Frequently Asked Questions

Q1 **What is the default login details for the router?**
(if you didn't change the details in the setup wizard)

Username: admin   **Password:** admin

Please note: it is a security risk to leave the default password as admin & admin. It is highly recommended to set your own unique password.

Q2 **I only received 1 LAN cable in the box but I need 2 to do the setup. Am I missing a cable?**

No. The LAN cable supplied with your router is to connect your computer/laptop to the router during setup. The ONT device should have came with a LAN cable for connecting it to the WAN port on the back of the router. If you can't find a second LAN cable to connect your router to your laptop for the setup, you will need to do the setup over Wi-Fi.

Q3 **What if the hardware connection keeps failing on step 1?**

Please contact your ISP and verify that your ONT device and Fibre line is active

Q4 **I did the setup over Wi-Fi but got disconnected on the Wireless Network step of the wizard. What do I do now?**

If you changed your Wi-Fi username and password: Open your Wi-Fi settings on the device you used to setup the router. Select the new Wi-Fi name you set from the list of available networks and enter the password. Once connected reopen the webpage at 10.0.0.2 to complete the setup.

If you changed only your Wi-Fi password: Open your Wi-Fi settings on the device you used to setup the router. Select the router's Wi-Fi name and forget the network. Now reselect your router's Wi-Fi name and type in the new Wi-Fi password you set on the wizard. Once connected reopen the webpage at 10.0.0.2 to complete the setup.

Q5 **What do I do if while in the Router web interface my browser locks up / goes white / says undefined?**

If this happens, please clear your browser cookies & cache and reload the page.

Q6 **What is the difference between 2.4GHz and 5.8GHz Wi-Fi?**

2.4GHz: Better Wi-Fi coverage but more interference. Compatible with all phones with Wi-Fi.
5.8GHz: Faster Wi-Fi speeds & less interference but less Wi-Fi coverage. Only visible to 5G capable phones.

DIR-822K
Quick Install Guide
Use this step-by-step guide to set up your router

Package Content

A DIR-822K Router

B Power Supply

C RJ-45 Ethernet Cable

D Quick Install Guide

Status LED

- 🔴 On
- 🟢 WAN connection Online
- 🔴 WAN connection Offline
- 🔆 Resetting device

Please contact your Internet Service Provider for assistance if: The device was configured and the LED was previously green but suddenly goes red

Start Here

01
If you have a Fibre service

Connect the Ethernet cable supplied with your Fibre device (ONT) to a LAN port on the ONT. Then connect the other end of the cable to the WAN port on the back of the router

LAN1 LAN2 LAN3 WAN
ONT
Fibre to home

02
Connect the power connector of the power supply to the power socket at the back of the router.

Plug the power supply into the wall outlet. Switch the wall outlet and the router on.

LAN3 WAN

Power Supply *Power outlet*

03
You can set up your router using Wi-Fi an Ethernet cable or D-Link Assistant APP.

Ethernet cable:
Connect the grey RJ-45 Ethernet cable to any LAN port at the back of the router and the other end into your PC LAN port.

Wi-Fi:
Use the default Wi-Fi SSID and password (WPA PIN) printed on the bottom of the router to connect your Wi-Fi enabled device to the router.

04
New Tab   x
← → C ⌂   10.0.0.2

If you are using an Ethernet cable / Wi-Fi to complete the setup:
Launch an Internet browser (Google Chrome, Firefox, Internet Explorer, Safari, etc.) on your connected device.
In the URL web address field, type **10.0.0.2** and press enter.
The Setup wizard will start automatically. Please follow the steps of the wizard to finish the configuration of the router

---
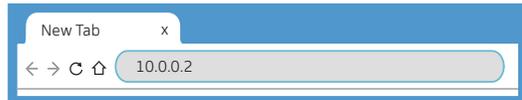
Quick Setup Wizard

05
Fibre setup

A. Click **Test** to verify that your Fibre is connected correctly.

B. If a green message confirms "Hardware interface connected properly" click **Next**.

Select Interface Type: ETH ▼

Note: If a red message appears stating "Eth Connection incomplete" please confirm that the cable from the LAN port on the Fibre ONT device has been inserted into the WAN port on the back of the router.

A   B
Cancel   Test   Next   **Continue to Step A1 or B1**

DHCP test passed!

A1
Wizard Step 2
The router will now run a test to determine which account type you have.

If DHCP test passes, click Next to set your **Wi-Fi name & Password.**

Select Mode: DHCP ▼
Back   Reset   Next
Click Next to Proceed

Continue to Step 6

06
Wi-Fi Details
Set a Wi-Fi name (**SSID**) and Password (**WPA Preshare key**) for both the 2.4GHz and the 5GHz.

It is recomended to have a **different name** for the 2.4G & 5G band.

For the difference between 2.4G & 5.8G please refer to the FAQ.

Wi-Fi name & Password

SSID 2.4GHz: dlink-822K-2.4G-xxxx
2.4G WPA key: ••••••••••••••••
SSID 5GHz: dlink-822K-5.8G-xxxx
5G WPA key: ••••••••••••••••

Back   Next

07
Login Details
Set an **AdminName** & **AdminPassword** for logging into the router.

These details allow you to log into the router if you want to change any settings.

Web login details

AdminName: admin
AdminPassword:
Confirm Password:

Back   Next

08
Telkom VPN Lite
Inter your Telkom VPN Lite details in the provided blocks.

If you are not a Telkom VPNLite customer you can skip the step

Site Username:
Site Password:
Confirm Password:
LAN IP/Netmask:

Back   Next

OR

PPPoE test passed!

B1
Wizard Step 2
The router will now run a test to determine which account type you have.

If PPP test passes, click Next to go to **step B2**

Select Mode: PPPoE ▼
Back   Reset   Next

B2
Wizard Step 3
Your Internet Service Provider (ISP) Account Username & Password will be **supplied to you by your ISP (usually via SMS)** and will look something like this:
yourname@telkomsa.net

ISP Account Username & Password

User Name: yourname@telkomsa.net
Password: account password
Confirm Psw: account password

Note: The Username & Password will never be Admin and Admin

Back   Next
Click Next to Proceed

B3
Wizard Step 4
Once account details test passes, click next to proceed.

Configured account is valid

Back   Next
Click Next to Proceed

Continue to Step 6

09
Settings Summary
Please make sure to write down all the details on this page & keep it somewhere safe for you to refer back to later.

Web Login Name:
Web Login Password:
SSID 2.4GHz:
2.4G WPA Preshare key:
SSID 5GHz:
5G WPA Preshare key:

Back   Apply
Be sure to Click Apply to Save