

You can block a device from accessing your network completely.

 <div>08384NBWIN7</div> <div>Flextronics 192.168.0.156</div> <div>Parental Control: Disabled</div>		 <div>08396NBWIN7</div> <div>Intel 192.168.0.104</div> <div>Parental Control: Disabled</div>	
---	---	---	---

Step 3: Click **Reserve IP** to **Enabled**, and fill in the reserved IP address, and then click **Save**.

Edit Rule



Name: 08384NBWIN7

Vendor: Flextronics

MAC Address: 00:21:cc:5e:0d:52

IP Address: 192.168.0.156

Reserve IP: ☒ Enabled Remaining:24

IP Address (Reserved): 192.168.0.156
It will take effect after reconnecting

Parental Control: ☐ Disabled

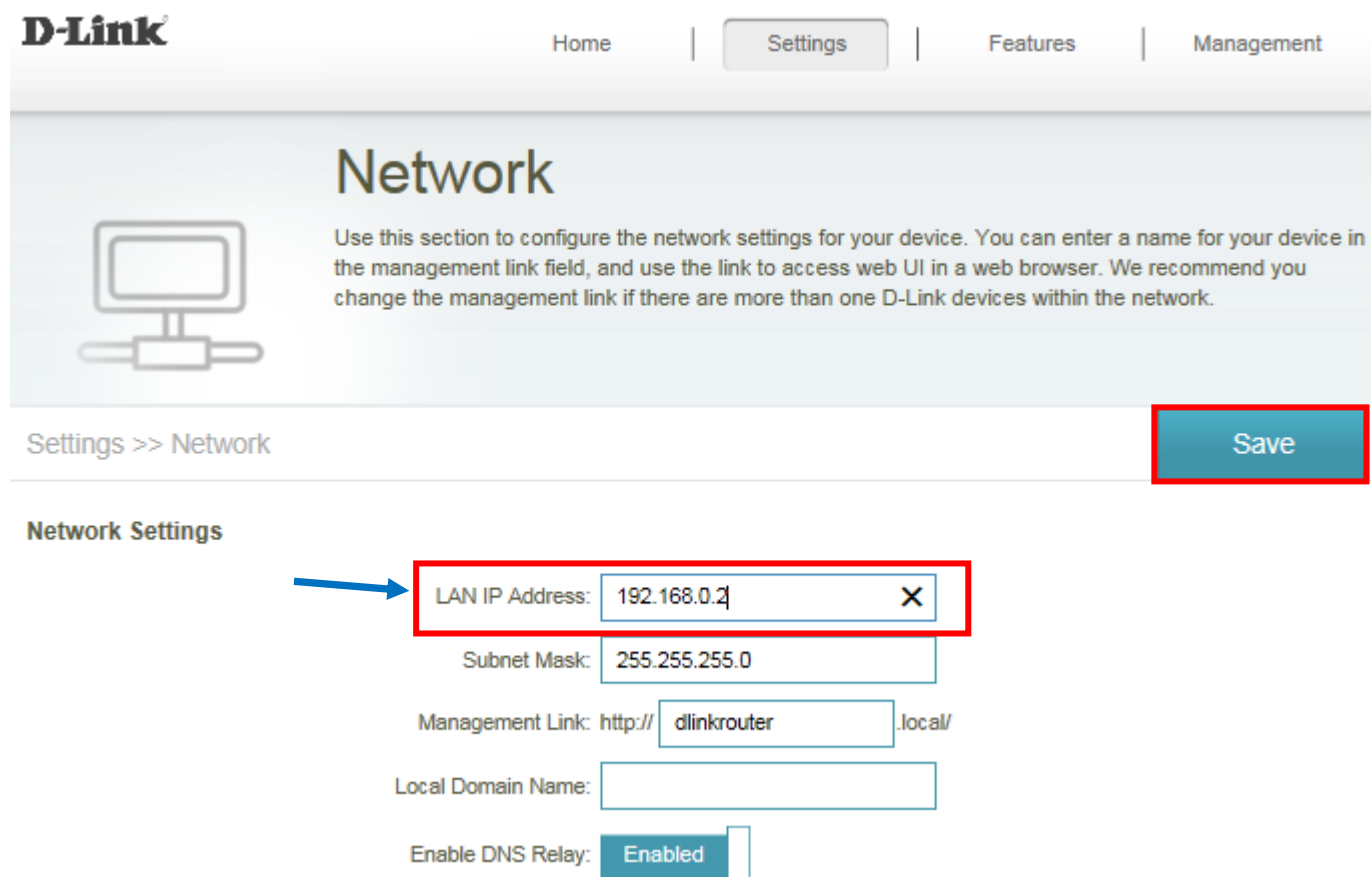
Save

4-2: How do I change the EXO router's IP address?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Settings** -> **Network**

Step 2: Under **Network Setting**, change a new IP address and then click **Save**



D-Link Home Settings Features Management

Network

Use this section to configure the network settings for your device. You can enter a name for your device in the management link field, and use the link to access web UI in a web browser. We recommend you change the management link if there are more than one D-Link devices within the network.

Settings >> Network **Save**

Network Settings

LAN IP Address: 192.168.0.2 X

Subnet Mask: 255.255.255.0

Management Link: http:// dlinkrouter .local/

Local Domain Name:

Enable DNS Relay: Enabled

Note: If you have more than one D-Link router at home, we highly recommend you to set different IP addresses for each one to acquire more efficient management of your network.

4-3: How do I access the USB storage on my EXO router?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Connect your USB drive to the USB port on your router.

Step 2: Click on the Setting -> USB Sharing, and confirm if "Windows File Sharing (SAMBA)" is enabled:

The screenshot displays the D-Link router's web management interface. At the top, the D-Link logo is on the left, and navigation tabs for Home, Settings, Features, and Management are on the right. Below the navigation bar, a green circle indicates 'Internet Connected' with a subtext 'Click on any item in the diagram for more information.' A network diagram shows the Internet connected to the DIR (router), which is then connected to various components: Connected Clients (2), Extenders (1), and a USB Device (indicated by a red exclamation mark). A dropdown menu is open over the DIR icon, listing options: Wizard, Internet, Wireless, Network, **USB Sharing** (highlighted with a red box), and D-Link Cloud. Below the diagram, a breadcrumb trail reads 'Settings>>USB Sharing'. To the right of this trail are two buttons: 'User' and a 'Save' button (highlighted with a red box). The main content area is divided into two sections. The first section, 'UPnP Media Server', shows a 'Status' dropdown set to 'Enabled' and a text field for 'UPnP Media Server' containing 'DIR-2660_DMS'. The second section, 'Windows File Sharing (SAMBA)', shows a 'Status' dropdown set to 'Enabled' (this entire section is highlighted with a red box).

D-Link Home Settings Features Management

Internet Connected
Click on any item in the diagram for more information.

Internet DIR Connected Clients: 2 Extenders: 1 USB Device

Wizard
Internet
Wireless
Network
USB Sharing
D-Link Cloud

Settings>>USB Sharing User **Save**

UPnP Media Server

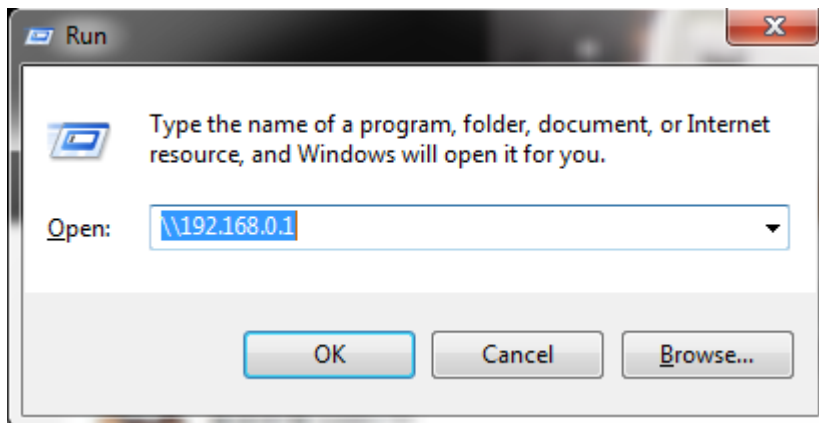
Status: **Enabled**

UPnP Media Server: DIR-2660_DMS

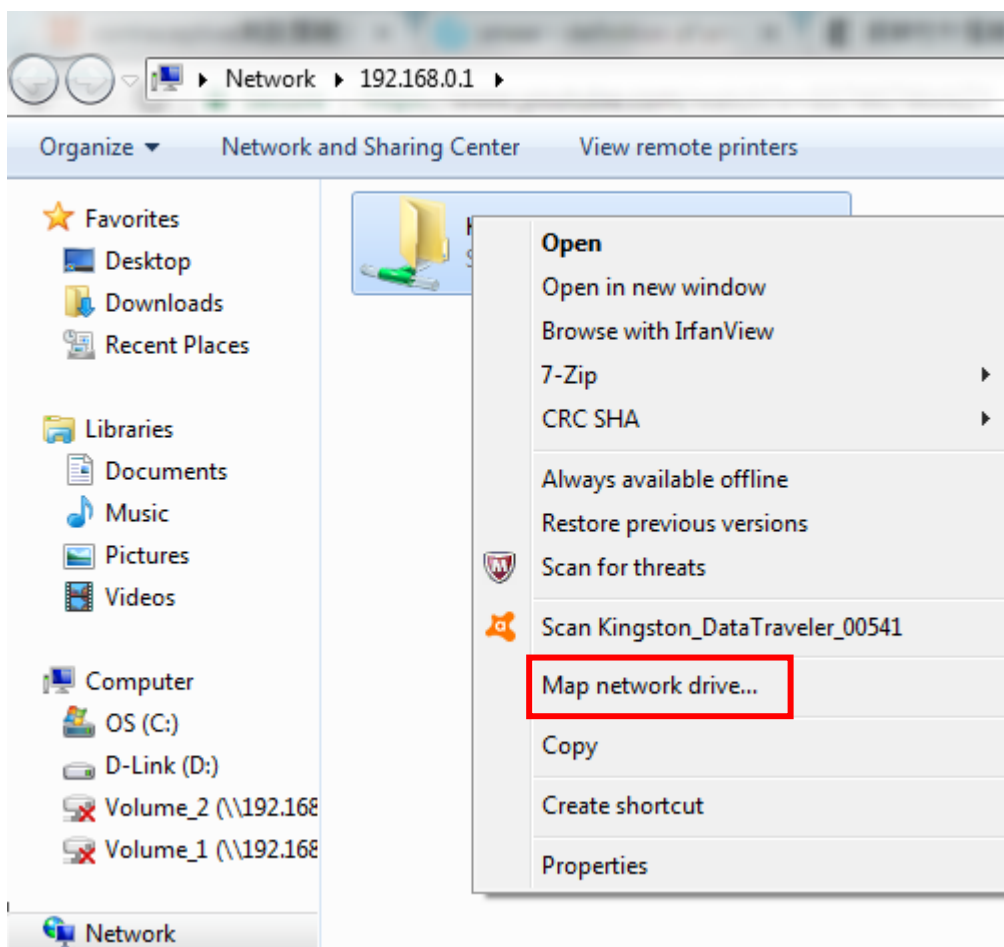
Windows File Sharing (SAMBA)

Status: **Enabled**

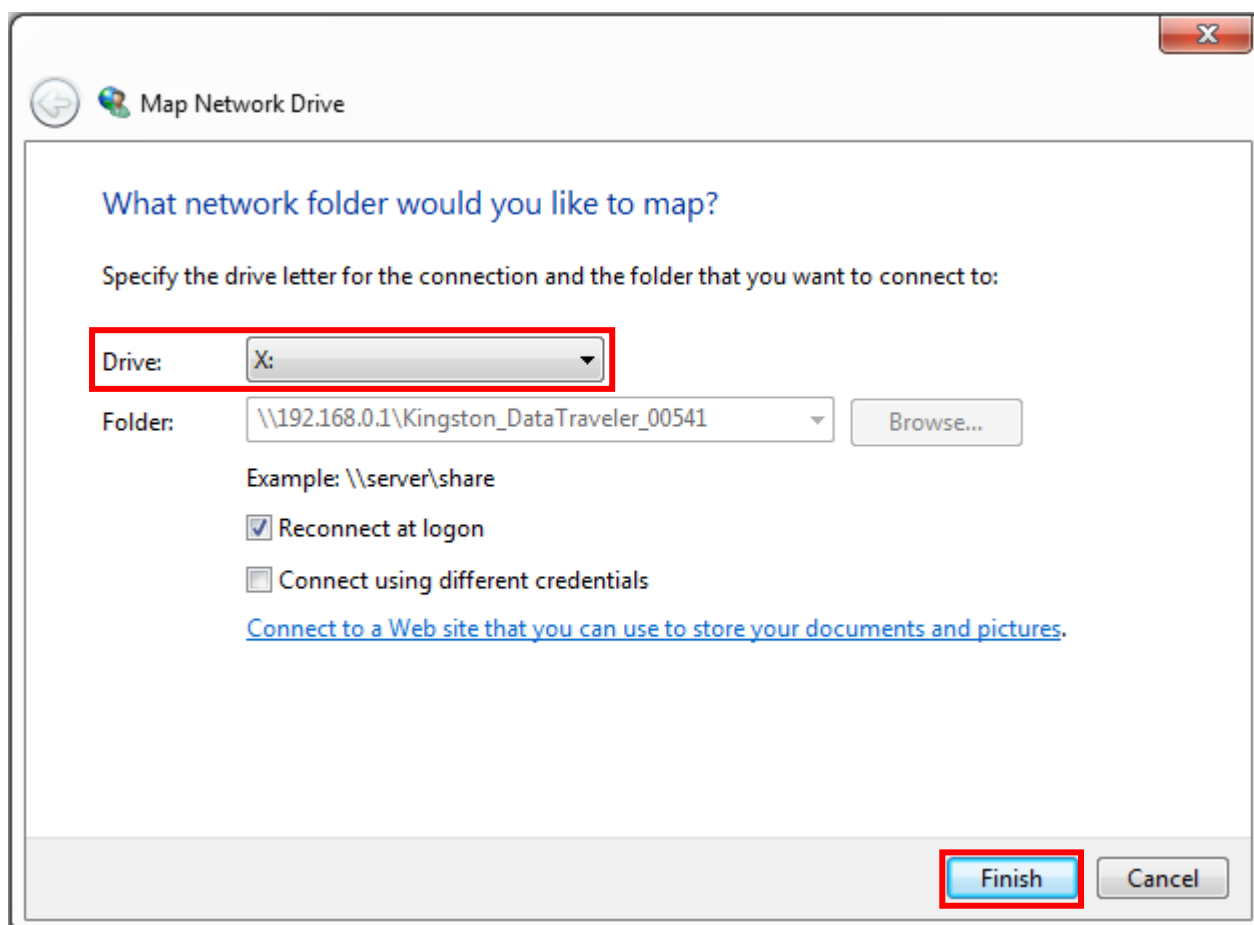
Step 3: Click on **"Windows key + R"** on your key board. Then type **"\\192.168.0.1"** and press OK (192.168.0.1: Your router IP address). Then your USB drive shall be accessible.



Step 4: Right click your USB Drive and select **Map Network Drive**.



Step 5: Select your desired Drive Letter and click **Finish**



The image shows a Windows 'Map Network Drive' dialog box. The title bar reads 'Map Network Drive'. The main text asks 'What network folder would you like to map?' and instructs the user to 'Specify the drive letter for the connection and the folder that you want to connect to:'. There are two input fields: 'Drive:' and 'Folder:'. The 'Drive:' field is a dropdown menu currently showing 'X:', and it is highlighted with a red rectangular box. The 'Folder:' field is a text box containing '\\192.168.0.1\Kingston_DataTraveler_00541', with a 'Browse...' button to its right. Below these fields, there is an 'Example: \\server\share' and two checkboxes: 'Reconnect at logon' (which is checked) and 'Connect using different credentials' (which is unchecked). A blue hyperlink reads 'Connect to a Web site that you can use to store your documents and pictures.'. At the bottom right, there are two buttons: 'Finish' and 'Cancel'. The 'Finish' button is highlighted with a red rectangular box.

Map Network Drive

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive: X:

Folder: \\192.168.0.1\Kingston_DataTraveler_00541 Browse...

Example: \\server\share

☒ Reconnect at logon

☐ Connect using different credentials

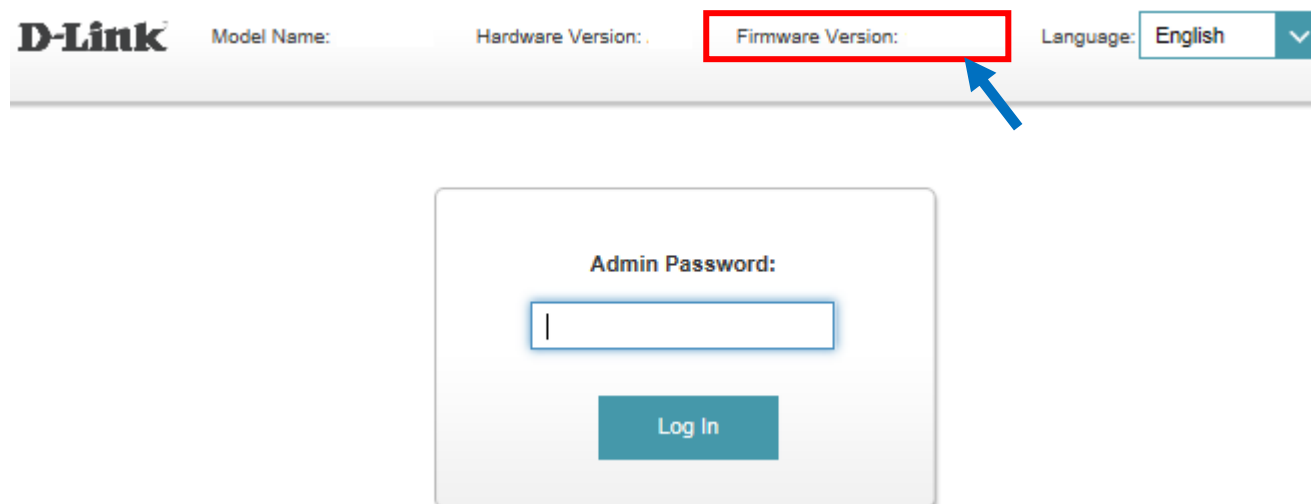
[Connect to a Web site that you can use to store your documents and pictures.](#)

Finish Cancel

4-4: How do I check firmware version of EXO router & extender?

For EXO routers:

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. The firmware version can be found at the top right-hand corner of the page.



For EXO extenders:

Step 1: Please connect your PC to the SSID of your EXO extender or the uplink router. Then enter any of the URLs below to log in to your extenders:

<http://dlinkap.local> (If you have more than one extender, it will connect to the 1st extender added in the network)

<http://dlinkapXXXX.local> (XXXX indicates the last 4 digits of MAC address)

Step 2: You will be prompted to log in to the web UI. The admin password is the same as your EXO router.

Step 3: The firmware version of your EXO extender displays.

Firmware Information

Current Firmware Version: 1.01

[Check for New Firmware](#)**Upgrade Manually**

Select File:

[Select File](#)

4-5: How do I upgrade firmware for EXO routers & extenders?

To ensure that you are always enjoying the latest features and improvements, it is recommended to always keep your device up-to-date with the latest firmware.

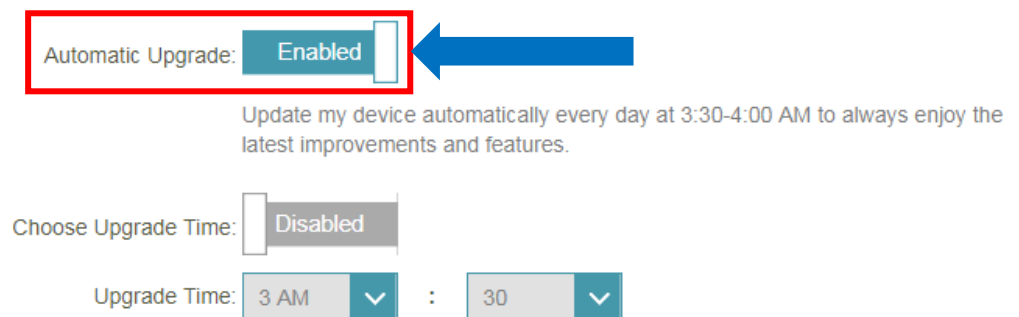
For EXO routers:

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Management** -> **Upgrade**

Step 2: The firmware will be automatically upgraded every day at 3:30-4:00 AM by default.

Automatic Firmware Upgrade



Automatic Upgrade: **Enabled** ←

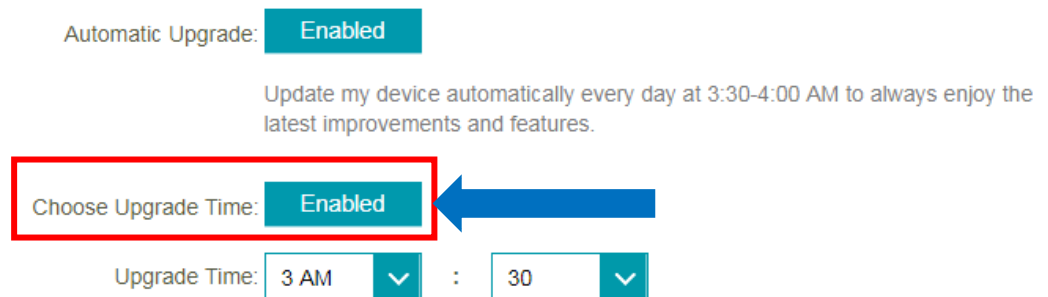
Update my device automatically every day at 3:30-4:00 AM to always enjoy the latest improvements and features.

Choose Upgrade Time: **Disabled**

Upgrade Time: 3 AM : 30

Or you can choose another time for upgrading firmware by enabling **Choose Upgrade Time** as well.

Automatic Firmware Upgrade



Automatic Upgrade: **Enabled**

Update my device automatically every day at 3:30-4:00 AM to always enjoy the latest improvements and features.

Choose Upgrade Time: **Enabled** ←

Upgrade Time: 3 AM : 30

For EXO extenders:

Step 1: Please connect your PC to the SSID of your EXO extender or the uplink router. Then enter any of the URLs below to log in to your extenders:

<http://dlinkap.local> (If you have more than one extender, it will connect to the 1st extender added in the network)

<http://dlinkapXXXX.local> (XXXX indicates the last 4 digits of MAC address)

Step 2: To find a newer firmware for your device, click **Check for New Firmware**.

Firmware Information

Current Firmware Version: 1.01

[Check for New Firmware](#)**Upgrade Manually**

Select File:

[Select File](#)

4-6: How do I reset my EXO router to factory default settings?

Example: If you forget the admin password of your EXO router, you can do a factory reset to return the settings to the factory defaults.

Note: Performing a factory reset will erase all current settings. It will also remove the configurations in the D-Link defend app for McAfee SHP services.

Step 1: With the unit turned on, use the end of a paperclip to press the reset button for ten seconds. The power LED will turn solid red.

Step 2: The unit will reboot automatically. Once the power LED, Wi-Fi 2.4GHz & 5GHz LED become solid white, the unit has been reset and is ready to use. Please note that resetting the router does not reset the firmware to the previous version.

Step 3: If you have EXO extenders in the network, make sure you reset your EXO extenders by pressing the reset button for 10 seconds as well.

4-7: How do I backup/restore the configurations on my EXO router?

Note: The configurations here do NOT include D-Link defend settings for McAfee SHP services.

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar.

Then, log in to your router and follow the steps below:

Step 1: Click **Management** -> **System Admin**

Step 2: Click **System**

Management >> Admin

[System](#) Save

Admin Password

Password:

Enable Graphical Authentication (CAPTCHA):

[Advanced Settings...](#)

Step 3: Click **Save** to save the configurations:

Management >> System		Admin	Save
System			
Save Settings To Local Hard Drive:	Save		
Load Settings From Local Hard Drive:	Select File		
Restore To Factory Default Settings:	Restore		

Step 4: To restore your configurations, click the **Select File** button and select your configuration backup file. To continue, please click **Restore**.

Management >> System		Admin	Save
System			
Save Settings To Local Hard Drive:	Save		
Load Settings From Local Hard Drive:	Select File		
Restore To Factory Default Settings:	Restore		

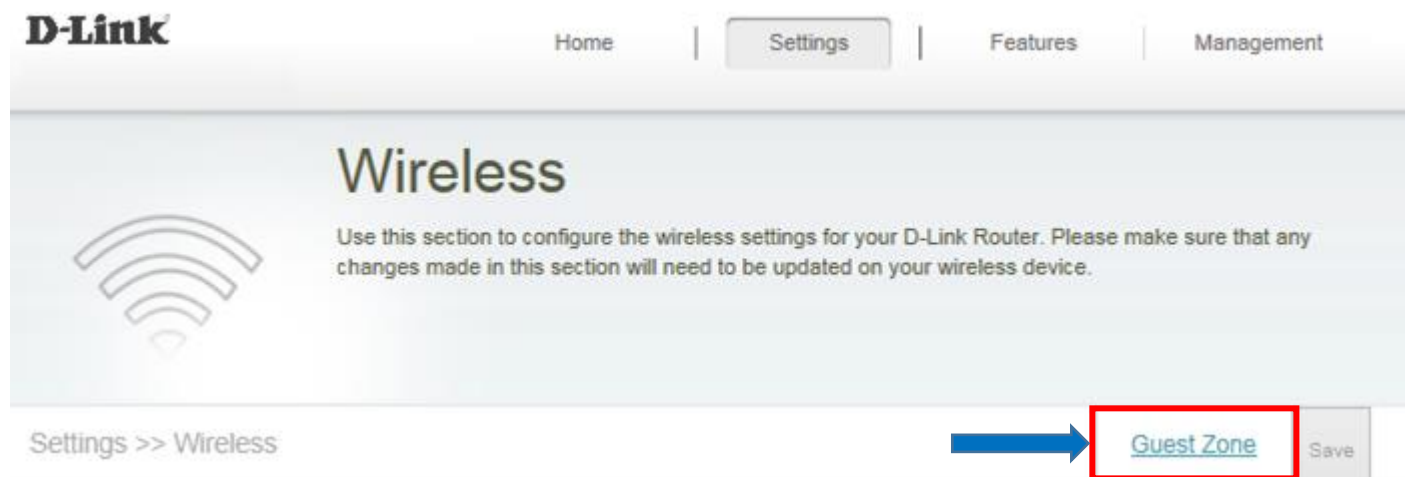
Management >> System		Admin	Save
System			
Save Settings To Local Hard Drive:	Save	<i>configuration file you selected</i> ↑ config.bin	
Load Settings From Local Hard Drive:	Select File		
	Restore		
Restore To Factory Default Settings:	Restore		

4-8: How do I enable Guest Zone/Guest Access on my EXO router?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Settings** -> **Wireless**

Step 2: Click the **Guest Zone** tab:



Step 3: Configure **Guest Zone** and click **Save**:


Settings>>Wireless>>Guest Zone	Wi-Fi	Save
--------------------------------	-----------------------	-------------


Wireless

Status: **Enabled**

Wi-Fi Name (SSID):

Password:

[Schedule](#): 



4-9: What can I do if I'm having wireless connection problems?

An easy way to determine if the issue is with the router or with the wireless device is to see if the issue exists on multiple devices. If your internet is slow or is only dropping on one of multiple devices/computers, then the issue is probably not with the router. If the router is the cause, all devices connected will be affected.

If you are experiencing any of the wireless problems on multiple devices below:

- Slow wireless speeds
- Wireless connection drops
- Low wireless signal

1. **Check or change the location of your router**-- even a subtle change (2-3 feet) can make a big difference.
 - Ensure the router is in a well ventilated and open area (Do not put the router in a cabinet or enclosed area)
 - Other devices that use the 2.4Ghz/5Ghz wireless band will interfere with your wireless network, these include- (Microwaves, wireless cameras, baby monitors). If needed, place the router or the other devices in a different area if they are close to each other.
 - Wireless signals will degrade or die completely when going through bricks, metal, steel, lead, mirrors, water, large appliances, glass, etc.

2. **Ensure that your router is running the latest firmware version.** Please follow this link for instructions of how to upgrade the firmware- [How to upgrade firmware for EXO router?](#)

3. **Change the wireless channel:**

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Settings -> Wireless**

Step 2: Disable Smart Connect:

Settings >> Wireless

Guest Zone

Save

Smart Connect

Status: Disabled

Step 3: Click **Advanced Settings** for both 2.4Ghz and 5Ghz bands:

2.4GHz

Status: ☐ Enabled

Wi-Fi Name (SSID):

Password:



5GHz

Status: ☐ Enabled

Wi-Fi Name (SSID):

Password:



Step 4: Click **Wi-Fi Channel** box, and select your desired channel and click **Save**

Security Mode:

802.11 Mode:

Wi-Fi Channel:

Transmission Power:

Channel Width:

HT20/40 Coexistence: ☐ Enabled

Visibility Status:

Schedule:

4-10: How do I enable DMZ on my EXO router?

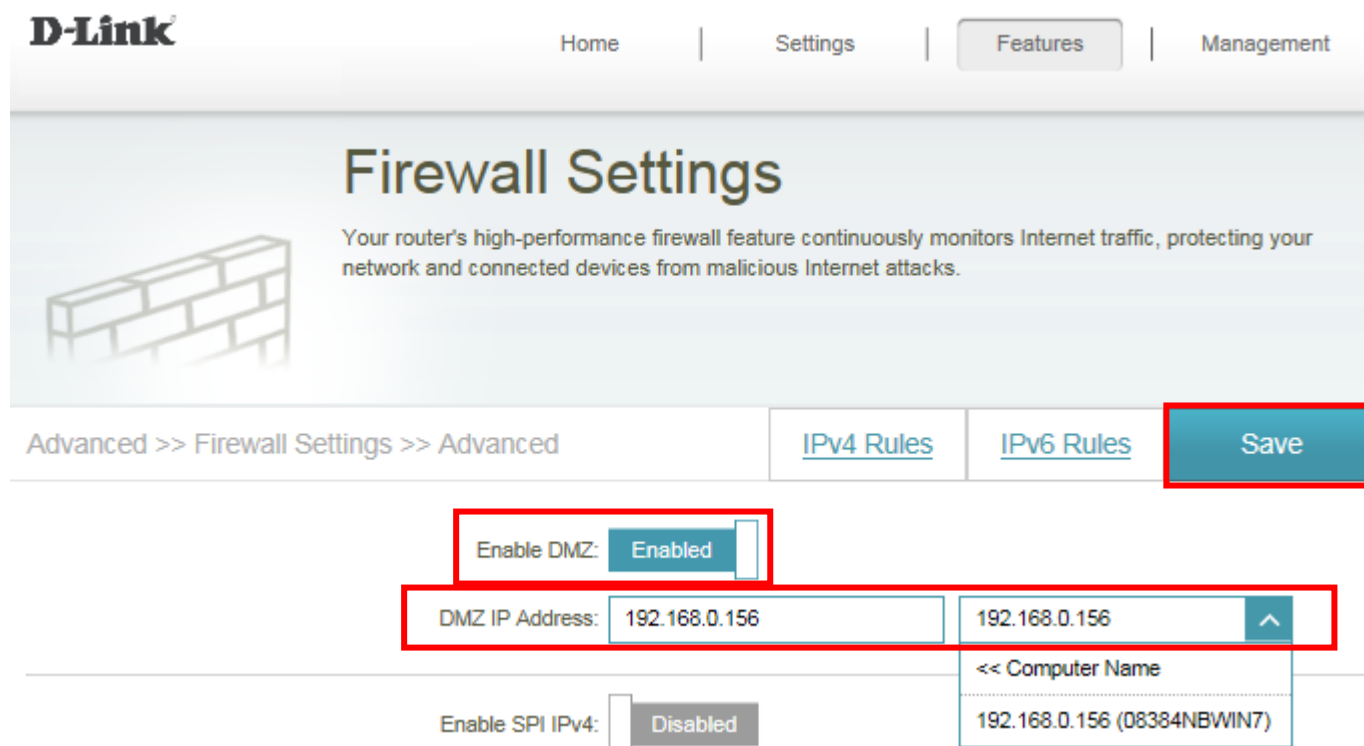
DMZ should only be used if you have a computer/device that cannot run Internet applications properly from behind the router.

Note: By enabling the DMZ (Demilitarized Zone) feature, you are allowing the router to forward all incoming traffic from the internet to the device specified, virtually disabling the routers "firewall protection". This may expose the device to a variety of security risks, so only use this option as a last resort.

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Features** -> **Firewall**

Step 2: Click **Enable DMZ** to toggle the DMZ state, and fill in the IP address of the specified device (**One device only**), then click **Save**.



The screenshot shows the D-Link router's web interface. At the top, there's a navigation bar with 'Home', 'Settings', 'Features', and 'Management'. The 'Features' tab is selected. Below it, the 'Firewall Settings' page is displayed. The page has a header with the D-Link logo and a description: 'Your router's high-performance firewall feature continuously monitors Internet traffic, protecting your network and connected devices from malicious Internet attacks.' Below the header, there's a breadcrumb trail: 'Advanced >> Firewall Settings >> Advanced'. There are two tabs: 'IPv4 Rules' and 'IPv6 Rules'. A 'Save' button is highlighted with a red box. Below the tabs, there's a section for 'Enable DMZ' with a toggle switch set to 'Enabled'. Below this, there's a 'DMZ IP Address' field with the value '192.168.0.156'. To the right of the field is a dropdown menu showing '192.168.0.156' and a list of other devices, including '192.168.0.156 (08384NBWIN7)'. At the bottom, there's a section for 'Enable SPI IPv4' with a toggle switch set to 'Disabled'.

D-Link

Home | Settings | Features | Management

Firewall Settings

Your router's high-performance firewall feature continuously monitors Internet traffic, protecting your network and connected devices from malicious Internet attacks.

Advanced >> Firewall Settings >> Advanced

[IPv4 Rules](#) [IPv6 Rules](#) [Save](#)

Enable DMZ: ☒ Enabled

DMZ IP Address:

<< Computer Name

192.168.0.156 (08384NBWIN7)

Enable SPI IPv4: ☐ Disabled

4-11: How do I open ports for EXO routers?

Scenario 1: Single Port:

By default, your router will block all incoming connections (into your network) and allow all Outgoing connections to the Internet. In some cases, you may need to allow some connections into your network (for Example: Using the Remote Desktop Application). To do this, you must open ports on your router.

Please launch your browser and enter `http://dlinkrouter.local` or `http://192.168.0.1` into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Features** -> **Port Forwarding**

Step 2: Click **Virtual Server** and **Add Rule**


The image shows two screenshots of the D-Link router's web interface. The top screenshot is the 'Port Forwarding' page. It has a navigation bar with 'Home', 'Settings', 'Features', and 'Management'. The 'Features' tab is selected. The page title is 'Port Forwarding'. Below the title is a description: 'Your router helps share a single IP address assigned by your ISP among several clients in your home. Port forwarding allows traffic requests from a specified application to be directed to a specified client inside.' There is an illustration of three arrows pointing right. At the bottom, there is a breadcrumb 'Advanced >> Port Forwarding', a 'Virtual Server' button (highlighted with a red box), and a 'Save' button. Below this is a table with columns: Status, Name, Local IP, TCP Port, UDP Port, Schedule, Edit, and Delete. There is an 'Add Rule' button and a 'Remaining: 24' indicator.

The bottom screenshot is the 'Virtual Server' page. It has the same navigation bar. The 'Features' tab is selected. The page title is 'Virtual Server'. Below the title is a description: 'Your router helps share a single IP address assigned by your Internet service provider among several clients in your home. Virtual servers are preset port mappings for popular services, like a web or e-mail server, that route traffic to a specified client inside.' There is an illustration of two people looking at a globe. At the bottom, there is a breadcrumb 'Advanced >> Virtual Server', a 'Port Forwarding' button, and a 'Save' button. Below this is a table with columns: Status, Name, Local IP, Protocol, External Port, Internal Port, Schedule, Edit, and Delete. There is an 'Add Rule' button (highlighted with a red box) and a 'Remaining: 24' indicator. A green arrow points from the 'Add Rule' button in the bottom screenshot to the 'Add Rule' button in the top screenshot.

Step 3: Create your rule (FTP server as example), then **apply**

- **Name:** Enter a name for the rule (i.e. Web Server 1)
- **Local IP:** Specify the IP address of the device you are opening the port for
- **Protocol:** Specify the traffic type (TCP or UDP) - **Note:** If you are not sure, choose **BOTH**
- **External/Internal Port:** Enter the port number you want to open (i.e. 21, for FTP)

Edit Rule



Name:	<input type="text" value="FTP"/>	<< Application Name	▼
Local IP:	<input type="text" value="192.168.0.156"/>	<< Computer Name	▼
Protocol:	<input type="text" value="TCP"/>		▼
External Port:	<input type="text" value="21"/>		
Internal Port:	<input type="text" value="21"/>		
<u>Schedule:</u>	<input type="text" value="Always Enable"/>		▼

Apply

Step 4: Click **Save** after finishing adding your rule.

D-Link

Home | Settings | Features | Management



Virtual Server

Your router helps share a single IP address assigned by your Internet service provider among several clients in your home. Virtual servers are preset port mappings for popular services, like a web or e-mail server, that route traffic to a specified client inside.

Advanced >> Virtual Server

Port Forwarding

Save

Status	Name	Local IP	Protocol	External Port	Internal Port	Schedule	Edit	Delete
<input checked="" type="checkbox"/>	FTP	192.168.0.156	TCP	21	21	Always Enable		

Add Rule

Remaining: 23

Scenario 2: Multiple Ports:

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Features** -> **Port Forwarding**

Step 2: Enter the TCP port numbers you want to open:

- **Name:** Enter a name for the rule (i.e. Web Server 1)
- **Local IP:** Specify the IP address of the device you are opening the port for
- **TCP Port:** Enter the TCP port numbers you want to open
- **UDP Port:** Enter the UDP port numbers you want to open

Note: You can enter the ports in multiple different ways- Range (50-100) Individual (80, 68, 888) Mixed (1020-5000, 689)

Create New Rule

Name:

test1

Local IP:

192.168.0.156

192.168.0.156

▼

TCP Port:

22,23,30-40

UDP Port:

22,23,30-40

×

Schedule:

Always Enable

▼

Apply

Step 3: Click **Save** after finishing adding your rule.

D-Link

Home | Settings | Features | Management

Port Forwarding

Your router helps share a single IP address assigned by your ISP among several clients in your home. Port forwarding allows traffic requests from a specified application to be directed to a specified client inside.

Advanced >> Port Forwarding

Virtual Server

Save

Status	Name	Local IP	TCP Port	UDP Port	Schedule	Edit	Delete
<input checked="" type="checkbox"/>	test1	192.168.0.156	22,23,30-40	22,23,30-40	Always Enable		

Add Rule

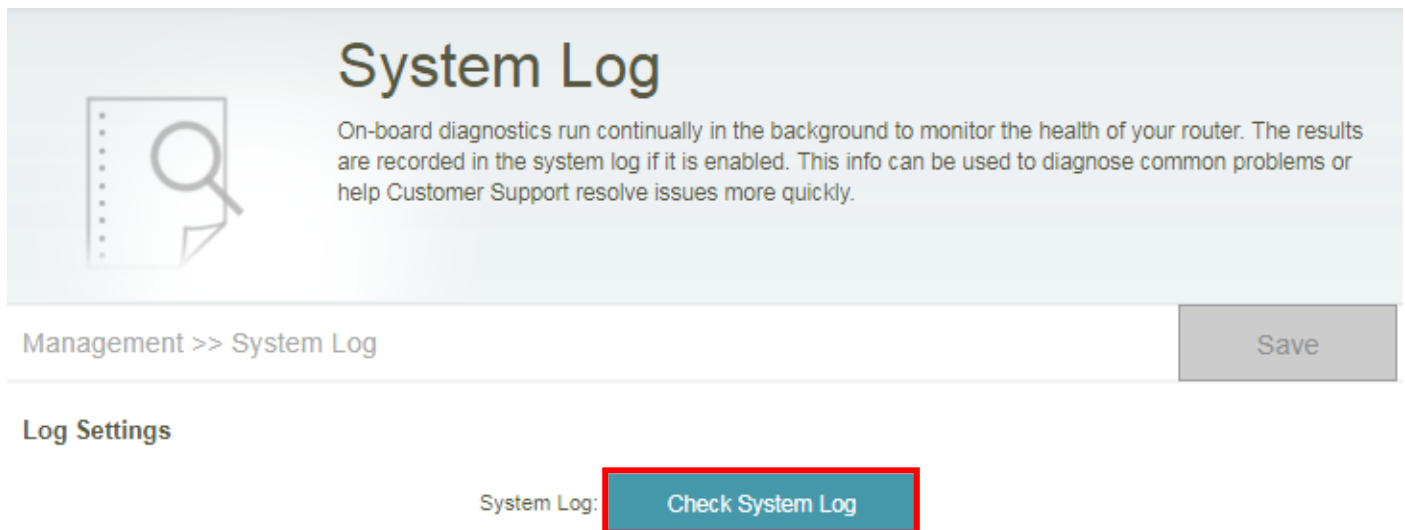
Remaining: 23

4-12: How do I check the system log for EXO routers?

Select **Management** -> **System Log**, and follow the methods as below:

Downloading current Syslog:

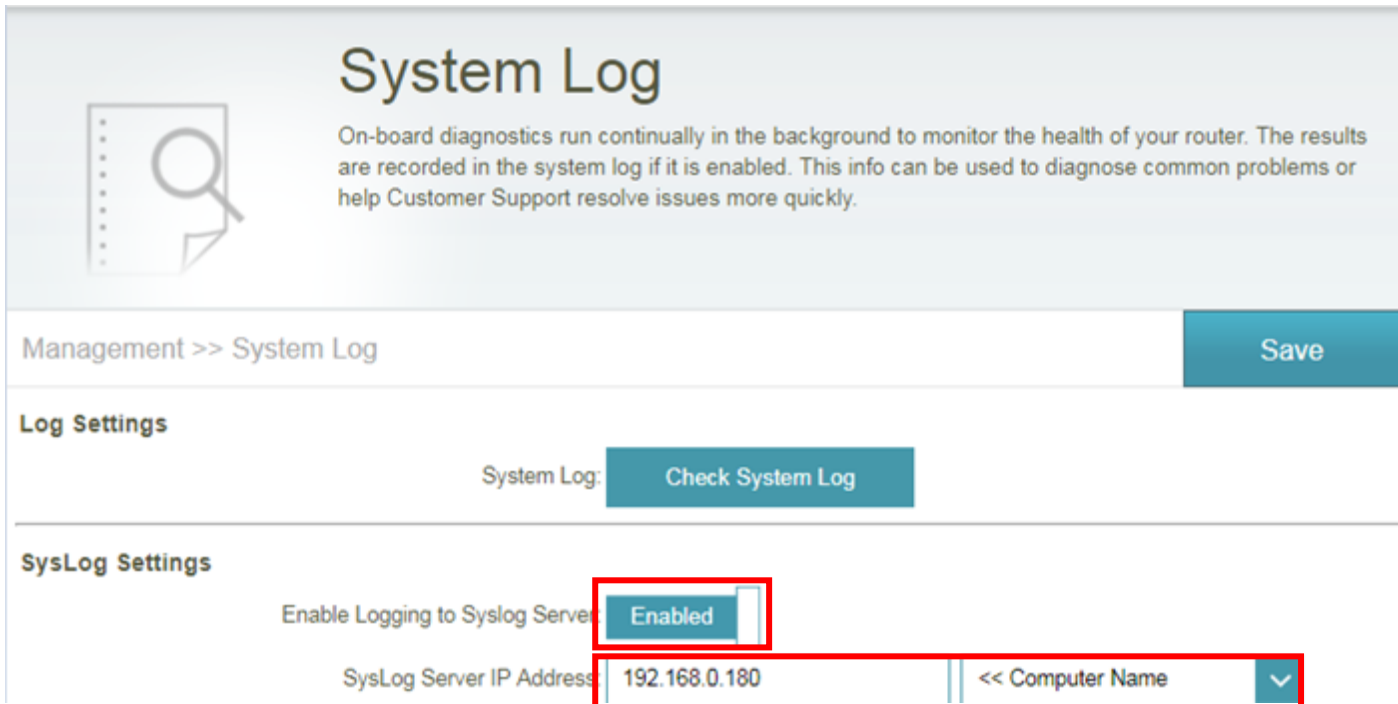
Step 1: Click **Check System Log** button, and download the file "**messages**" to your local hard drive.



Step 2: Open the file using a text editor to check the system log.

Using Syslog Server:

Step 1: Enable “**Enable Logging to Syslog Server**”, and fill in the IP address of the PC which you’d like to set as syslog server:



System Log

On-board diagnostics run continually in the background to monitor the health of your router. The results are recorded in the system log if it is enabled. This info can be used to diagnose common problems or help Customer Support resolve issues more quickly.

Management >> System Log Save

Log Settings

System Log: Check System Log

SysLog Settings

Enable Logging to Syslog Server Enabled

SysLog Server IP Address << Computer Name ▼

Step 2: Download a system log server application you prefer to use, and configure the required settings.

4-13: How do I configure Dynamic DNS on my EXO router?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Features** -> **Dynamic DNS**






Step 2: Enable **Dynamic DNS**, enter your Dynamic DNS account information, and then click **Save**:

The screenshot shows the 'Advanced >> Dynamic DNS' configuration page. At the top right is a 'Save' button. Below the breadcrumb is the 'Enable Dynamic DNS' toggle, which is currently set to 'Enabled' and is highlighted with a red box. Below this, the status is 'Status: Disconnected'. A large red box highlights the configuration fields: 'Server Address' (dlinkddns.com), a dropdown menu (dlinkddns.com), 'Host Name' (kobebrian.dlinkddns.com), 'User Name' (kobebrian), 'Password' (masked with dots), and 'Time Out' (240 hours).

Step 3: Your DDNS is successfully established after **Status** shows **Connected**:

This screenshot shows the same 'Advanced >> Dynamic DNS' configuration page, but the status has changed to 'Status: Connected', which is highlighted with a red box. The 'Enable Dynamic DNS' toggle remains 'Enabled'. The configuration fields (Server Address, Host Name, User Name, Password, Time Out) are identical to the previous screenshot. The 'Save' button is still present at the top right.

Note: To register for the dlinkddns service, please visit: <https://www.dlinkddns.com/signin/>. Then, fill in the required information.

HOME	UPGRADE ACCOUNT	CHANGE EMAIL	CHANGE PASSWORD	SUPPORT
<div>Reminder: This service is for D-Link customers only. If you are not a D-Link user and you're looking for a way to remotely access your router, computer, etc.; then Dyn would love to offer you an exclusive 25% off our Remote Access (DynDNS Pro) service. You'll gain access to up to 30 hostnames per account and will never have to worry about your account expiring!</div>				HOW TO FAQ CONTACT LOST PASSWORD
<h2>New Account</h2> <div><div>Username</div><div><input type="text"/></div><div>Password</div><div><input type="password"/></div><div>Confirm Password</div><div><input type="password"/></div><div>Email</div><div><input type="text"/></div><div>Serial Number</div><div><input type="text"/></div><div>MAC Address</div><div><div>Ex: 1A:2B:3C:4D:5E:6F</div><div><input type="text" value="1A:2B:3C:4D:5E:6F"/></div></div></div> <div><div><div><div>AHEAD</div><div>ROAD</div></div><div><div>Type the text</div><div>Privacy & Terms</div></div></div><div><div></div><div></div></div></div>				

4-14: How do I configure QoS on my EXO router?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click **Features** -> **QoS Engine**

Step 2: Select **Manage By Device** from the dropdown list of Management Type.

Step 3: To assign a priority level to a device, drag the device card from the **Connected Clients** list to an empty box and release the mouse button. The card will move to the priority boxes. If you want to remove a priority assignment from a device and return it to the All Devices list, click the cross icon in the top right of the device card.

- A maximum of one device can be assigned **Highest** priority.
- A maximum of two devices can be assigned **High** priority.
- A maximum of eight devices can be assigned **Medium** priority.

Advanced>>QoS Engine

Save

Internet Speed Checkup:

Management Type:

Download Speed (Mbps):



Upload Speed (Mbps):

Set the download and upload speed based on your ISP subscription plan in order to adjust the QoS engine to provide precise client priorities.

Connected Clients



Drag the device cards above to the priority boxes below.

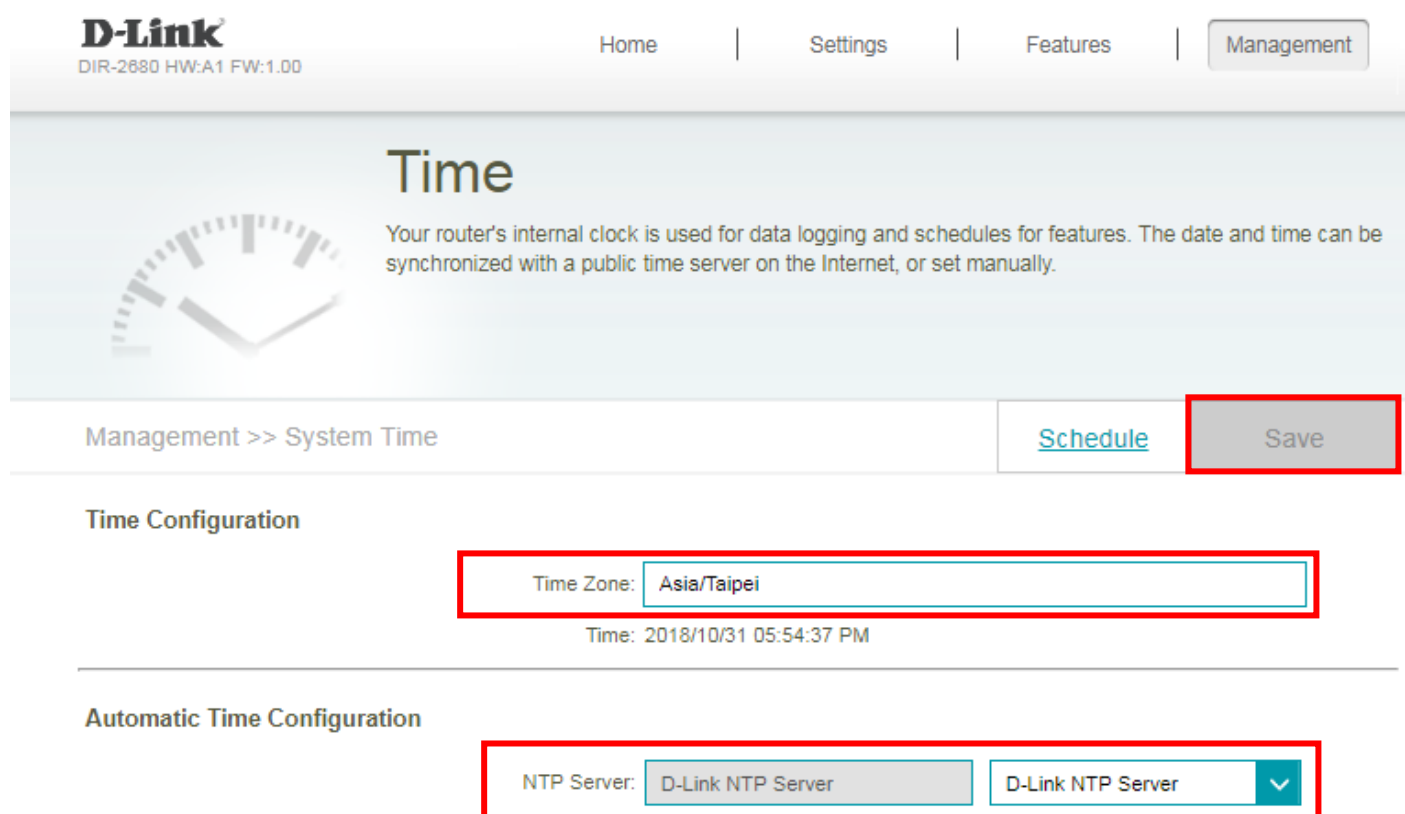


4-15: How do I configure the time zone on my EXO router?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click on the **Management -> Time & Schedule**

Step 2: Select your time zone. The D-Link NTP server is enabled by default.



D-Link
DIR-2680 HW:A1 FW:1.00

Home | Settings | Features | Management

Time

Your router's internal clock is used for data logging and schedules for features. The date and time can be synchronized with a public time server on the Internet, or set manually.

Management >> System Time [Schedule](#) [Save](#)

Time Configuration

Time Zone: Asia/Taipei

Time: 2018/10/31 05:54:37 PM

Automatic Time Configuration

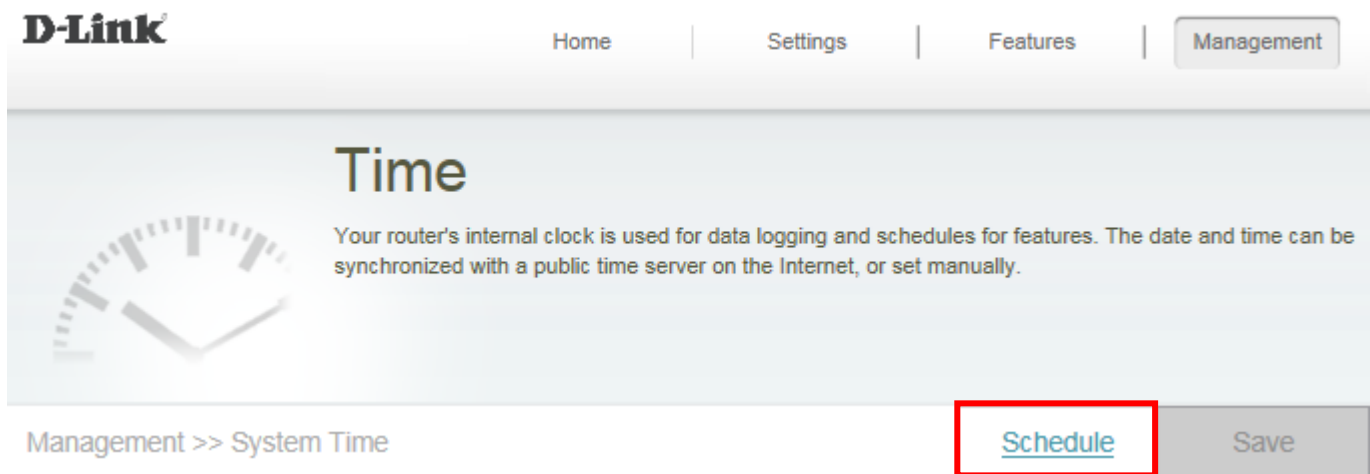
NTP Server: D-Link NTP Server D-Link NTP Server

4-16: How do I create a web time schedule on my EXO router?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click on the **Maintenance -> Time & Schedule**

Step 2: Click **Schedule**:



Step 3: Click **Add a Schedule:**

Management>>Schedule		Time	Save
----------------------	--	----------------------	------

Name	Schedule	Edit	Delete
Add a Schedule	Remaining: 10		

Step 4: Create your schedule for web access time and click **Apply**. The example below shows the scheduled time from 8:00 to 19:00, Monday to Sunday.

Name:
✕

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Mon									8:00 - 19:00										✕						
Tue									8:00 - 19:00										✕						
Wed									8:00 - 19:00										✕						
Thu									8:00 - 19:00										✕						
Fri									8:00 - 19:00										✕						
Sat									8:00 - 19:00										✕						
Sun									8:00 - 19:00										✕						

4-17: How do I set up VPN connection on my EXO routers?

Please launch your browser and enter <http://dlinkrouter.local> or <http://192.168.0.1> into the address bar. Then, log in to your router and follow the steps below:

Step 1: Click on the **Features** -> **Quick VPN**

Step 2: Enable L2TP over IPSec, and set up your username, password and PSK.

Features >> Quick VPN	User	Save
-----------------------	----------------------	-------------

General

L2TP over IPSec: ☒ Enabled

Username:

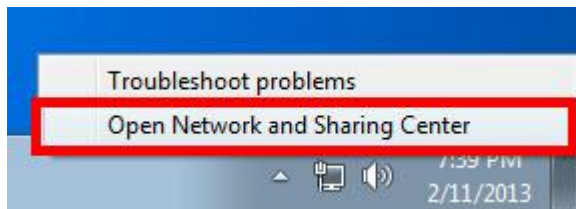
Password:

PSK:

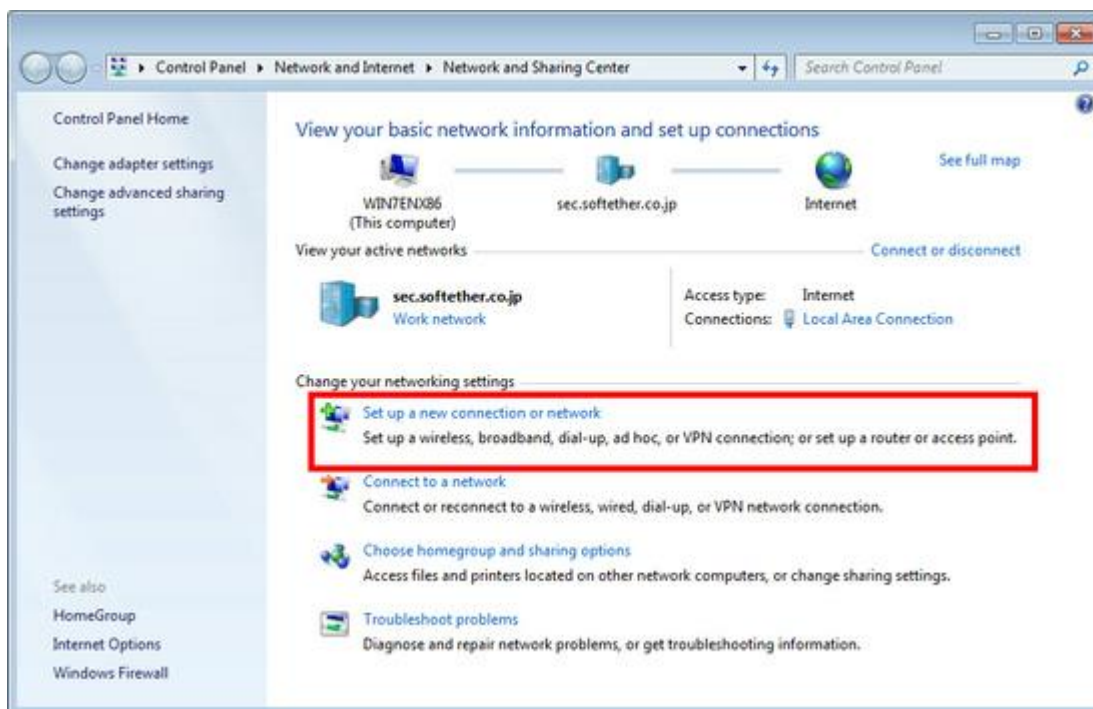
Note: to connect the VPN connection on your PC or mobile device, please follow the steps below

On PC

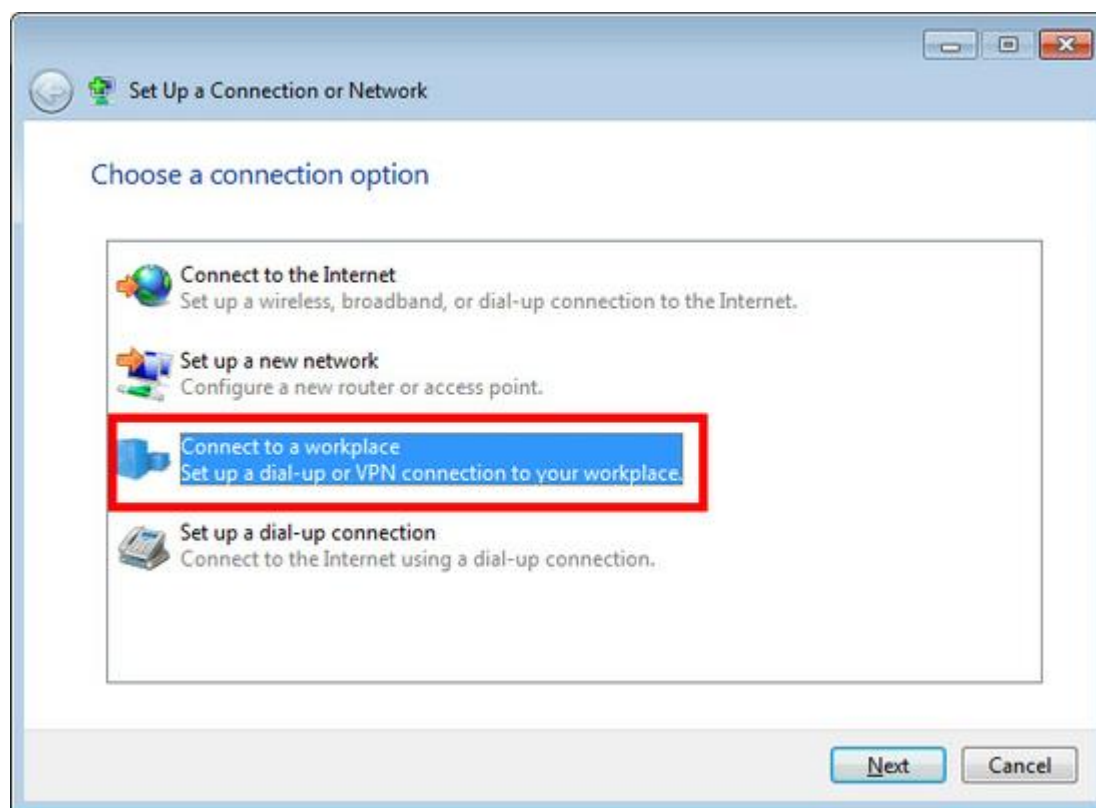
Step 1: Initial configurations (only once at the first time): Right-click the network icon on the bottom-right side of Windows screen, and click "Open Network and Sharing Center".



Step 2: Click "Set up a new connection or network" on the "Network Sharing Center":



Step 3: Select "**Connect to a workplace**":



Step 4: Select **"Use my Internet connection (VPN)"**:



Step 5: You have to input the destination SoftEther VPN Server's IP address or hostname here:



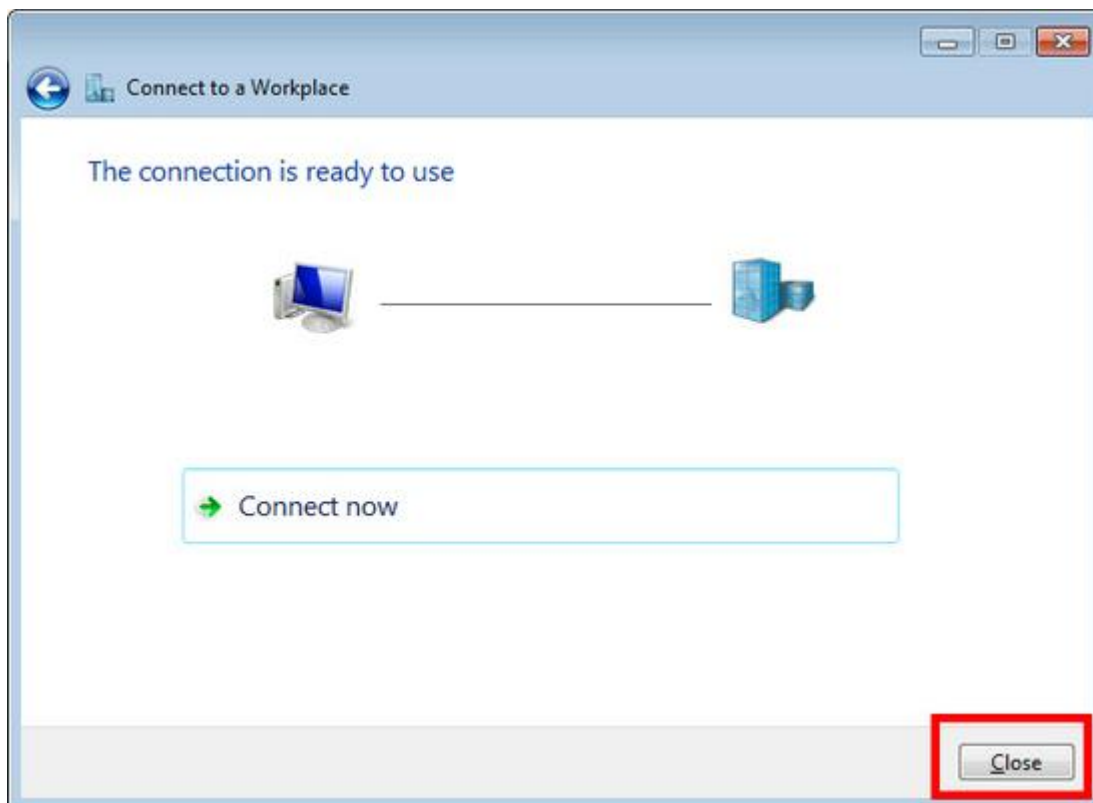
Enter either hostname or IP address on the "Internet address" field on the configuration wizard.

Step 6: Type your username and password you set on the router:



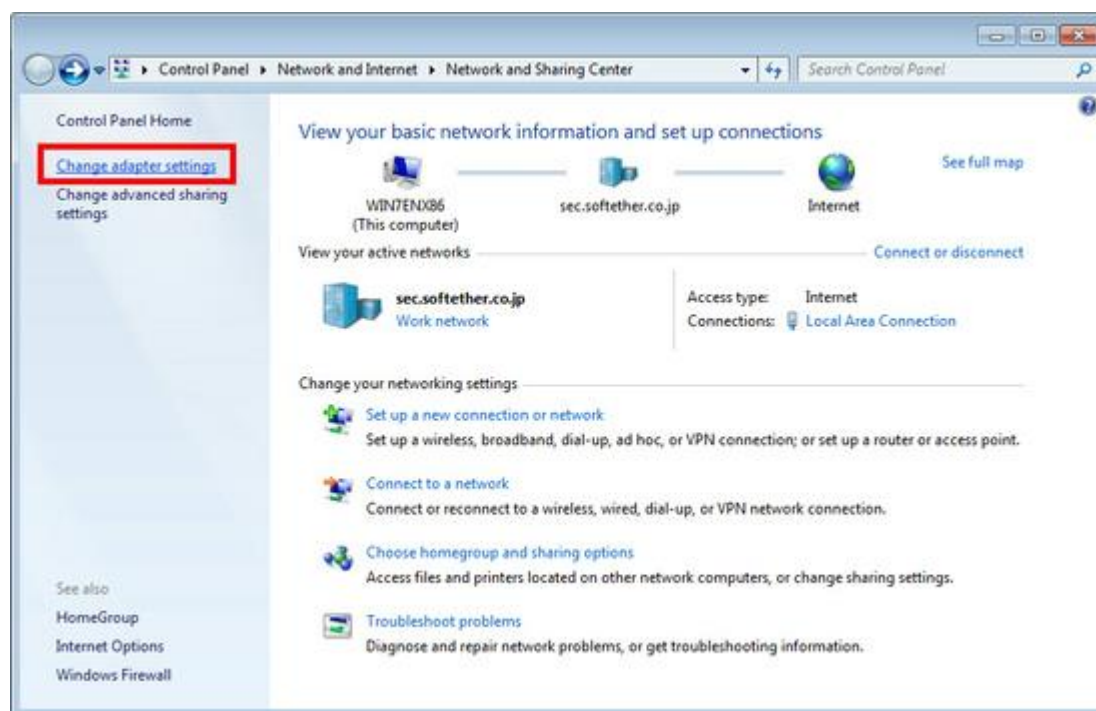
The screenshot shows a Windows-style dialog box titled "Connect to a Workplace". The main heading is "Type your user name and password". On the right side, the text "User : vpn" and "PW: vpn" is displayed. The "User name:" field contains "vpn" and is highlighted with a red rectangle. The "Password:" field contains three dots and is also highlighted with a red rectangle. Below the password field, there is a checkbox labeled "Show characters" which is unchecked, and another checkbox labeled "Remember this password" which is checked and highlighted with a red rectangle. At the bottom right, there are "Create" and "Cancel" buttons.

Step 7: When "**The connection is ready to use**" message appears, click the "**Close**" button. Do not click the "Connect now" button.

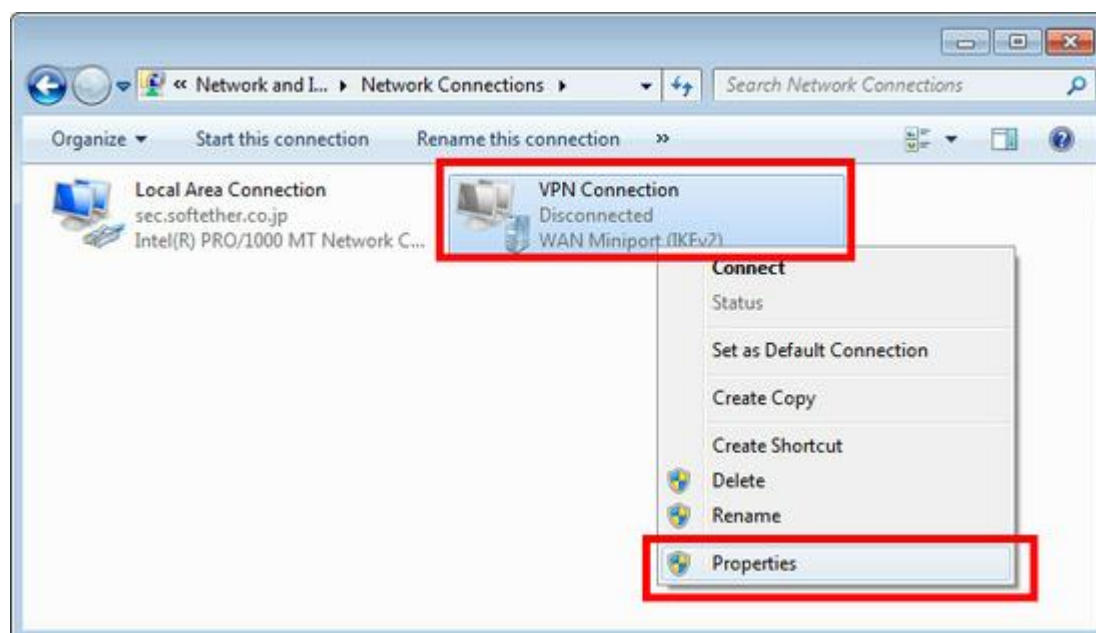


The screenshot shows the same "Connect to a Workplace" dialog box, but now the main heading is "The connection is ready to use". Below the heading, there is a diagram showing a computer icon connected to a server icon by a horizontal line. Below the diagram, there is a button labeled "Connect now" with a green arrow icon. At the bottom right, there is a "Close" button, which is highlighted with a red rectangle.

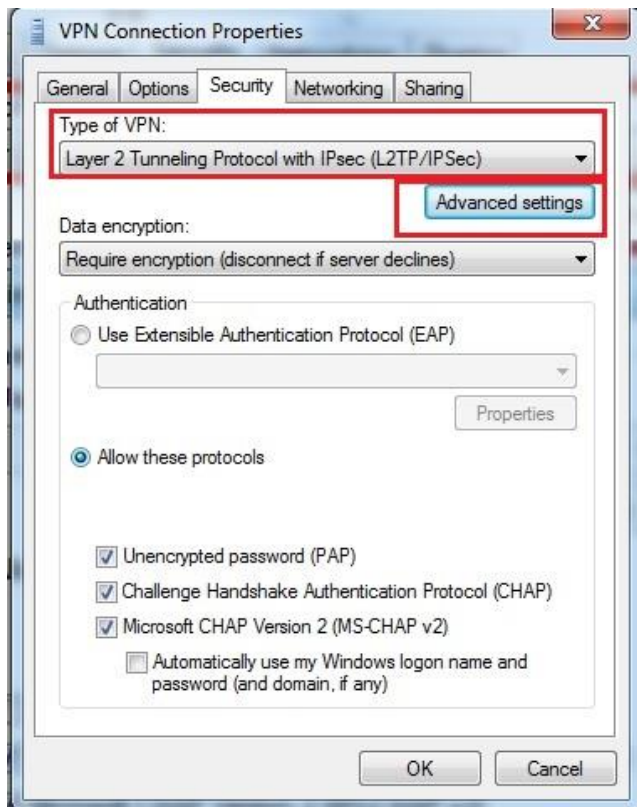
Step 8: Go to "**Network and Sharing Center**" and click "**Change adapter settings**":



Step 9: The currently defined VPN connection settings are listed. Right click the icon you created in the previous step, and click "Properties":



Step 10: On the Properties screen, switch to the "Security" tab. (In Windows XP, switch to the "Network" tab.) Choose "Layer 2 Tunneling Protocol with IPsec (L2TP/IPSec)" on the "Type of VPN" drop-down list.



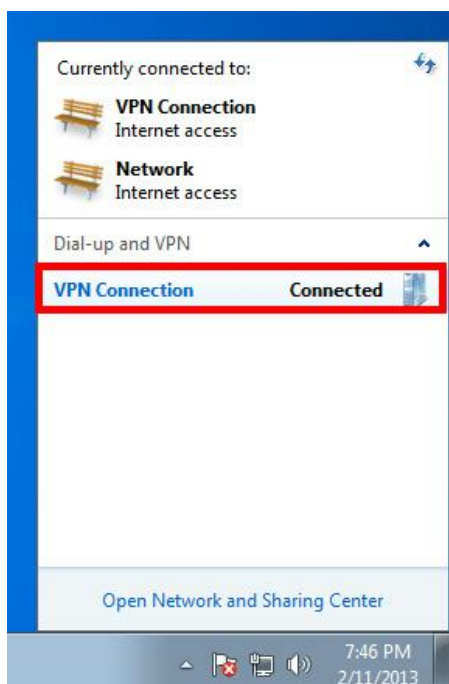
The following screen will appear. Click "**Use preshared key for authentication**" and input the pre-shared key on the "Key" field.



Step 11: Connect to the VPN Server: Double-click the created VPN connection setting, the below screen will appear. "User name" and "Password" fields should be filled automatically if you enable password-saving options in previous steps. If not, input both "User name" and "Password" fields. Click the **"Connect"** button to start the VPN connecting attempts.

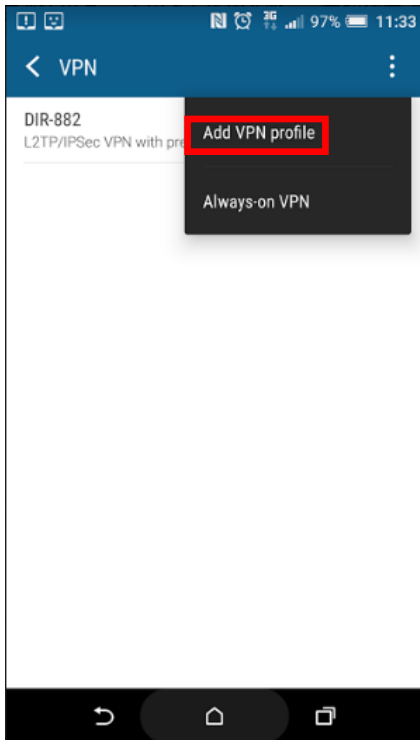


Step 12: If the VPN connection is successfully established, a VPN connection icon will be listed on the screen which appears when you click the network icon on the bottom-right of Windows screen. The status of the VPN connection icon should be **"Connected"**.

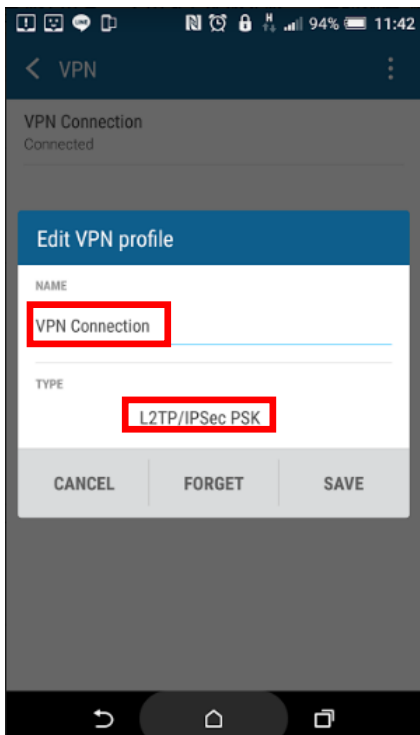


On Android mobile devices

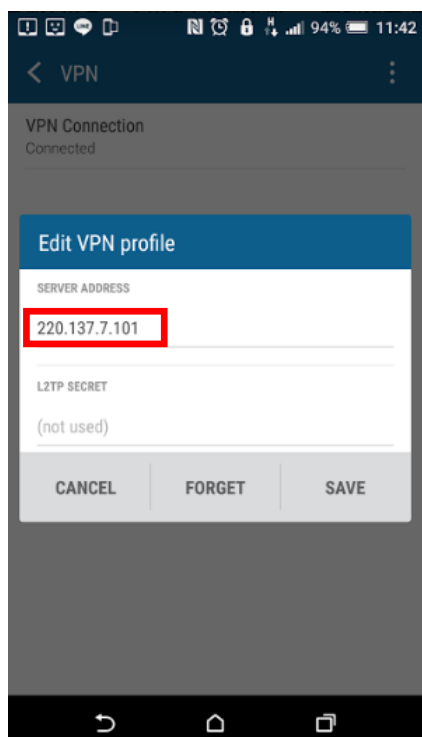
Step 1: Add new VPN profile:



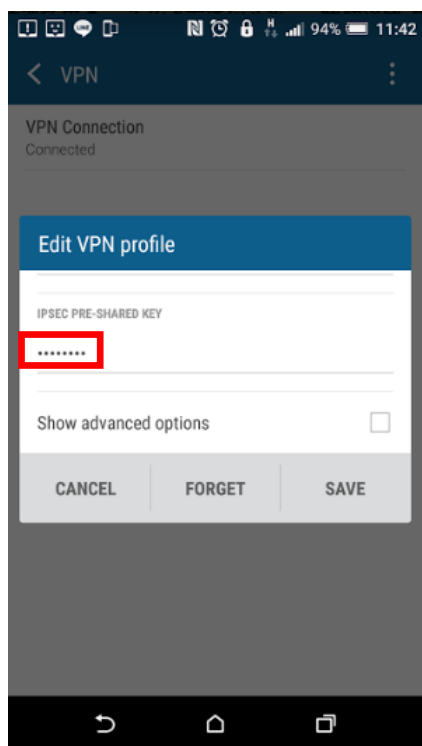
Step 2: Edit the name of VPN connection and select VPN type as **L2TP/IPSec PSK**:



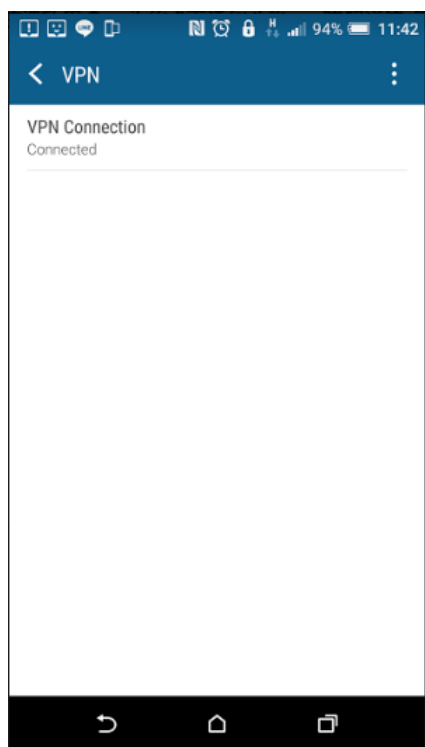
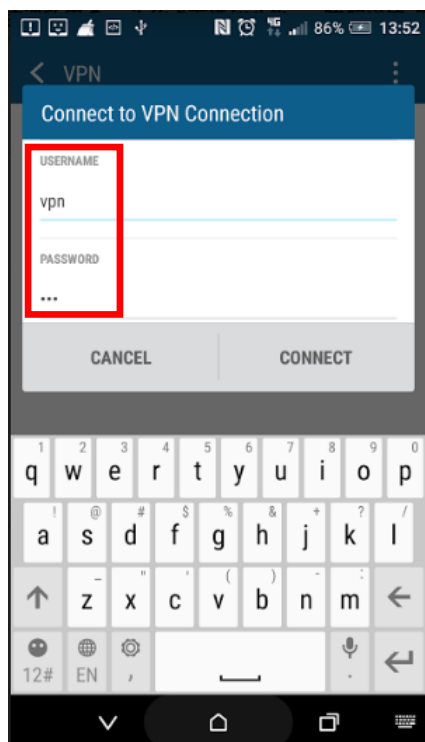
Step 3: Fill in the WAN IP address:



Step 4: Fill in the Pre-shared key:



Step 5: Connect to your VPN server:



Step 6: Make sure if you can ping your client under DUT:



On iOS mobile devices

Step 1: Setup the required information for VPN connection:



Step 2: Make sure if you can ping your client under DUT:




5. D-Link defend App for McAfee services

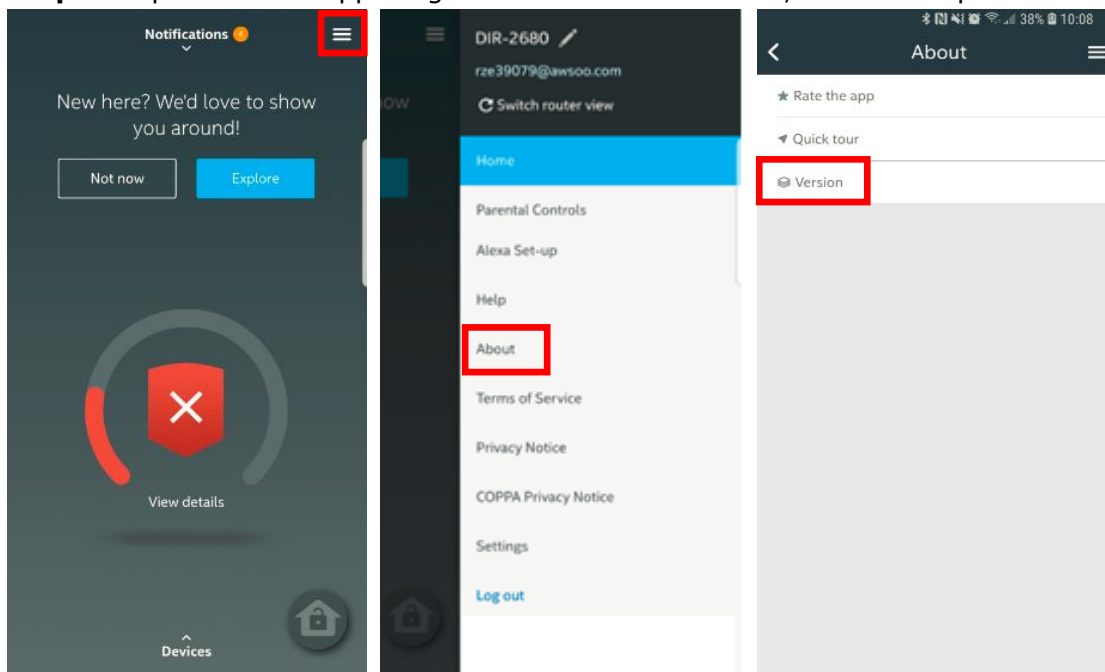
5-1: What is Secure Home Platform?

For more information, please visit the McAfee website.

<https://goo.gl/ox518X>

5-2: How do I check the SHP and D-Link defend app version?

Step 1: Tap  in the upper right corner. Select **"About"**, and then tap **"Version"**:



Step 2: Both the SHP and D-Link defend App version display.

Secure Home Platform version

Router version 2.0.24

→ SHP version

Mobile app version v3.1.26

→ D-Link defend app

OK

5-3: What do the security levels mean?

The color is not dependent on the security level applied by the user. It is determined based on the output of an algorithm used by SHP taking few parameters into consideration – some of the parameters include installation of AV, parental controls enabled, device assigned etc. When user takes any action on any of the security card suggestions/recommendations, the score is expected to change. At present, there are 3 possible colors: Red, Amber and Green.



User actions ultimately determine whether the user is in a green, amber, or red zone.

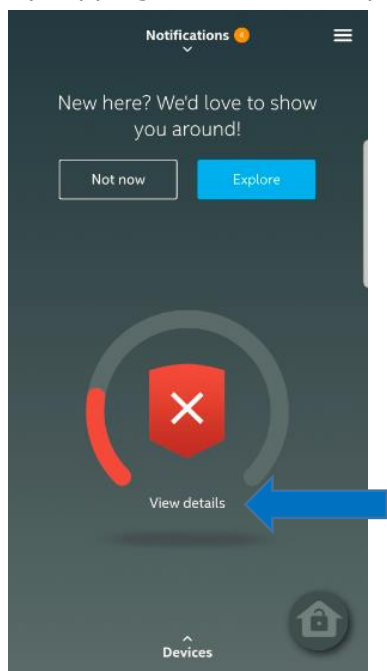
Security level:

- High: Green with a check
- Middle: Yellow with an exclamation point
- Low: Red with an x.

The security level is assessed by whether the below actions are taken out or not:

- Tour walkthrough
- Device update - Edit Device for unidentified devices
- Antivirus installation
- Parental Controls setup
- Time controls setup
- Device assignment to profiles

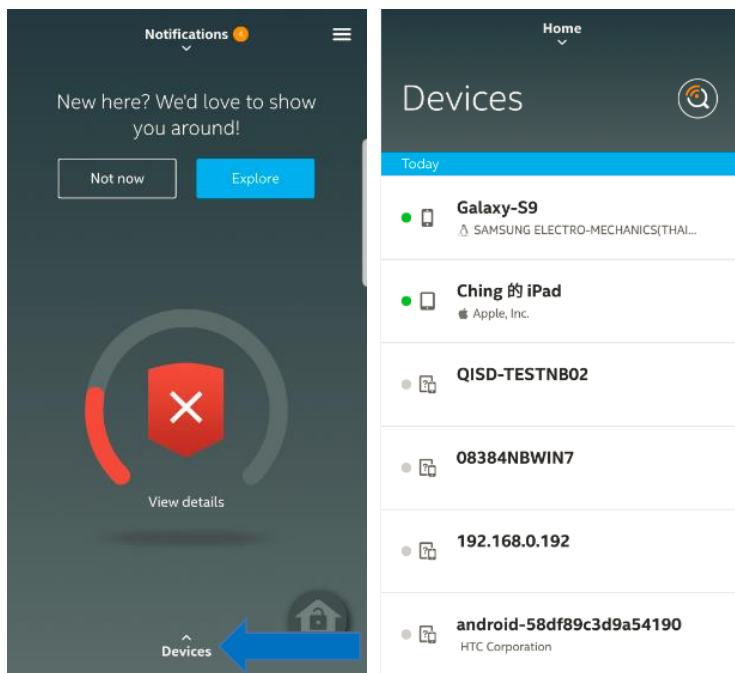
By tapping **View Details**, parents can access tips to increase the security level of their network.



5-4: What information can we check of each client device in the device list?

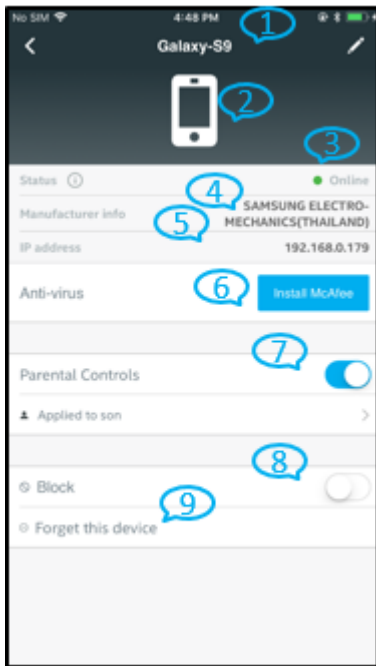
By tapping on **Devices** from the Home page, parents can view all the devices connected to their network.

Step 1: Click on **Devices** from the Home page. Then, select a specific client device:



Step 2: The device information includes:

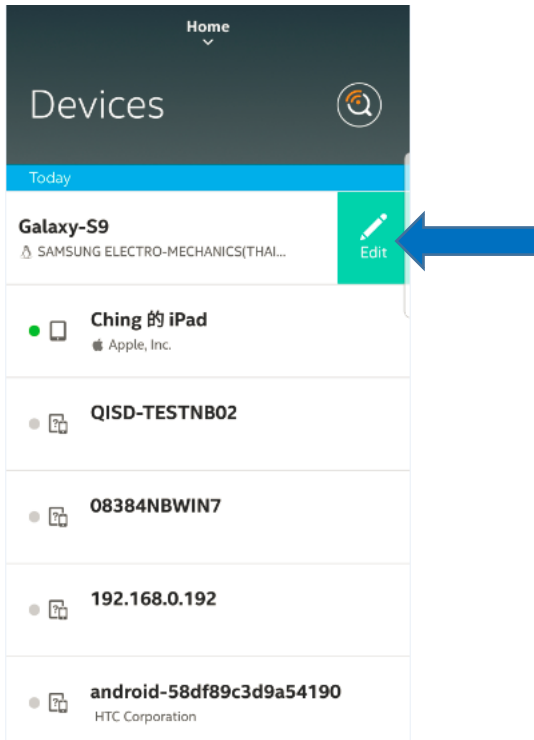
1. Device name
2. Device type
3. Online/offline status
4. IP address
5. Manufacturer
6. Install the McAfee LiveSafe app
7. Parental control status
8. If this device is blocked
9. Forget the device



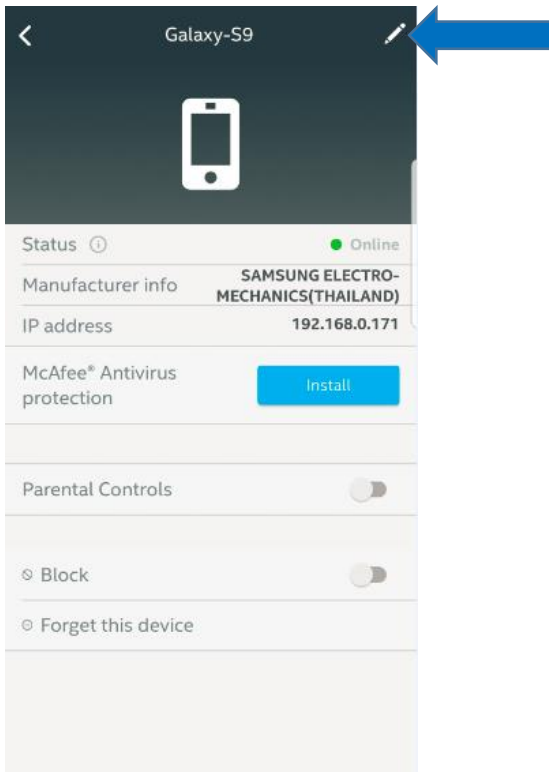
5-5: How do I edit a device?

There are 2 ways to edit a device: Swiping left in the device list and clicking Edit, or clicking the pencil icon on the device details page.

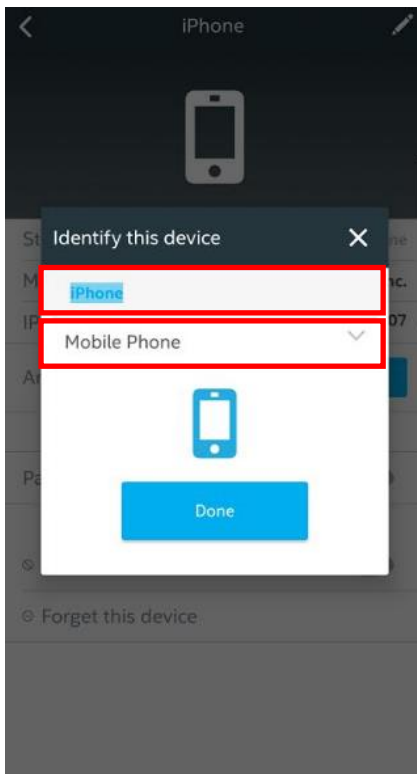
Method 1: Swipe left on a device in the device list, and click **Edit**.



Method 2: Tap the pencil icon on the device page:



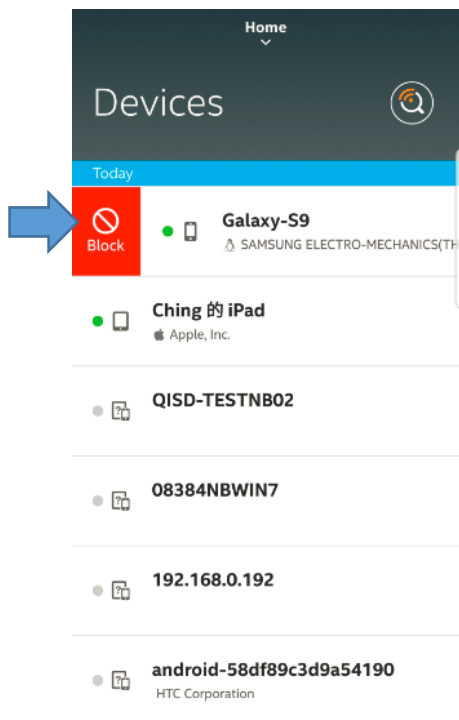
Then you can identify the device by entering a name, and choosing the device type:



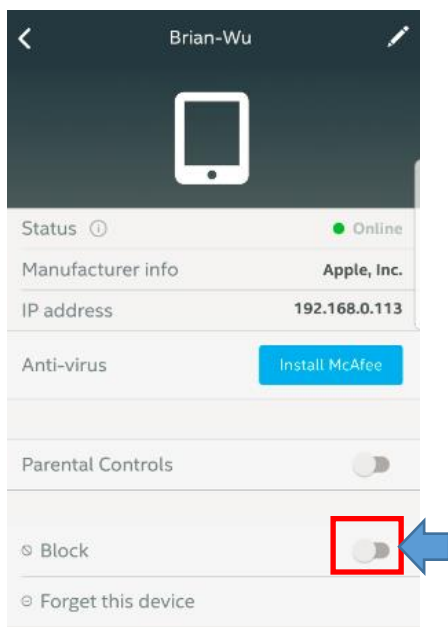
5-6: How do I block a device from the Internet access?

There are 2 ways to block a device.

Method 1: Swipe right on the device list and tap **Block**:



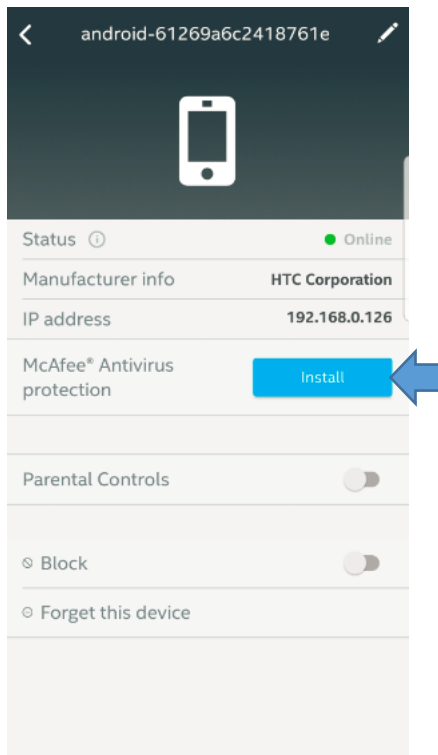
Method 2: Toggle the slider beside Block on the device page.



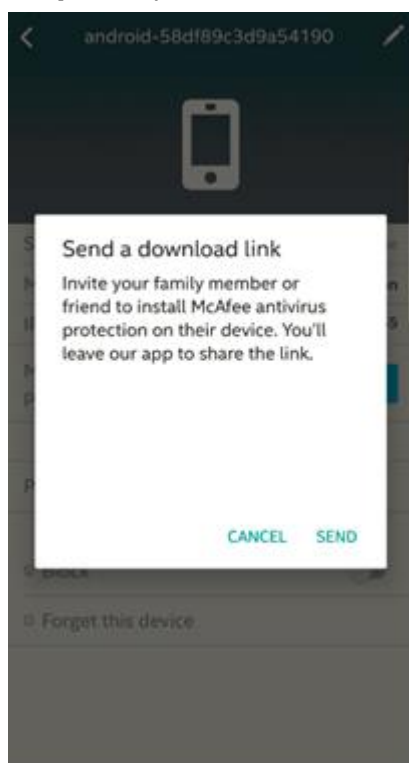
5-7: How do I install McAfee Antivirus protection on a mobile device or PC?

McAfee LiveSafe (MLS) features antivirus software with identity and privacy protection for all the computing devices (smartphone, PC and laptop) by blocking viruses, malware, ransomware, spyware, unwanted programs, and more malicious online attacks.

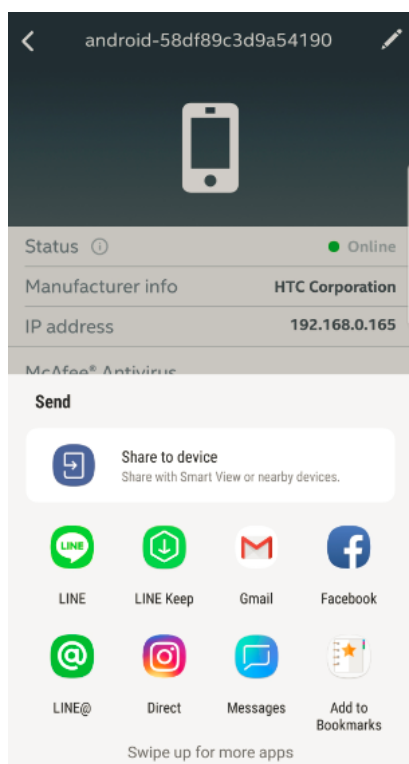
Step 1: Go to a client device, and click "**Install**" to install MLS. Please note that you need to select a non-IoT device.



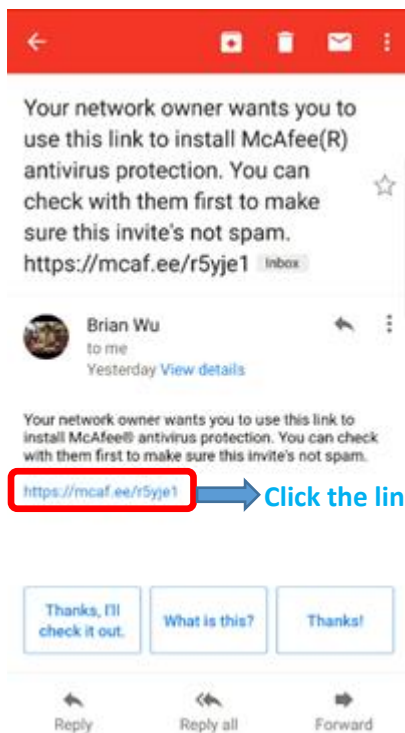
Step 2: Tap "SEND" to send the download link:



Step 3: Select how you would like to send the download link.

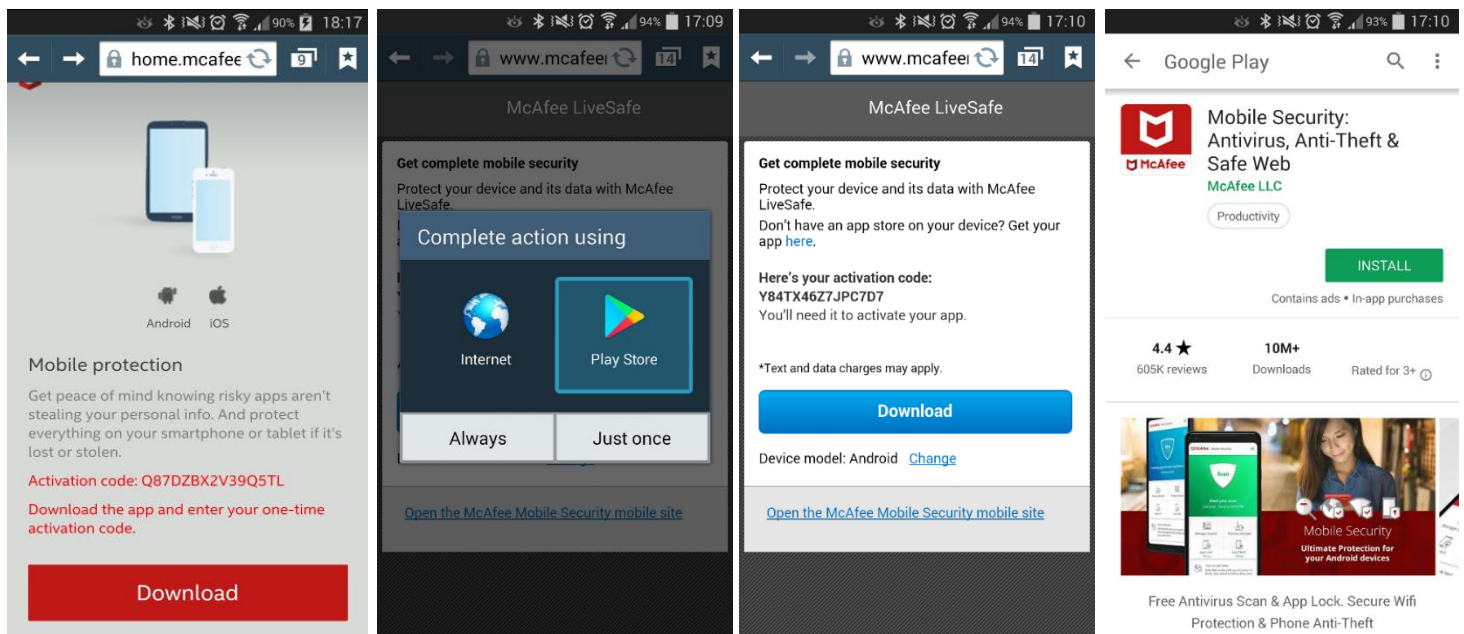


Step 4: Tap the download link to install McAfee antivirus protection.

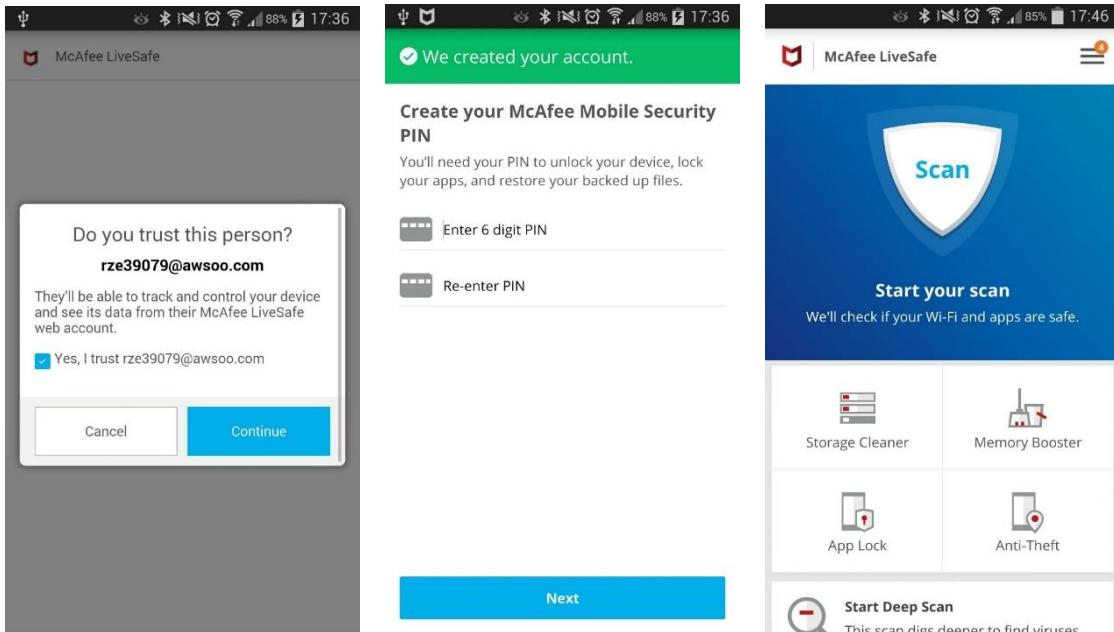


Click the link to install McAfee antivirus protection.

Step 5: You will receive the activation code of the app. Tap "Download", and then you'll be redirected to the download page of Google Play/App Store:



Step 6: Trust the inviter, and create a password for the app. Then the McAfee antivirus protection is ready to use.



5-8: How do I remove a device which you no longer manage?

Forgetting a device removes the device from the device list.



5-9: If a client device switches from a wired connection to wireless (or from wireless to wired), will the client device be discovered as a new device?

When a client device switches from a wired connection to wireless (or from wireless to wired), the device is discovered as a new device. This is because SHP identifies a device by its **MAC address**, and the wired and wireless adapters each assign a different MAC address to the device.

Note: You need to set up all the rules again for the device as it is now considered as a new device.

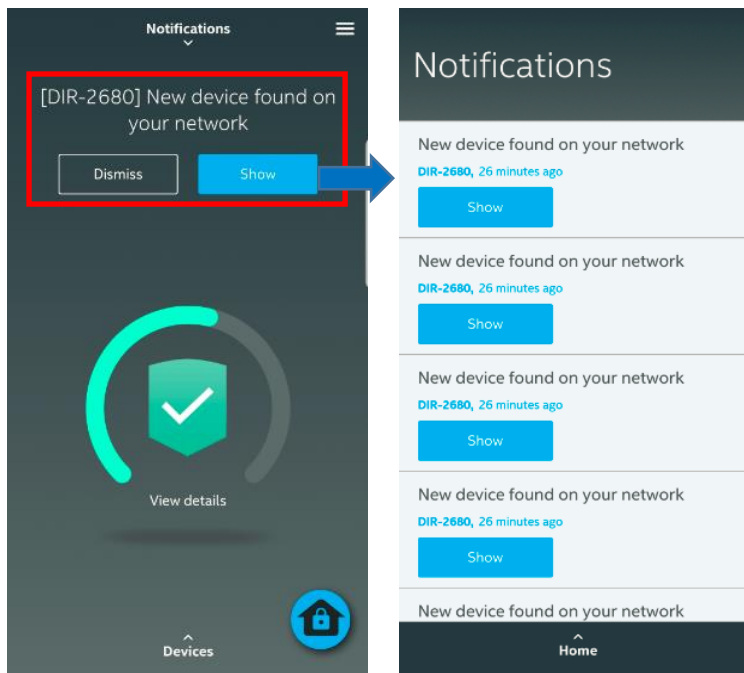
5-10: When a device is disconnected from the network, why does it still appear as online in the

D-Link defend app?


When a device disconnects from the router's network, the device would appear as online for a few minutes. The SHP determines whether the device is offline by waiting for them to miss multiple heartbeats before it can safely conclude that it is offline. This helps SHP to avoid the online devices show as offline.

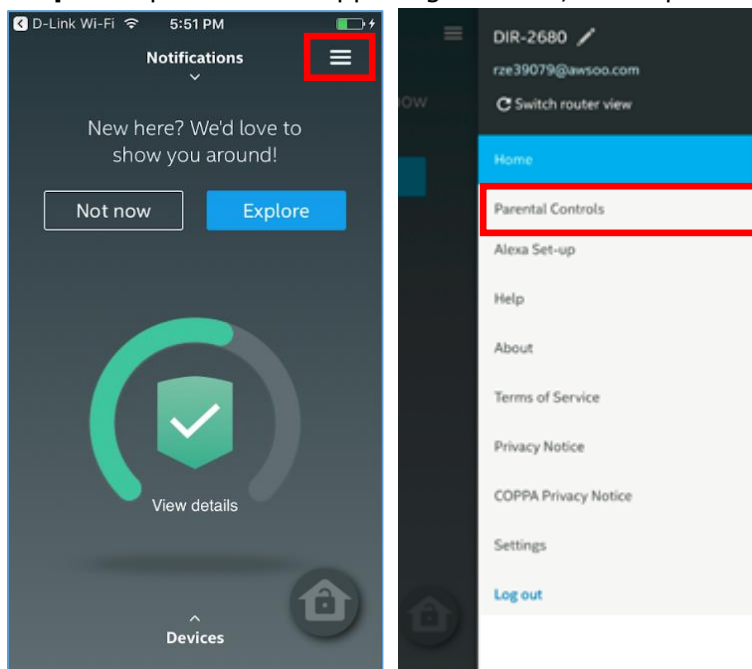
5-11: Can parents be notified if new devices connect to your router?

Yes, parents' device will receive a notification while a new device is found.

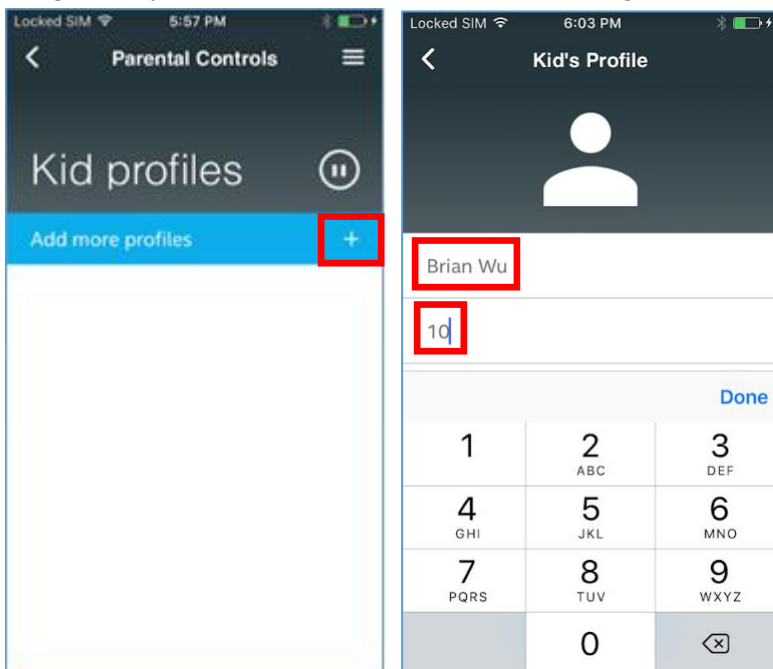


5-12: How do I set up Parental Controls via D-Link defend app?

Step 1: Tap  in the upper right corner, and tap **Parental Controls**.

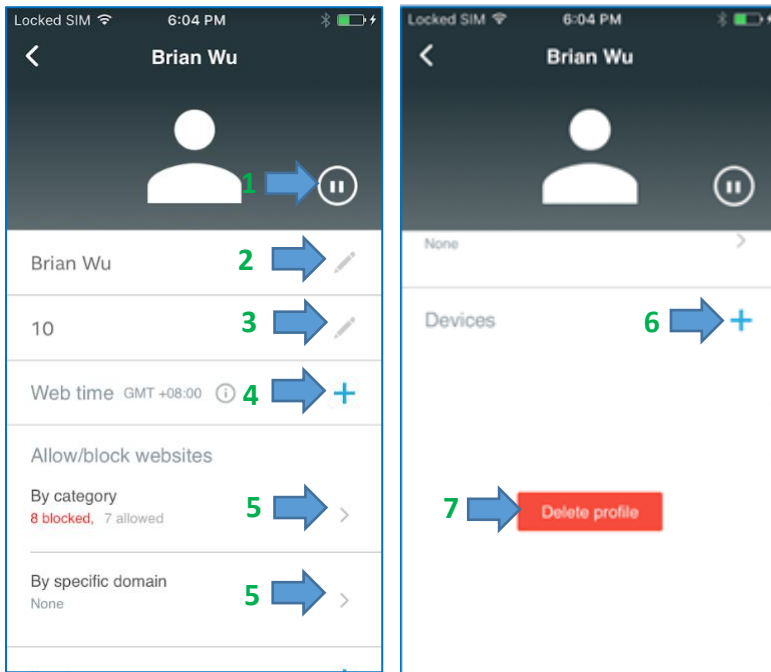


Step 2: Tap '+', and enter a kid's name and age to create a new kid's profile.



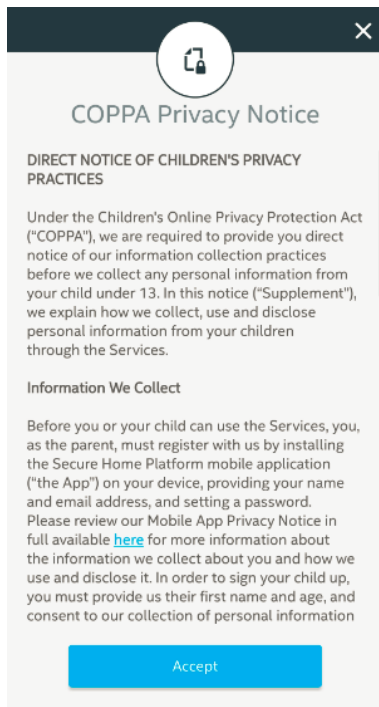
Step 3: A kid profile is created. Parents can manage the profile and set up rules.

1. Pause/resume the internet access of all the devices added to that kid's profile.
2. Edit profile's name
3. Edit profile's age
4. Set the time your kids can access the network.
5. Set what your kids can access on the network and what specific sites are blocked.
6. Add devices to their kid's profile.
7. Delete profile.

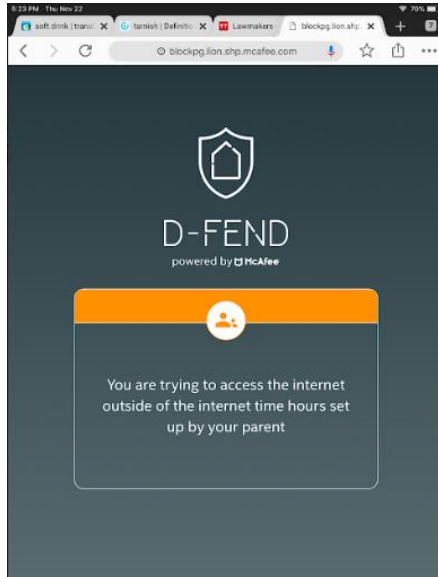


Notes:

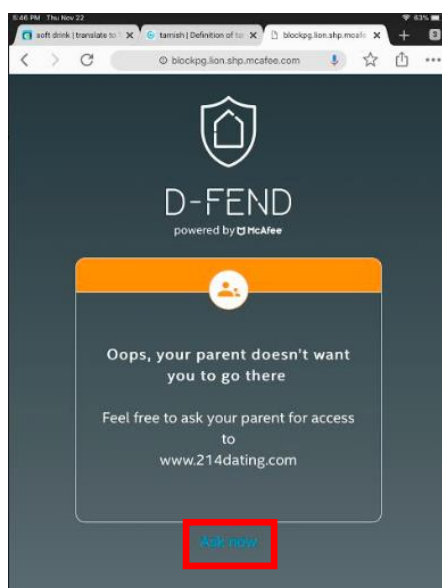
1. If the kid age is less than 13 years, then COPPA (Children's Online Privacy Policy Protection) notice will be displayed after you add a device to it. Parents must accept the COPPA notice before adding a device.



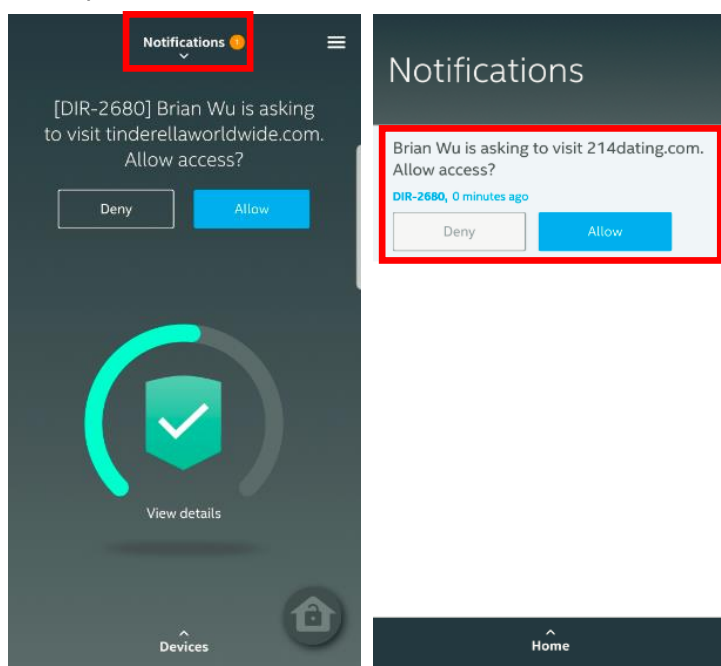
2. If kids are trying to access the internet outside the time set by their parents, they will receive this block page on their browser.



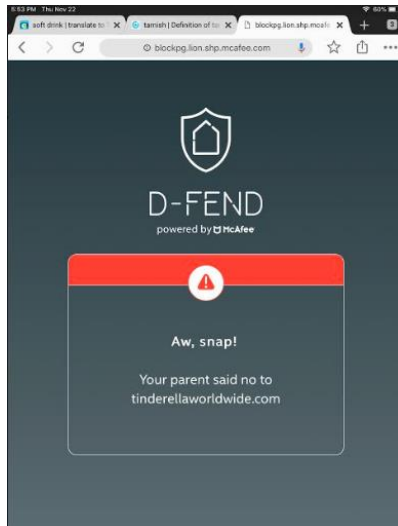
3. If kids are trying to access the website which is categorized as blocked, they will receive the error message below in their browser. They can click **Ask Now** to send a request to their parents to access the site.



Their parents will receive this notification in the D-Link defend app.



- If parents allow the request, their kids will be able to visit the website.
- If parents deny the request, the block page will display on their devices:



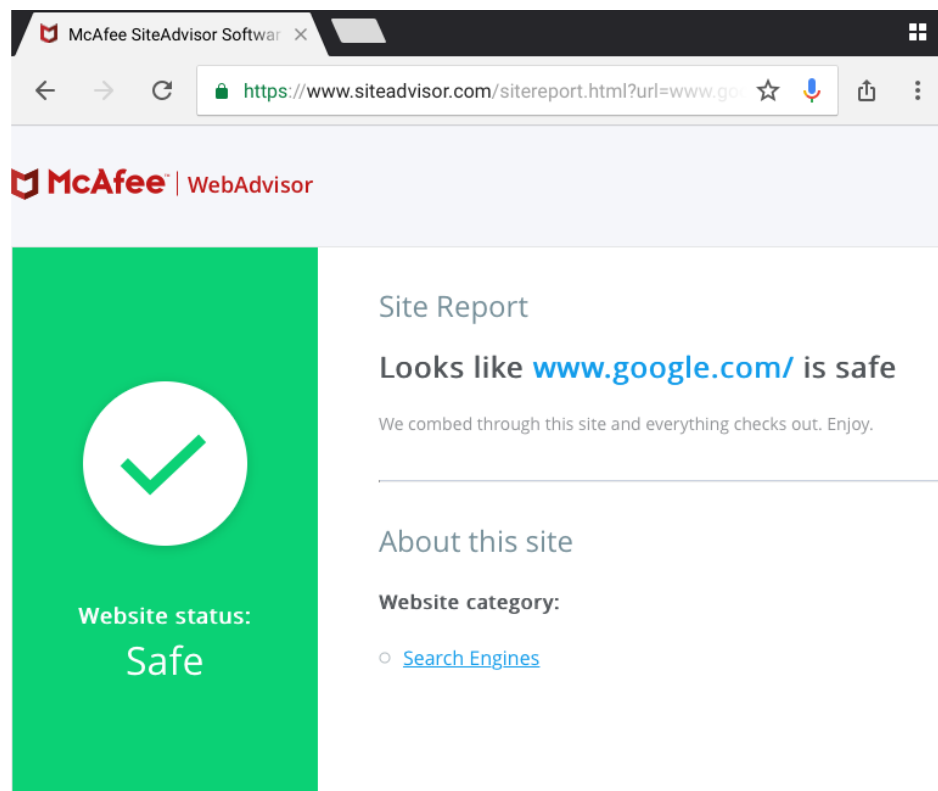
4. Website categories that are allowed or blocked by default depend on kids' age.

Range	Blocked	Allowed
1-7	Dating, Drugs, Alcohol, Tobacco, File transfer and sharing, Gambling Malicious Sites, Parental Control Bypassing, School Cheating, Sexual Content, Social Networking, Uncategorized, Violent Content	Email Entertainment and Streaming Services Games, Search Engines, Shopping and advertising
8-12	Dating, Drugs, Alcohol, Tobacco, Gambling Malicious Sites, Parental Control Bypassing, School Cheating, Sexual Content, Uncategorized, Violent Content	Email Entertainment and Streaming Services Games, Search Engines, Shopping and advertising, File transfer and sharing, Social Networking
Above 12	Dating, Drugs, Alcohol, Tobacco, Gambling Malicious Sites, Parental Control Bypassing, School Cheating, Sexual Content	Email Entertainment and Streaming Services Games, Search Engines, Shopping and advertising, File transfer and sharing, Social Networking, Uncategorized, Violent Content

5-13: How does SHP make sure that a specific website is categorized as blocked or allowed?

You can check the website below to make sure that a browsed website is classified as a blocked category. (Below is for the website www.google.com. If you'd like to check other websites, please change the address)

<https://www.siteadvisor.com/sitereport.html?url=www.google.com/>



5-14: Why does a certificate warning page appear when kids browse a blocked webpage?

If your kid visits the https-based websites that is blocked by parental control policies, certificate warning page will appear. Browsers do this as a security precaution to prevent malicious attacks. SHP will protect you from inappropriate websites (http or https), but because of the browser behavior for https sites it is unable to show you the block page. It shows certificate warning instead.

5-15: Can SHP still prevent a device from visiting malicious sites when VPN is enabled or when proxy is set?

Data through SSL/VPN/proxy connections can't be filtered. Parents must be vigilant if the filtering feasibility of kid's devices is ensured.

5-16: When the Internet is paused, why do some mobile apps, such as Facebook, stay connected to the Internet?

That is because some of these mobile apps cache the DNS requests for a longer time than the browser. Please wait for few more minutes to let the mobile apps finish caching the DNS request.

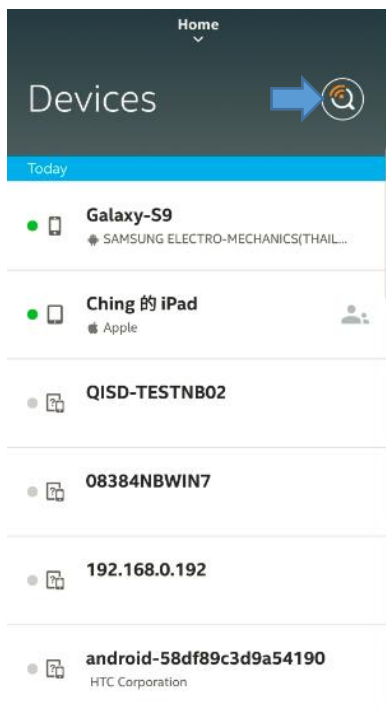
5-17: Why are video streaming still running after pausing the Internet?

DNS requests have already been granted for them. Video streaming will continue until they request for DNS again.

5-18: What does vulnerability scan do?

Vulnerability Scan helps users detect any vulnerabilities found on their network. The Scan ensures that devices have the latest firmware provided by the manufacturer and that they do not retain default credentials for any of their smart devices.

Users can initiate a vulnerability scan from the D-Link defend application by tapping the scan icon on the Devices list:



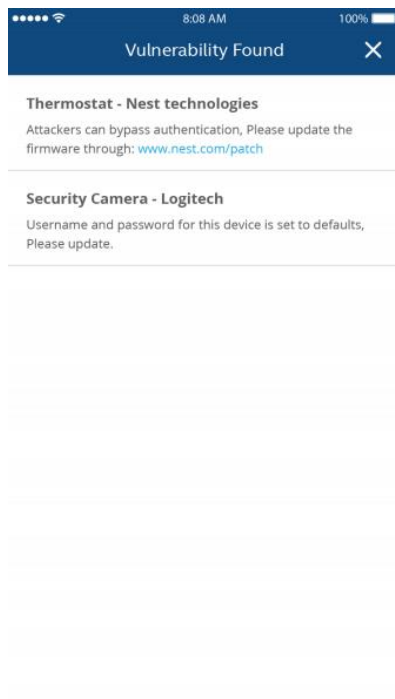
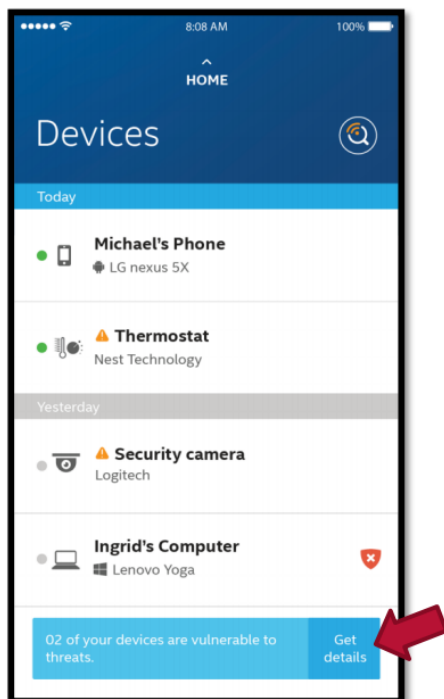
Note: Vulnerabilities will be scanned only if port 22 or 23 is opened, that is, telnet/SSH is enabled.

5-19: What kinds of devices will be scanned when users scan vulnerability?

Devices that are online and identified as IoT devices are scanned:

Device Type	Scanned
Phone	N
Tablet	N
Laptop	N
Mobile Device	N
Desktop	N
Thermostat	Y
Game Console	Y
TV	Y
IP Camera	Y
Multimedia	Y
Smart Lighting	Y
Other IoT Device	Y

If any vulnerabilities are found, a pop-up message displays. To view more details, tap **Get Details**.

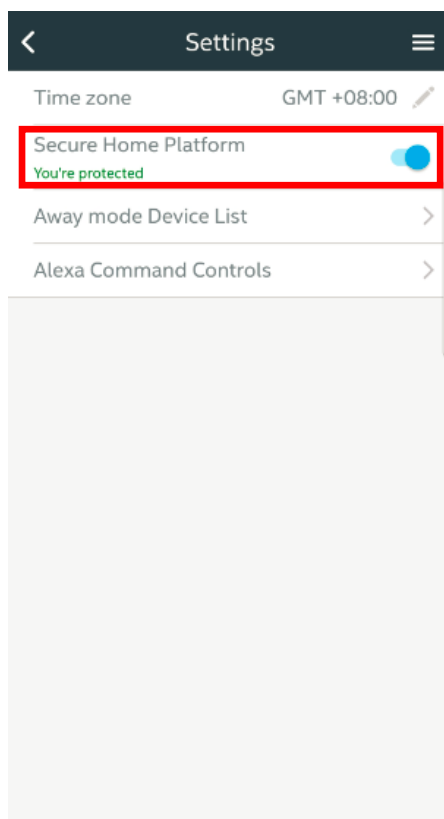


Notes:

1. For now, only two kinds of vulnerabilities are shown:
 - Default user ID password check using CVE (Common Vulnerabilities & Exposures).
 - Update firmware/patch for a device based on information we get from NIST Feed:
<https://nvd.nist.gov/vuln/data-feeds>.
2. For vulnerabilities, users need to contact their device manufacturer.

5-20: How do I check the SHP status in D-Link defend app?

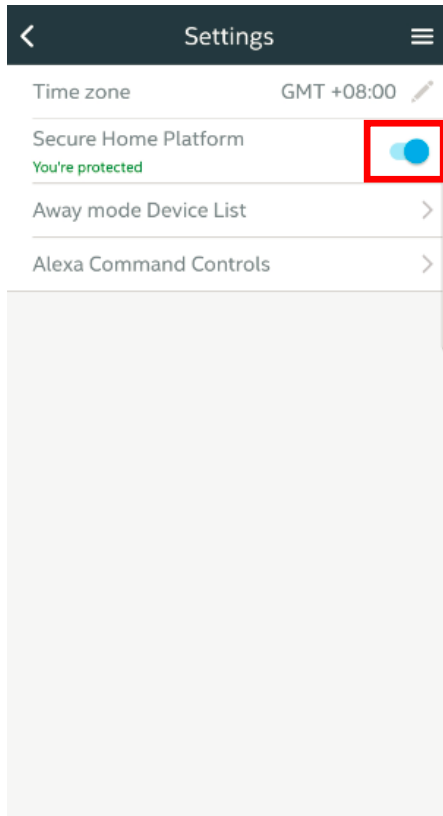
Tap  on the in the upper right corner. Select "**Setting**". Then check the status of "**Secure Home Platform**":



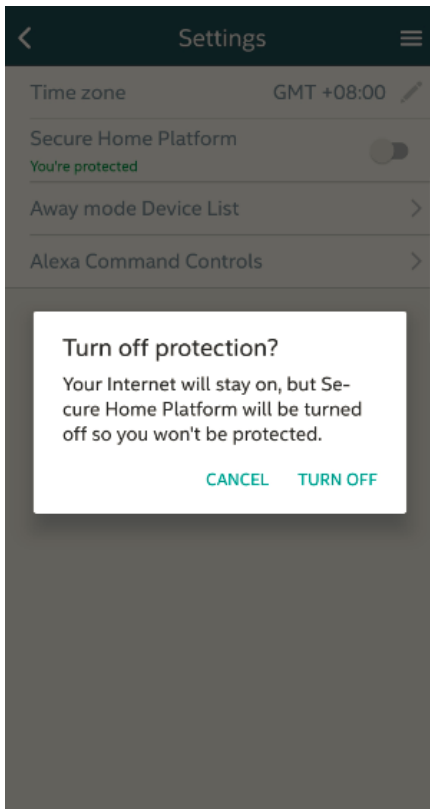
5-21: Can users turn off SHP services in the D-Link defend app?

Yes, users can turn off SHP services in the D-Link defend app anytime. Please note that your internet will stay on, but you won't be protected after you turn off the SHP services.

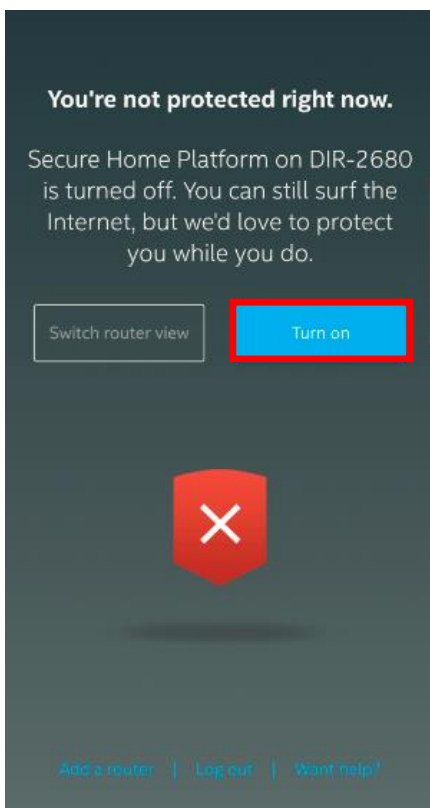
Step 1: Tap  in the upper right corner. Select "**Setting**". Then toggle the status of "**Secure Home Platform**":



Step 2: You will be prompted to ensure that you really want to turn off the SHP services. Tap **TURN OFF** to disable the SHP services, or tap **CANCEL** to leave.

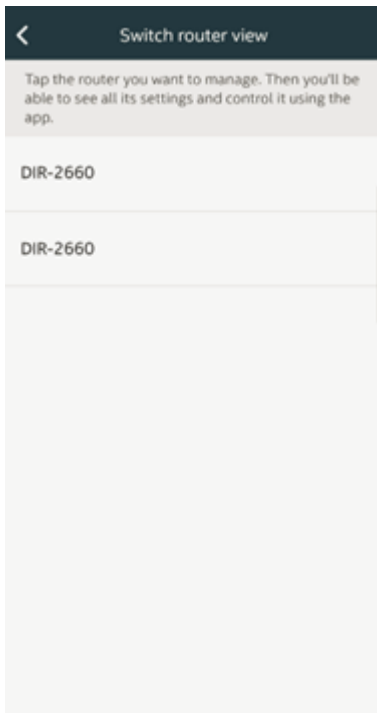


Note: After turning SHP off, users are re-directed to the Home screen, and there is a message showing that SHP services have been turned off. If users want to continue using the app and SHP features, they need to activate SHP by tapping **Turn On**.



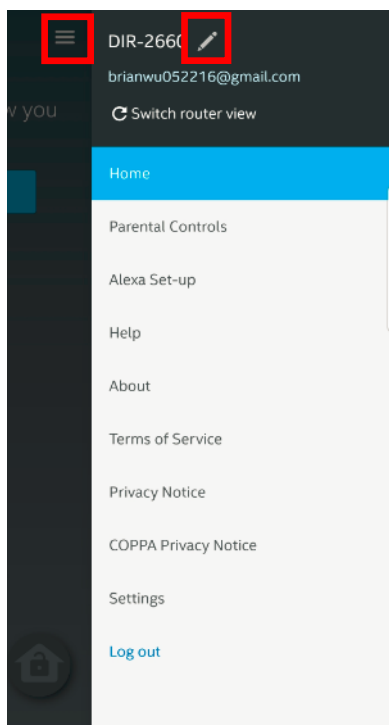
5-22: How do I manage my SHP-enabled routers in the D-Link defend app?

If you have more than 1 SHP-enabled routers in the D-Link defend app, you can manage your router settings by tapping **Switch Router view**.

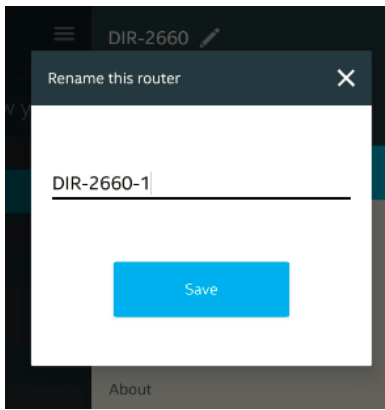


To easily identify your routers, you can change router names by tapping the pencil icon.

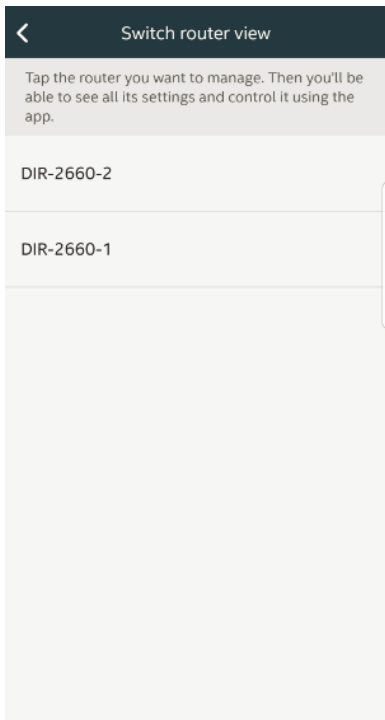
Step 1: Tap the menu in the upper right corner. Then tap the pencil icon :



Step 2: Then you're able to rename each router:



Step 3: The setting is saved.



5-23: How do I use D-Link defend features by Amazon Alexa voice commands?

Step 1: Download **Amazon Alexa** app from App Store/Google Play, and then log in to it with your Amazon account.

Note: Please make sure Amazon Alexa app service is ready in your country.

Step 2: Open Alexa app, and then follow the instruction below:

- Go to the setting menu from top-left side, and select "**Skills**".
- Search for **McAfee** or **D-Link defend** and tap it to open the Skill details page.
- Tap the **Enable Skill** button.
- Log in with your D-Link Wi-Fi account and tap **Authorize** to link your account to Alexa.

You can now use Amazon Alexa voice control service to configure D-LINK DEFEND function.

Step 4: Start to control your router via talking to Amazon Alexa app or Amazon Alexa device by following the command instruction as below:

Control	First Commands	Second Commands	Alexa devices			
			Echo Dot	Echo	Echo show	Others
Check network summary	Open D-Link defend	What's up with my network	V	V	V	V
Find out how many devices are connected to the network		How many devices are online right now?	V	V	V	V
Get the 5 notifications of what's happening on your network		What notifications I have?	V	V	V	V
Scan for vulnerabilities to threats		Initiate/start a vulnerability scan	V	V	V	V

Get the result of vulnerability scan	Open D-Link defend	If there are any vulnerabilities found	V	V	V	V
Block a device from accessing network		Block {device's name}	V	V	V	V
Unblock a device from accessing network		Unblock {device's name}				
Pause the internet for everyone under all parental control policies		Pause the internet for all kids	V	V	V	V
Restart the internet for everyone under all parental control policies		Resume the internet for all kids	V	V	V	V
Pause the internet for everyone under a particular parental control policy		Pause the internet for {policy name}	V	V	V	V
Resume the internet for everyone under a particular parental control policy		Resume the internet for {policy name}	V	V	V	V
Set web time for a particular parental control policy		Assign web time for {policy name}	V	V	V	V
Which router am I connecting to? (If there are 2 or more than 2		Which router am I currently connecting?	V	V	V	V

SHP-enabled routers)						
Switch router (If there are 2 or more than 2 SHP-enabled routers)		Switch to {router name}	V	V	V	V

Note: When a round of conversation ends, D-Link defend will leave the conversation. If you'd like to use Amazon Alexa app or Amazon Alexa Echo device to control D-Link defend again, please speak "**Open D-Link defend**" again to Amazon Alexa app or Amazon Alexa Echo device to activate a new round of conversation.

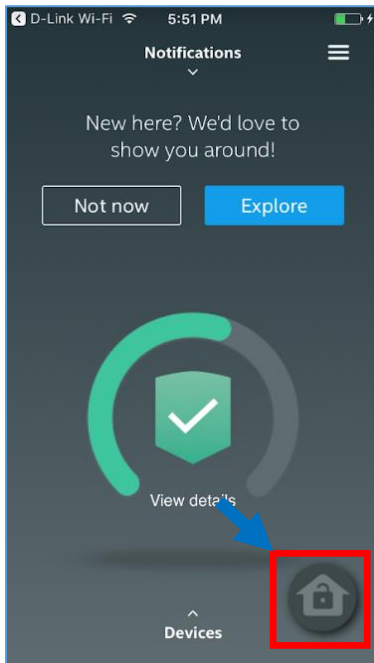
5-24: Does D-Link defend support The Google Assistant?

No, D-Link defend supports Amazon Alexa only.

5-25: How do I set up Away mode?

Away mode allows users to disconnect any devices they want with a single click when they leave home. When Away mode is enabled, no internet is available for devices which are added to the Away device list.

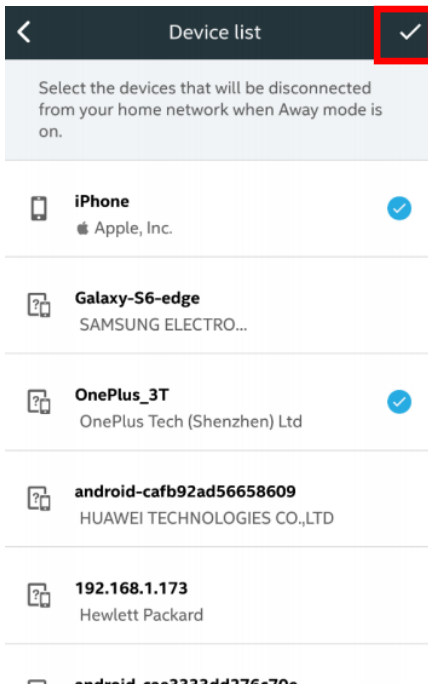
Step 1: Activate Away Mode from the Home screen in the D-Link defend app:



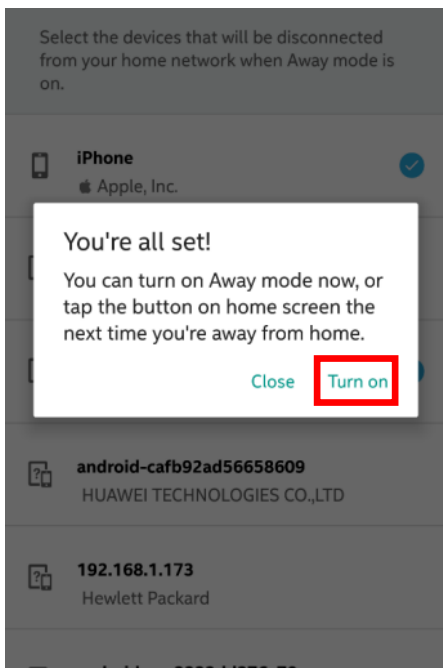
Step 2: Tap **Set up** to choose which devices will be disconnected from the network when Away Mode is enabled:




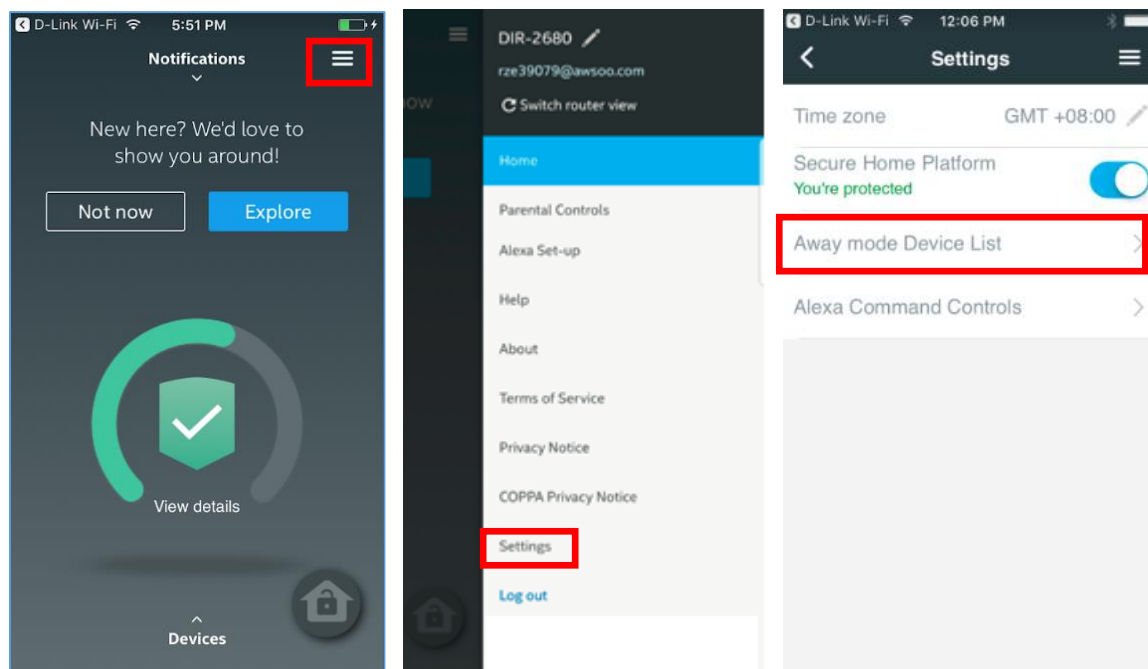
Step 3: Add devices in the Away Mode list and then tap ✓ to continue.



Step 4: If you want to turn on Away mode now, tap **Turn on**. Or tap **Close** to turn it on later.



Step 5: If you want to manage devices from the Away Mode list, tap  in the upper right corner, select **"Settings"**. Then tap **"Away mode Device List"**.



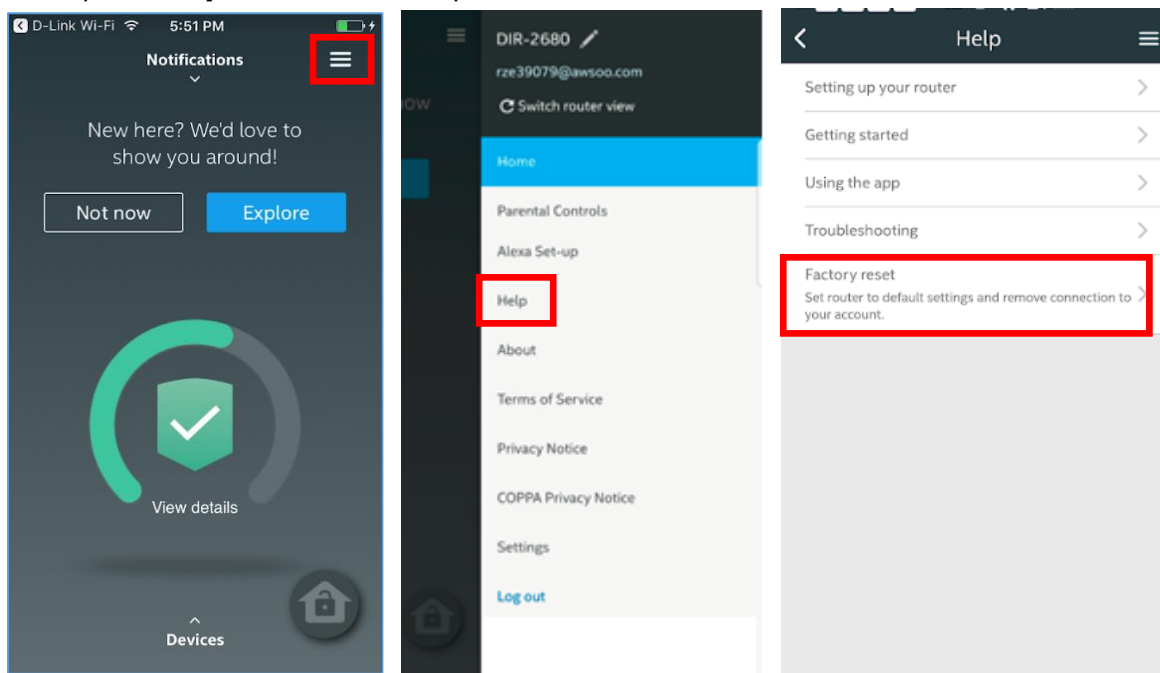
5-26: How do I perform factory reset in the D-Link defend app?

There are 2 ways to carry out factory reset. Please note that performing a factory reset will:

- Remove all SHP settings like devices, kids' profiles, etc. from the router and the McAfee cloud.
- Forces a logout for the parent on the D-Link defend app.

Note: Parents can still use the same email address to re-install their router and enable the McAfee SHP services.

1. Tap **Factory Reset** in the Help Menu.



5-27: What features are available for SHP devices?

This table shows what features are available for SHP devices:

Devices	Block	Forget Device	Parental Controls	Device Status	Detect AV	Block Page on Device	Sends Admin Notifications if Accesses Malicious Site
Mobile Phone	Y	Y	Y	Y	Y	Y	N
Tablet	Y	Y	Y	Y	Y	Y	N
Personal Computer	Y	Y	Y	Y	Y	Y	N
Thermostat	Y	Y	Y	Y	N	N	Y
Game Console	Y	Y	Y	Y	N	N	Y
TV	Y	Y	Y	Y	N	Y	N
Camera	Y	Y	Y	Y	N	N	Y
Media Devices	Y	Y	Y	Y	N	N	Y
Lights	Y	Y	Y	Y	N	N	Y
Switch and Sockets	Y	Y	Y	Y	N	N	Y
Locks	Y	Y	Y	Y	N	N	Y
Other IoT Devices	Y	Y	Y	Y	N	N	Y
Generic	Y	Y	Y	Y	Y	Y	N

Note: AV: Anti-Virus.

5-28: Can I remotely control the D-Link defend app of my SHP-enabled router?

Yes, you can directly launch D-Link defend app when you're outside of your home and have mobile network only. Launching D-Link defend from D-Link Wi-Fi is only required for the 1st time setup. You can remotely manage the D-Link defend app afterwards.

5-29: If your network uses IPv6 only, would SHP work correctly on SHP-enabled router?

No, if your network **only** uses IPv6, our security products will fail to work correctly. IPv4 has been available for much longer than IPv6 and is more widely used, so SHP continues to **depend on IPv4 to function normally**.

6. D-Link Wi-Fi Mesh

6-1: What is D-Link Wi-Fi mesh?

D-Link Wi-Fi mesh system consists of a main router that connects directly to your modem, and a series of extenders placed around your house for full Wi-Fi coverage. They are all part of a single wireless network and share the same SSID and password.

D-Link Wi-Fi mesh provides a blanket of Wi-Fi coverage all throughout the home, so it does a very good job of eliminating weak Wi-Fi signals or dead spots in the home. Once this is established, the EXO router and extenders will all talk to each other to create a seamless internet connection that covers your entire home for all your wired and wireless devices to connect to. It's all one network with a single SSID, so if you have a wireless laptop or mobile device that is connected to your mesh Wi-Fi, you can move from room to room seamlessly because as you move to different areas in your home, it will always automatically connect to the node which has the most rapid speed.

For more information, please visit the websites below.

<https://www.dlink.com/en/wi-fi-mesh>

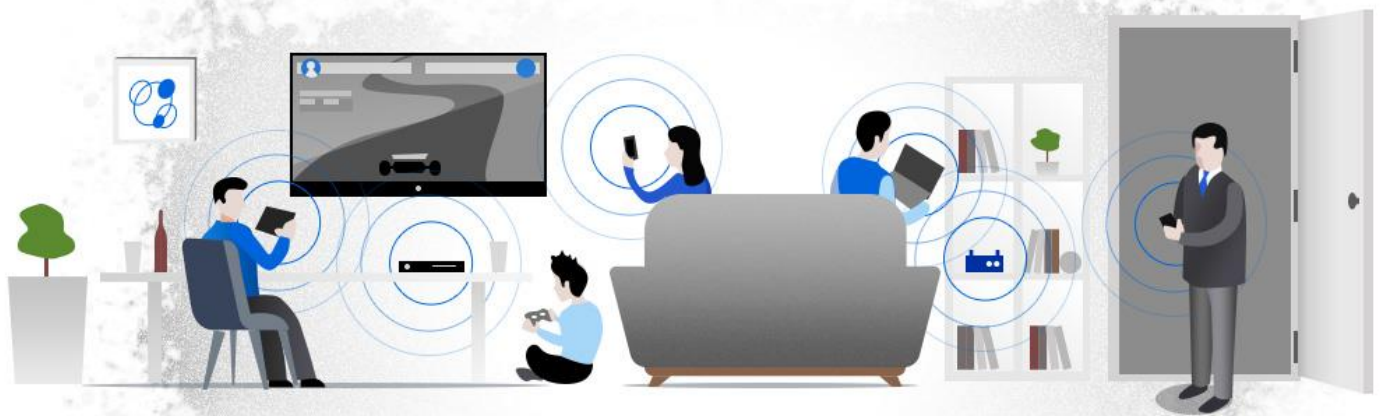
<http://wifimesh.dlink.com/demo/>

6-2: What are the differences between EXO routers/extenders and other routers/extenders?

1. *D-Link Wi-Fi mesh: One network and seamless roaming.*

The name “mesh network” itself implies that every component of your Wi-Fi system is working together, and seamless roaming is the primary point of that. When you use a traditional router and range extender, you have to switch between the networks manually as you move from one coverage zone to the other.

But with seamless roaming, you only have one network with one Wi-Fi name (SSID) and password—that means that as you move about your home, you’ll always be connected to the node which has the most rapid speed automatically, and never have to manually switch from one network to the other. So go ahead, stream video in the living, kitchen, or bedroom without worrying about buffering or a dropped connection.



2. *D-Link Wi-Fi mesh: Overcome performance degrading issue.*

Most range extenders cut your bandwidth in half since wireless is half duplex. In a large space where Wi-Fi struggles to reach every corner, a range extender can actually diminish the overall performance of your network, creating a bottlenecking effect.

D-Link Wi-Fi mesh systems can overcome the "half duplex" problem by using multiple radios to send and receive information simultaneously. Put simply: With mesh networks, you'll have less congestion, better speeds, and less hassle connecting to the Wi-Fi as you roam around the house.

3. *D-Link Wi-Fi mesh: Easy management.*

Setting up and managing your network are significantly easier with D-Link mesh network. Instead of dealing with multiple configuration pages, you can manage the entire network from one user-friendly

D-Link Wi-Fi app. D-Link Wi-Fi mesh systems also update their firmware automatically, which is a huge step up over most routers, which require you to check the manufacturer's web page for updates, download a file, and send it to your router manually.

4. D-Link Wi-Fi mesh: Self-heals your mesh automatically.

For the traditional range extenders, if one node unexpectedly fails, the killed connections stay down till you manually fix it. But if you use D-Link Wi-Fi mesh system, it can be self-healed by automatically establishing an alternative path to the EXO or the adjacent EXO extender.

6-3: How many EXO extenders can I add in the network with my EXO router?

You can add up to 8 Wi-Fi EXO extenders behind your EXO router. You can have one EXO router in the mesh network. EXO routers cannot work as extenders.

6-4: What are the tips to set up D-Link Wi-Fi mesh network?

Please refer to the tips below:

- (1) Please apply wired connection between nodes as the first choice if it's available.
- (2) Alternatively, apply the wireless connection if there's a difficulty for wired backhaul connection.
- (3) Please utilize wired backhaul connection if the nodes are far away from each other.
- (4) Three wireless hops is not recommended. Please utilize wire backhaul connection to ensure optimal wireless performance.



Wired backhaul gets the optimal performance. Apply the wireless connection as alternative if there's a difficulty for wired backhaul connection.



The 3rd hop is recommended to be applied as wired connection.

6-5: Which EXO router or EXO extender in the mesh network am I connecting to?

It depends on the path speed. The D-Link Wi-Fi mesh system will measure expected path speed of all available EXO devices, and find out the optimal one for your device.

6-6: Can I install multiple EXO extenders simultaneously?

Yes, you can connect multiple Wi-Fi mesh extenders to EXO router by Ethernet cables to establish the Wi-Fi mesh between router and extenders simultaneously.

6-7: If wired backhaul between nodes is removed, will wireless backhaul be established automatically to keep the mesh network operative?

Yes, it's the mechanism of D-Link Wi-Fi mesh system. Wireless connection will be applied as alternative if the wired backhaul between two nodes is removed. If an Ethernet cable is plugged again, the wired backhaul will be re-established.

6-8: Can I set up EXO extenders via WPS to establish a D-Link Wi-Fi mesh network? What are the differences between the Wi-Fi mesh pairing via WPS and Ethernet?

Yes, you can set up EXO extenders via WPS to establish a D-Link Wi-Fi mesh network with your EXO router.

For optimal performance, it is highly recommended to build up a mesh network via wired backhaul.

6-9: Could Guest Wi-Fi network be extended if I add EXO extenders?

Yes, a guest Wi-Fi network can also be extended if you add Wi-Fi mesh extenders.

Using a guest network keeps your primary Wi-Fi network safe from intrusion, blocking outside users from accessing your personal data.

6-10: Do D-Link EXO extenders support MOD (IPTV)?

(For internal use) No, currently, D-Link Wi-Fi mesh extenders do NOT support MOD (IPTV).