

Total Control Products Lock Up with IP Address 192.168.0.120

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Some installers who do not know how to properly set up the network settings, whether it be on the router or in accelerator, may come up with an issue when they set a device to static, without configuring a **DHCP** range within the router. When this happens the unit could lock up, even though it is still able to be discovered through the software with the IP address of 192.168.0.120. At this time the unit will not take a download. Usually a factory reset will resolve this issue by setting the unit back to **DHCP**. Sometimes the unit gets locked up to the point where a factory reset does not work. In this case a crossover cable is needed. Connect the computer directly to the device and set your network adapter to to an IP address on the same range of the TC unit.

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.

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