

# **Dynalink Router DL-WRX36**

## **FAQ & Troubleshooting V5.6**

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# FAQ

## ➤ Before you Buy

### 📌 What is Wi-Fi 6?

Wi-Fi 6 is also known as 802.11ax. WFA (Wi-Fi Alliance) uses numbers to simplify the name of the standards. Wi-Fi 6 (11ax) features 1024-QAM, which provides high-throughput in both 2.4 and 5 GHz bands, and supports MU-MIMO & Orthogonal Frequency Division Multiple Access (OFDMA) to improve the channel capacity and efficiency for enabling more clients to access the Wi-Fi networks.

### 📌 What is the difference between Wi-Fi 6 and Wi-Fi 5?

Wi-Fi 6 operates in both the 2.4 and 5GHz bands and features improvements in throughput, multiple-device support, and Wi-Fi spectrum efficiency. Wi-Fi 6 also increases the number of devices that can connect and simultaneously benefit from high-speed wireless networks.

Published year	Wi-Fi	Wi-Fi standard	Frequency band
1997	1 <sup>st</sup> generation	IEEE 802.11 (Wi-Fi 1)	2.4GHz
1999	2 <sup>nd</sup> generation	IEEE 802.11a/b (Wi-Fi 2)	5GHz / 2.4GHz
2003	3 <sup>rd</sup> generation	IEEE 802.11g (Wi-Fi 3)	2.4GHz
2009	4 <sup>th</sup> generation	IEEE 802.11n (Wi-Fi 4)	2.4GHz or 5GHz
2013	5 <sup>th</sup> generation	IEEE 802.11ac ( <b>Wi-Fi 5</b> )	5GHz
<b>2019</b>	6 <sup>th</sup> generation	IEEE 802.11ax ( <b>Wi-Fi 6</b> )	2.4GHz or 5GHz

### 📌 What is MU-MIMO?

MU-MIMO stands for Multi-User, Multiple Input and Multiple Output technology. MU-MIMO enables the

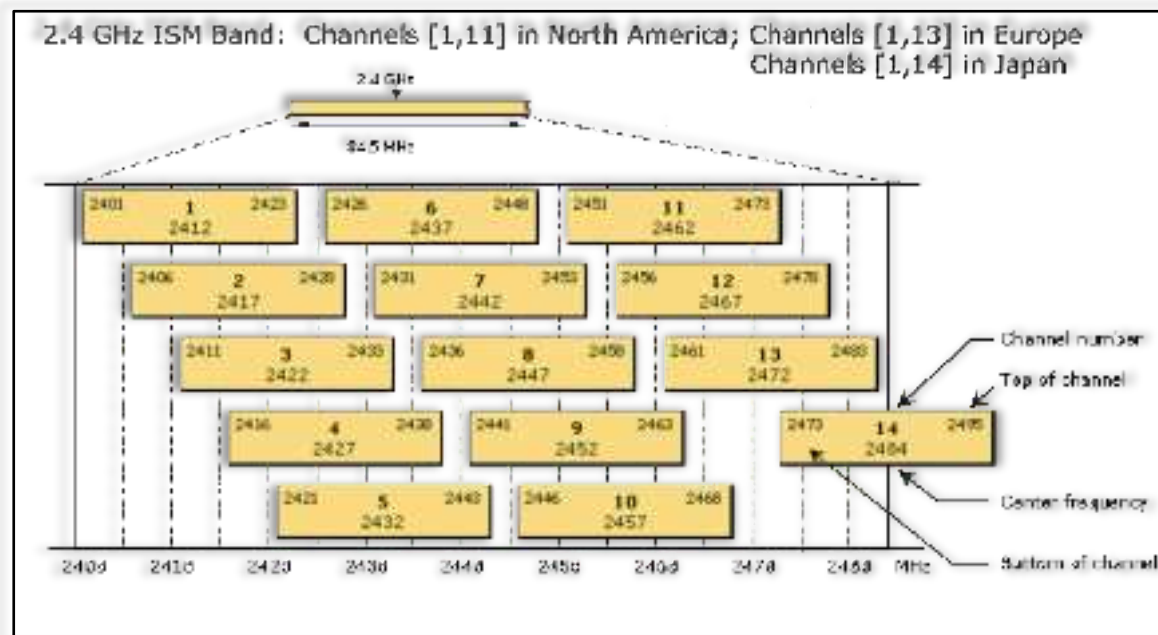
communication with multiple devices simultaneously. More connected devices, No more waiting, and no more slow-connection.

In 802.11n (Wi-Fi 4), multiple spatial streams can transmit to a single client at one time. It is also known as Single User MIMO (SU-MIMO).

In 802.11ax (Wi-Fi 6) and 11ac (Wi-Fi 5), MU-MIMO are introduced. Router or AP can transmit to multiple clients at the same time.

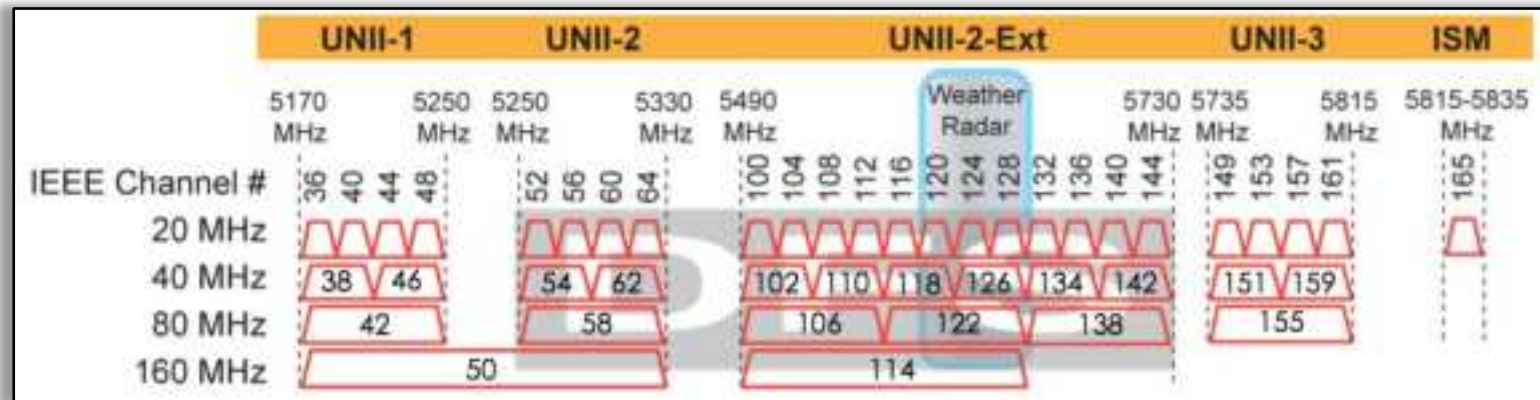
## ❏ What is the characteristic between 2.4 and 5GHz wireless?

### ◆ 2.4GHz (802.11b/g/n/ax)



- ✧ 2.4GHz frequency is able to reach farther than the 5GHz frequency. The characteristics that waves attenuate much faster at higher frequencies. Therefore, if you are more concerned with the coverage, you should select 2.4GHz rather than 5GHz.
- ✧ 2.4GHz suffers more interferences like Bluetooth, microwave and so on than 5GHz.
- ✧ 2.4GHz has fewer channel options with only three of them non-overlapping, while 5GHz has 23 non-overlapping channels.

### ◆ 5GHz (802.11a/n/ac/ax)



- ✧ 5GHz has more channels than 2.4GHz, this reduces the interference created by channel-overlapping.
- ✧ If 5GHz radio uses the DFS channels, it needs to wait for 1 minute before service become available.
- ✧ If 5GHz radio uses the weather radar channels, it needs to wait for 10 minutes before service become available.

### 📺 What is QAM?

Quadrature Amplitude Modulation (QAM) is a highly developed modulation scheme used in the communication industry in which data transmits over radio frequencies. Wi-Fi 6 (802.11ax) features 1024-QAM, which provides high-throughput in both 2.4 and 5 GHz band. It provides up to a 25% increase in data rate to achieve speeds up to 10Gbps enabling your Internet service to support 4K/8K video and AR/VR game requirements.

## What is OFDMA?

OFDMA (Orthogonal Frequency-Division Multiple Access), a technology in Wi-Fi 6 (802.11ax), improves wireless network performance by establishing independently modulating subcarriers within frequencies. This approach allows simultaneous transmissions to and from multiple clients. OFDMA divides a Wi-Fi channel into smaller frequency allocations, called resource units (RUs). Router or AP can communicate with multiple clients by assigning them to specific RUs.

## Login, password, firmware and reset

### Can I change the username "admin" of the router?

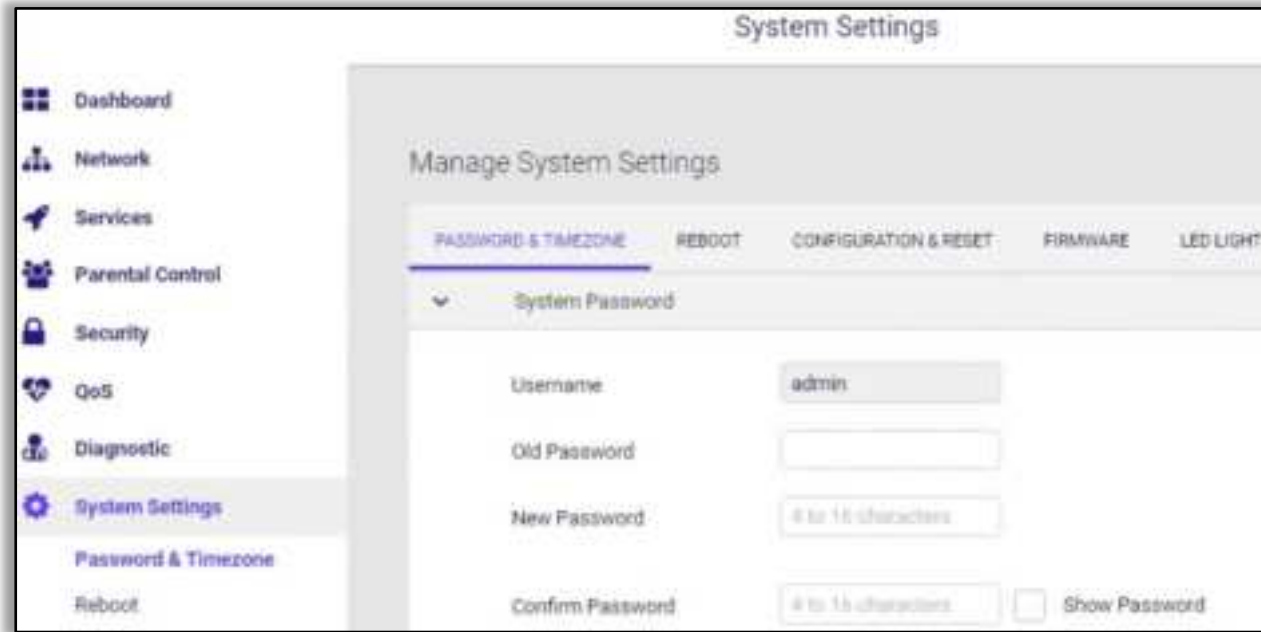
No, it is not available. However, you can change the password to access the router's interface.

### How do I change administrative password on DL-WRX36?

See in the user guide 5.8.1 **Password & Timezone**. Go to the WebGUI and see **System Settings > Password & Timezone** to change the password of administrative.

---





## What if I forget my login password?

If you forget the login password or cannot login the router, please refer to the product label, which is located on the bottom of the router. You will see the username, password, and other detailed information. Use the default password to access the WebGUI. However, if you changed the default password previously, you will need to reset the router to default.

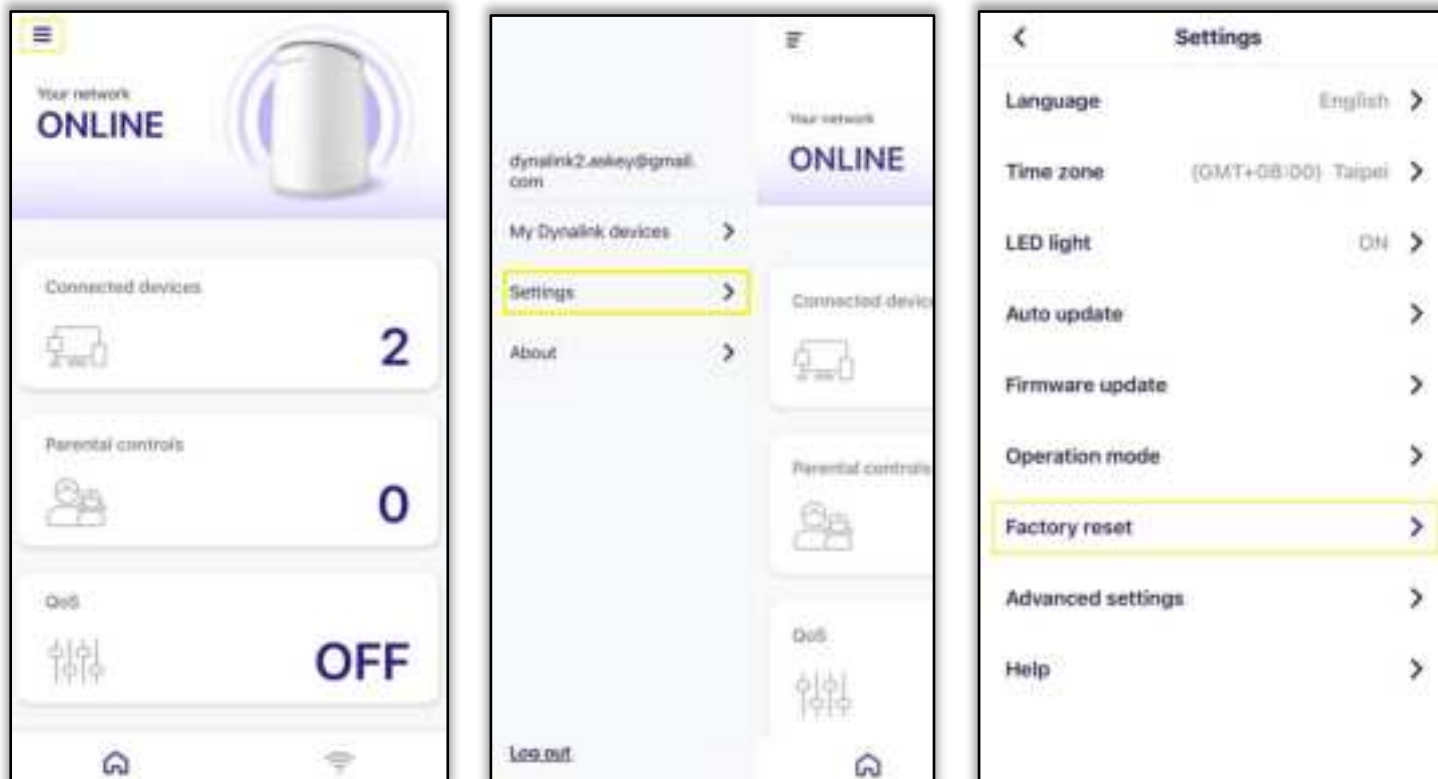
If you changed the default password previously, you will need to reset the router to default. Otherwise, you can refer to the product label, which is located on the bottom of the router. You will see the username, password, and other detailed information.

## How to reset DL-WRX36 router to factory default settings?

A factory reset will restore all the settings to default status just as you firstly got the router. Make sure

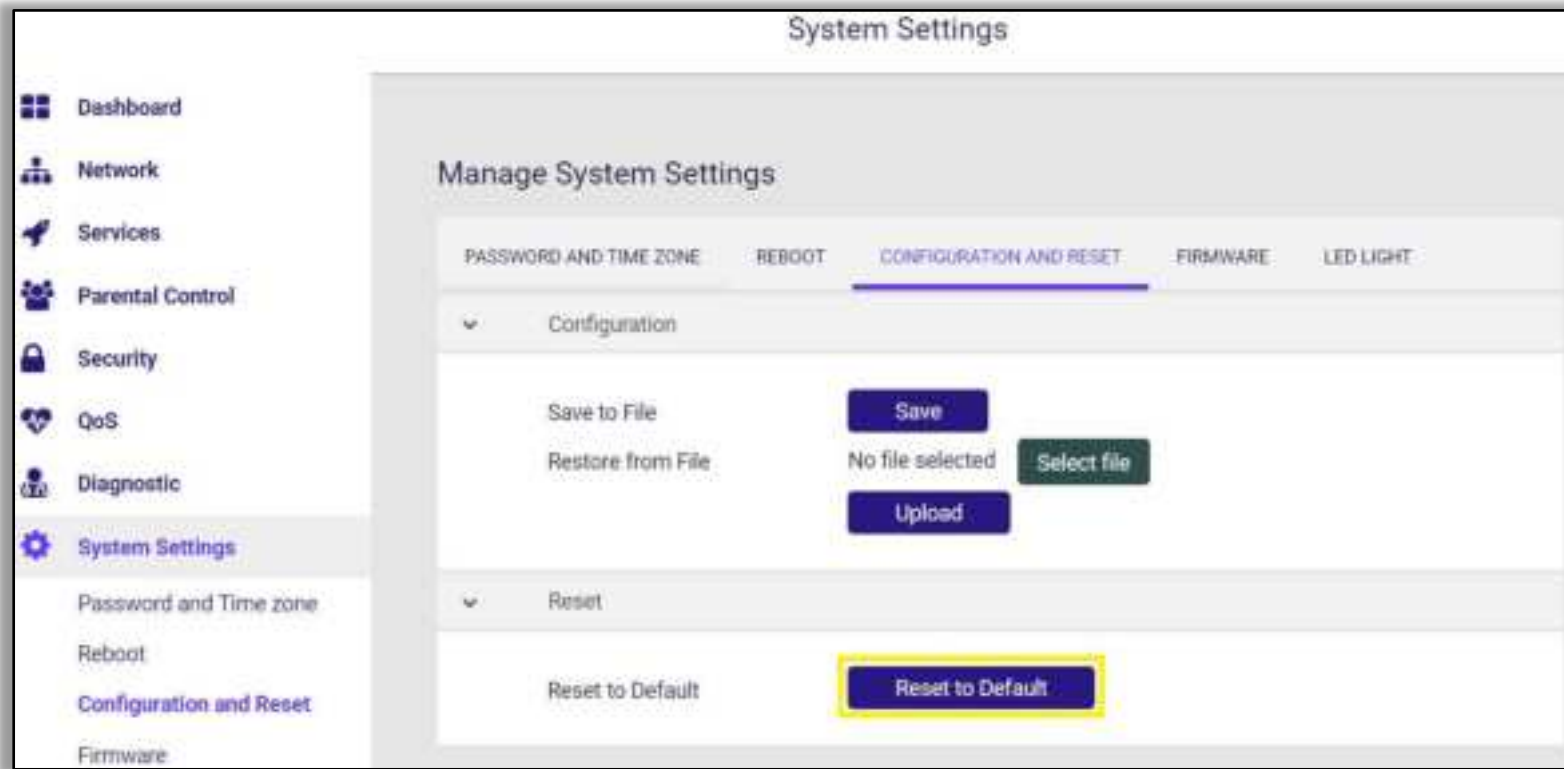
you have already backed up the configuration before using the process of reset to default to fix other issues. Factory reset could be done via the reset button on the back side of the router (See in the user guide 3. **Let's get started** for the location of each interface). Press and hold the button for 7 seconds. You will see the power LED starts flashing blue and then lights off in a few seconds. After that, the router will reboot automatically. You can see all the configurations become default status when the process is completed. In another way, you can also reset the router to default via WebGUI or APP. Go to **System Settings > Configuration & Reset** and click the **Reset to Default** button. The router will automatically start the factory reset process.

 Dynalink APP





 Dynalink WebGUI



## Does my router need to use the latest firmware?

Having the latest firmware will help improve the stability, functionality and performance of the product. The new and latest firmware will correct the problem and add new and improved features to the product.

## Where can I get the firmware files?

We do not provide the firmware files for manually update. Dynalink Router supports dual image mechanism to prevent firmware update failed and online FOTA (Firmware Over-The-Air) update to avoid missing of critical updates.

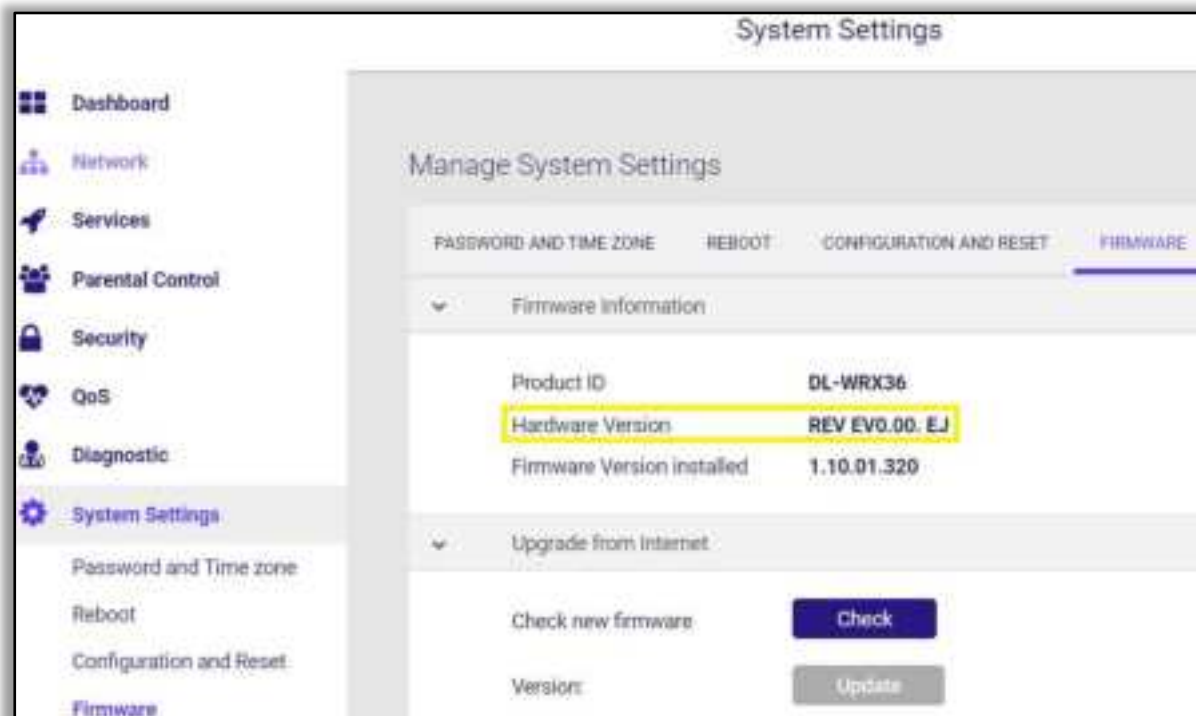
## ❏ Are there any external documentation files for Dynalink Router available for users to download?

Yes, please directly go to access the Dynalink's official URL: <https://dynamlink.life>

There are new versions of quick installation guide, user guide and FAQ&troubleshooting guide files available for download.

## ❏ How to find the hardware version on a DL-WRX36 device?

1. Go to WebGUI and see **System Settings > Firmware** page to find the hardware version.



2. Launch the Dynalink APP, to click the device icon of DL-WRX36, go to **Router information** page.



## What is format rule of Wi-Fi password?

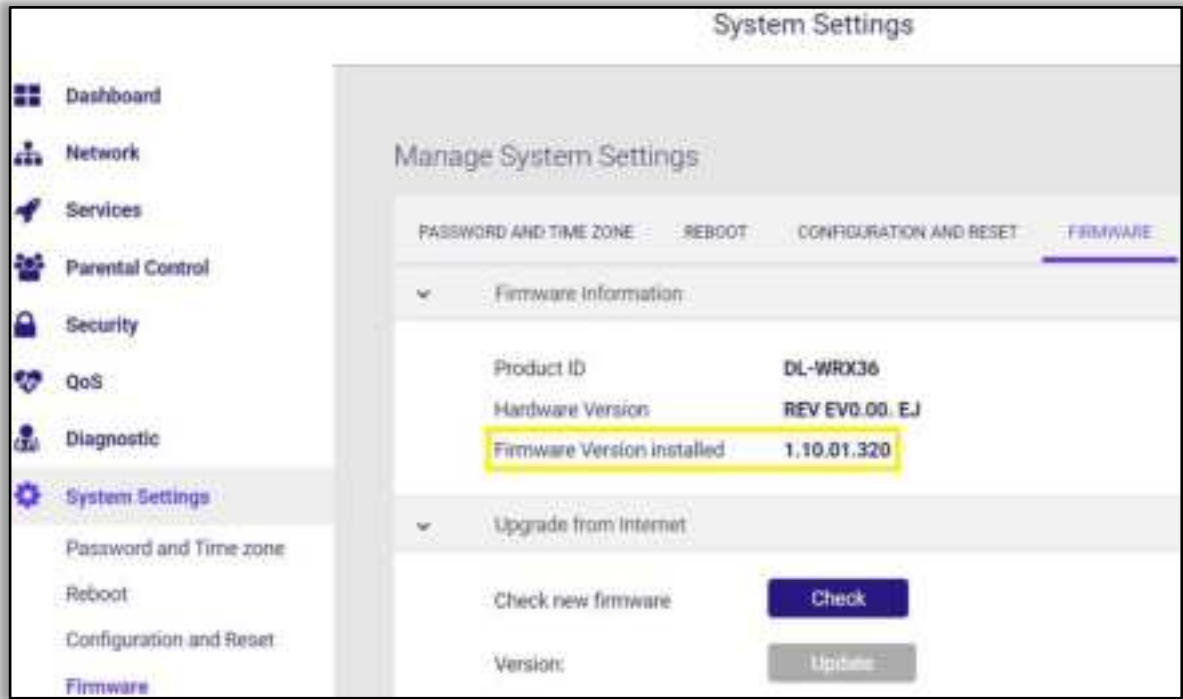
- ✧ At least 8 characters and less than 63 characters
- ✧ Alphabetic and numeric characters are allowed
- ✧ Special characters are allowed except “Space” and “&”

## How to update the Router’s firmware to the latest version?

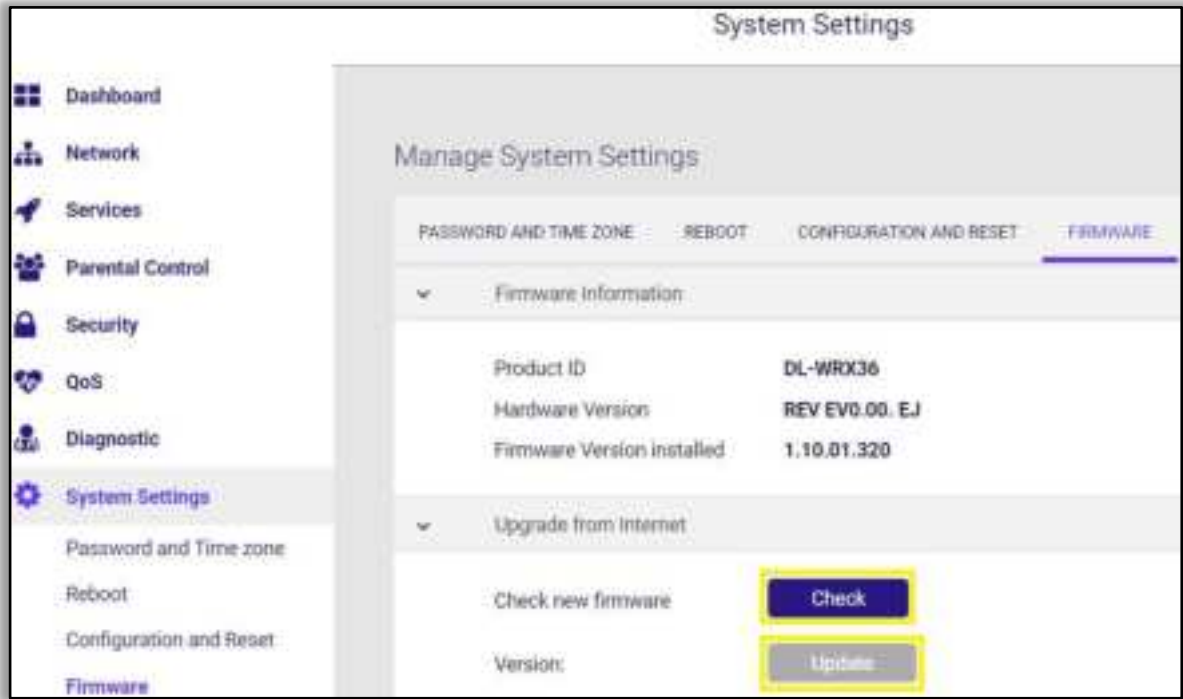
Launch a browser and log in to the web user interface. Navigate to **System Settings > Firmware** and see the configuration settings of **Upgrade** from Internet. Use the **Check** button to inspect the latest firmware version. An information prompt will help you to check if the router needs to be update or not. Then click the **Update** button and proceed to firmware update process. This will cause the router to reboot in a few seconds. When all the loading process is completed, log in to the web user interface again. You will see the firmware version is up to date.

### Dynalink WebGUI

- ⇒ Check the current firmware version



⇒ Update to the latest firmware version



 Dynalink APP

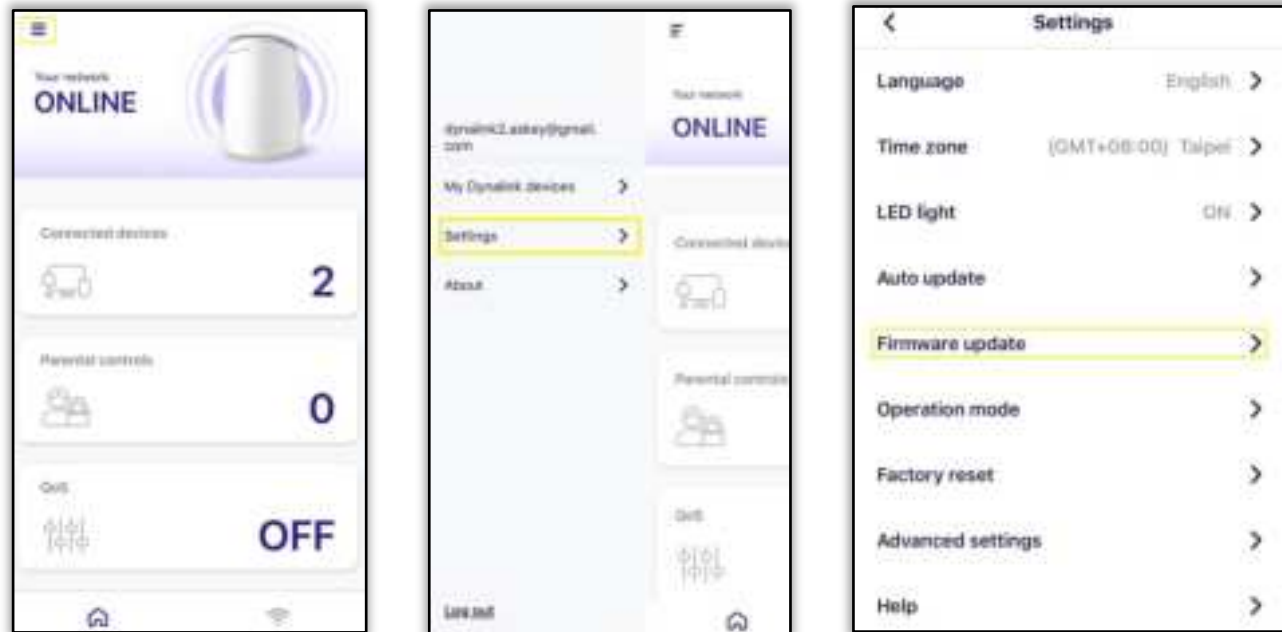
⇒ Check the current firmware version

Please click **Dynalink Router's icon** > **Router Information** > **Firmware version**





⇒ Update to the latest firmware version



**Note:** If you have problems resolving router issues by the solution described above, please contact Askey's technical support via this website: <https://dynalink.life/products/dynalink-Wi-Fi-6-ax3600-router-dl-wrx36>

## ❏ What if I cannot connect to Dynalink Wi-Fi or login to WebGUI with default password on the label?

First please check carefully the default password on the label, some words and numbers such as l vs 1 and 0 vs o looks very similar. The format of Wi-Fi password is [word:a-z][word:a-z][3 digit number:0-9]. So only last 3 digits are 0-9. For example, **agencyanchor153** is correct, but **agencyanch0r153** is wrong. The password format of WebGUI login is [word:a-z][2 digit special char][3 digit number:0-9], for example, **bakery#\$123** is correct, but **bakery#S!12** is wrong

When your password is correct, but it still cannot connect or login. Please attempt to do a hardware

reset.

For hardware reset, please use a pin or sharp-pointed pen to press and **hold on the reset button till the LED start to blink blue, you need to hold the reset roughly 10 seconds**. Please note if you just punch the reset button once, Dynalink Router will reboot, but not reset to default.

Please check the LED behavior carefully during hardware reset. The LED should first start to blink blue for a few seconds, indicating it is doing reset to default. Then the LED will become solid red, indicating it is doing power cycle. Then the LED will blink blue for about 45 seconds, and then become solid blue when system is ready. If you do not observe the exact same LED behavior, maybe you did not press and hold the reset button long enough, and you should try it again.

## ➤ Features

### 📌 What is DHCP normal mode? When should I use it?

In some regions, the ISP modem provides DHCP internet but the router will show Your “ISP's DHCP does not function correctly,” sometimes it's about the query time frequency of the router, by default, it's **aggressive mode**, however this mode will cause some ISP modem to not provide proper IP address to router.

Therefore, you can modify the DHCP query frequency to be in the normal mode.

Go to WAN > INTERNET and find DHCP Query Frequency.

Select normal mode and hit Save button.

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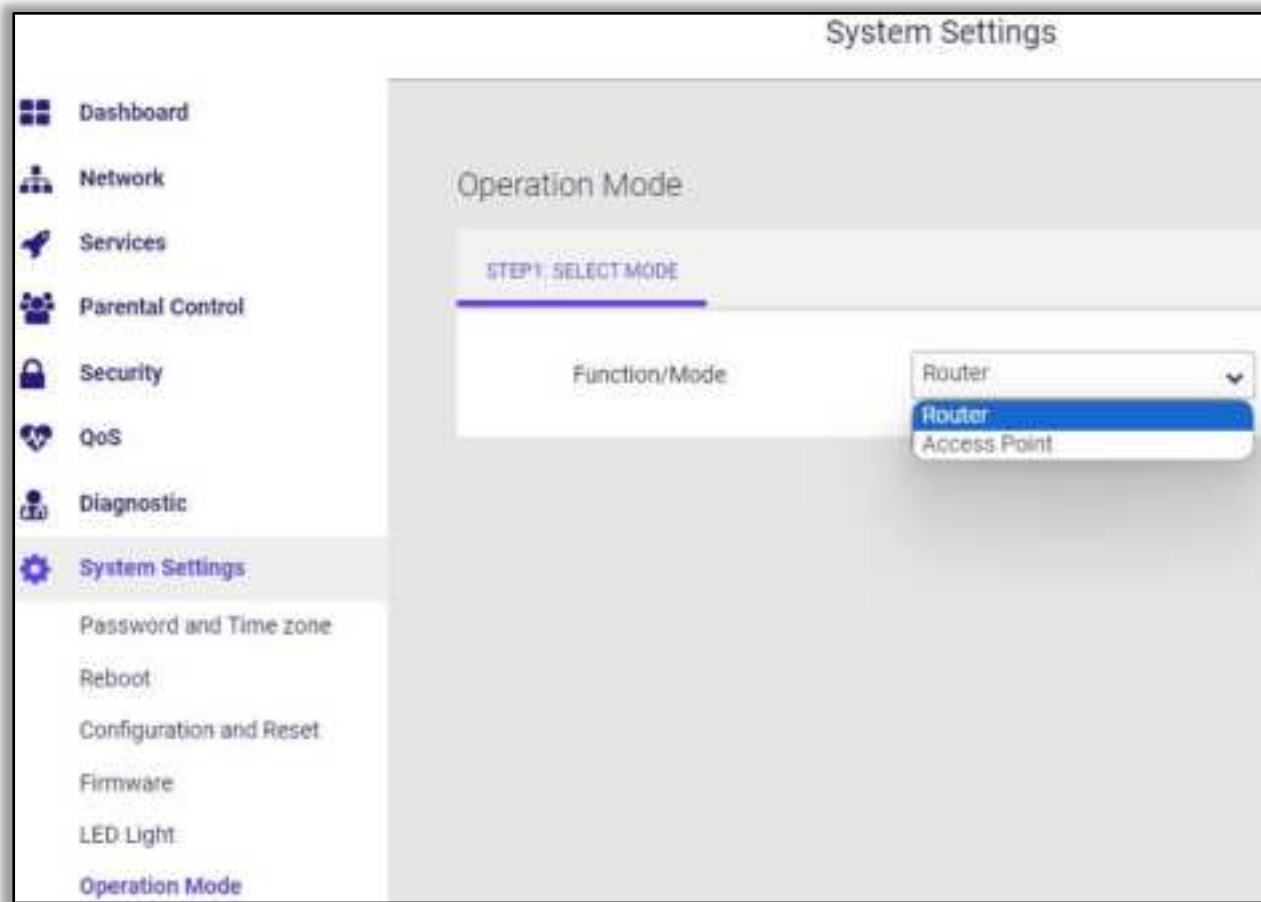
The screenshot displays the 'Network' configuration page for a Dynalink DL-WRX36 router. The left sidebar contains navigation options: Dashboard, Network (selected), Status, WAN, LAN, Wi-Fi, IPv6, Multicast, Routing, Services, Parental Control, Security, QoS, Diagnostic, System Settings, and Status. The main content area is titled 'Network' and 'Manage WAN Settings'. It features several tabs: INTERNET (selected), DDNS, UPNP, PORT TRIGGER, PORT FORWARD, DMZ, and NAT PASSTHROUGH. The 'INTERNET' tab is active, showing the following settings:

- Enable NAT:  Yes  No
- WAN Connection Type: DHCP (dropdown)
- Automatic MTU:  Yes  No
- MTU: 1500 (text input)
- WAN DNS Settings (expanded):
  - Automatic DNS server address:  Yes  No
  - DNS 1: 10.10.160.2 (text input)
  - DNS 2: (empty text input)
- Special Requirement (expanded):
  - Host Name: DL-WRX36 (text input)
  - MAC Address: (empty text input) with a 'MAC Clone' button
  - DHCP Query Frequency: Aggressive Mode (dropdown menu with 'Normal Mode' and 'Aggressive Mode' options visible)

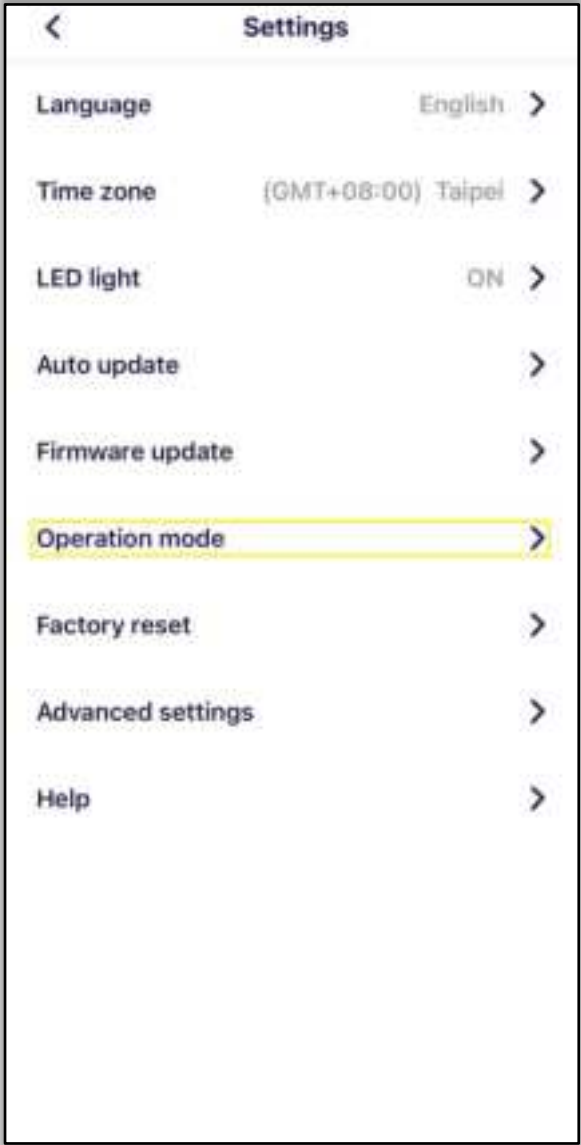
## Does the Dynalink Router support the Access Point (AP) / Bridge mode?

Sure, the Dynalink Router supports the AP / Bridge mode and it supports in the firmware version: 1.10.1.308 or above.

 Dynalink WebGUI



 Dynalink APP



## What is the difference between the Router and Access Point mode?

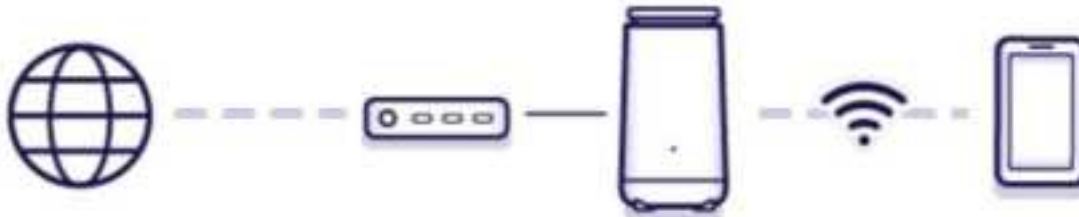
### 1. Router mode (by default)

Connects multiple devices to the Internet and provides network access. It is the default mode for most home networks, creating a private local network.



### 2. Access Point (Bridge) mode

Extends existing network coverage or creates a new Wi-Fi hotspot, serving as a bridge between wireless devices and the main router.



#### Note:

**When selecting Access Point (Bridge) mode, since a new IP address may be obtained, please also clear the cookies of the GUI web page. And all WAN-related settings will be removed as well.**

## Does Dynalink Router support VLAN?

No, Dynalink Router does not support VLAN.

## Can multiple DL-WRX36s establish a mesh network connection?

No, DL-WRX36 does not support mesh protocol. Therefore, DL-WRX36s cannot establish a mesh network connection.

## If I connect USB dongle on Dynalink Wi-Fi's USB port, can I access my USB drive from remote location?

The answer is No. All the services for USB drive (Samba/FTP/DLNA) work for local network only.

## Can I connect a USB Hub adapter with attaching multiple USB storage to Dynalink Router?

No, Dynalink Router does not support connecting a USB Hub adapter with attaching multiple USB storage.

Even though Dynalink Router can power multiple USB drives/sticks at the same time when connected to a USB hub, it can only recognize one USB drive by prioritizing the connection.

## Does the Dynalink DL-WRX36 even support 160MHz Channel Bandwidth on the 5GHz?

No, Dynalink DL-WRX36 doesn't support to be selected the 160MHz channel bandwidth, however, Dynalink DL-WRX36 supports 4x4 MIMO@80MHz contiguous which is the same as 2x2 MIMO@160MHz.

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**❏ Is it possible to assign a specific channel and mode to each 2.4GHz SSID? For example, SSID1 2.4GHz will have channel 6 and mode b/g, and SSID2 2.4GHz will have channel 1 and mode ax/g?**

No, Dynalink Router does not support different 2.4GHz SSIDs to separate different channels. Once configured, they will be changed together. 5GHz is the same.

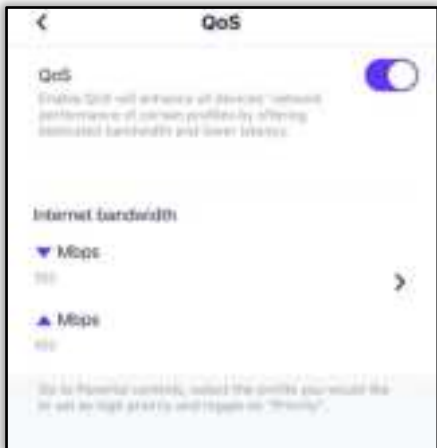
➤ **Configuration**

**❏ Is there any way to control the speed limit?**

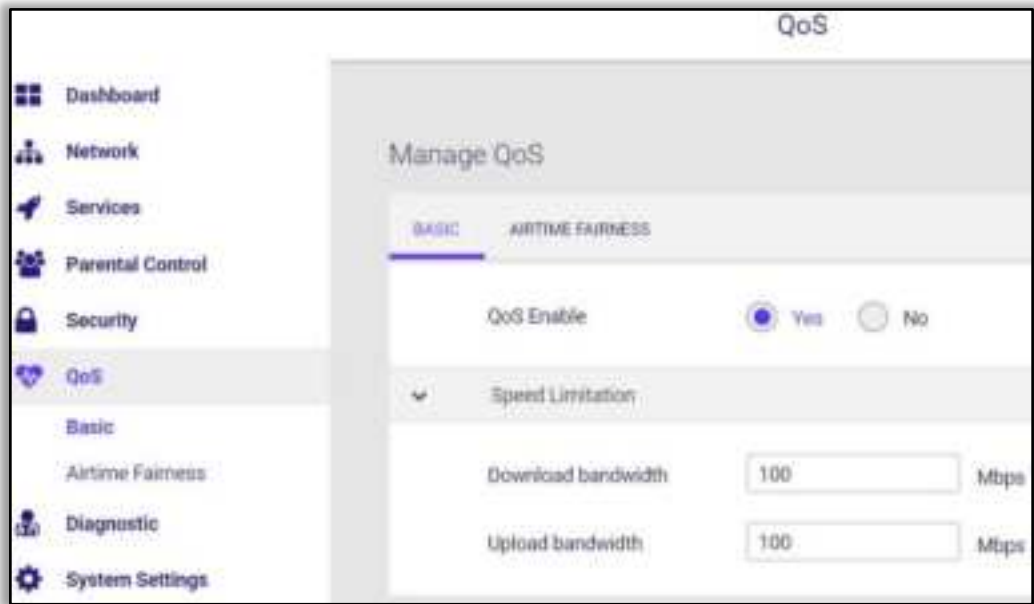
Go to Android/iOS Dynalink APP or WebGUI to enable QoS page and then specify maximum upload and download bandwidth.

 Dynalink APP (Android/iOS):



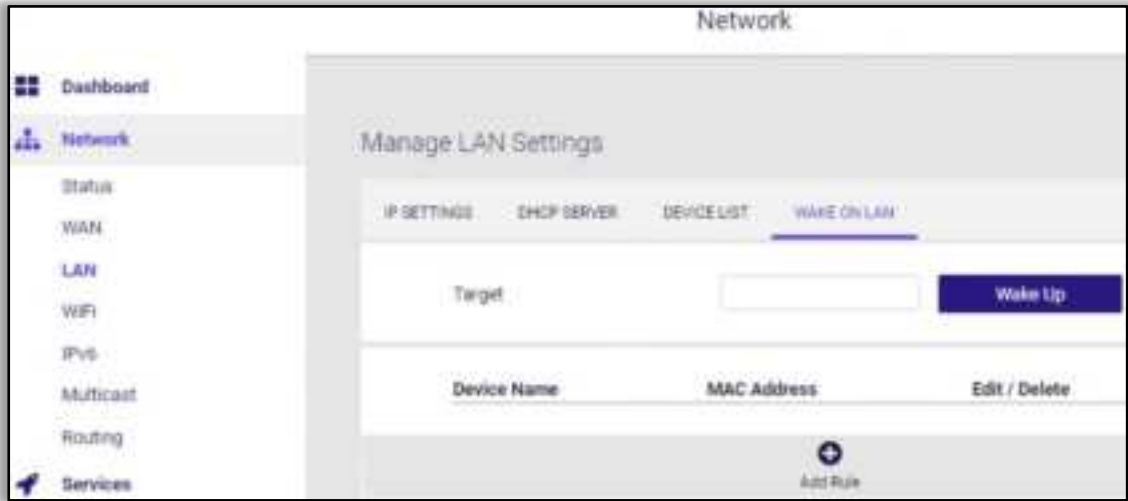


📌 Dynalink WebGUI:



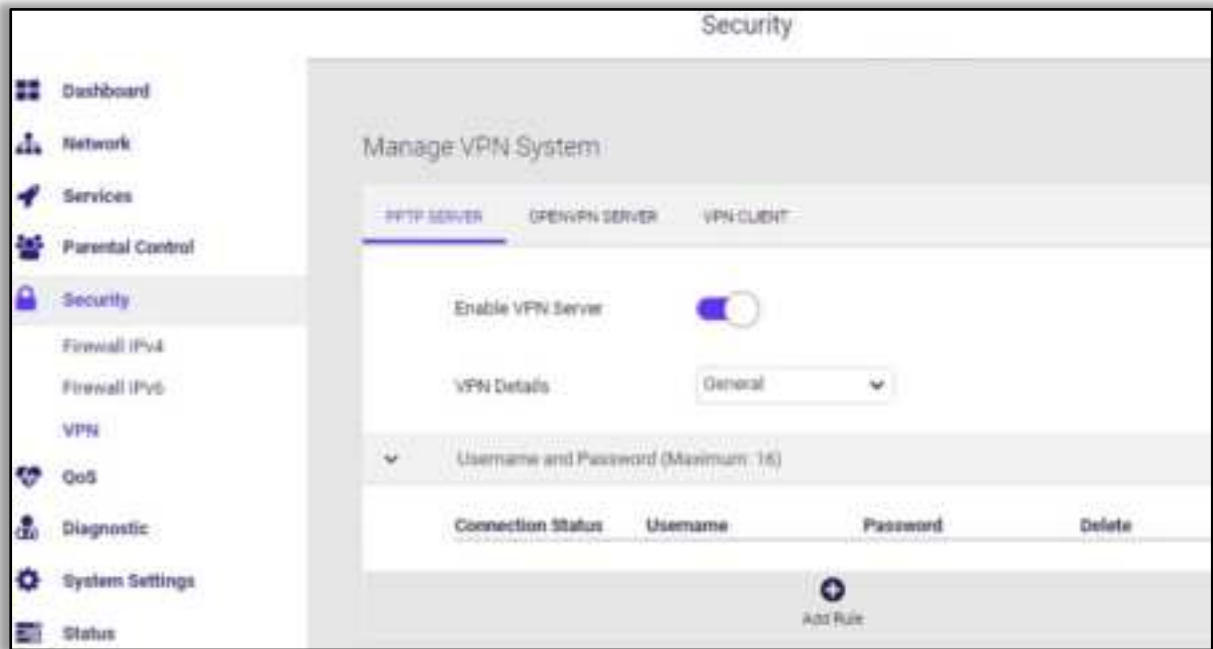
### Does Wake-on-LAN work on DL-WRX36?

Yes, DL-WRX36 supports Wake-on-LAN feature. Go to the WebGUI > **Network** > **LAN** > **Wake on LAN** and see in the user guide 5.2.3.4 in details.



**Does DL-WRX36 support VPN function?**

Yes, DL-WRX36 supports three VPN protocols: OpenVPN, PPTP and L2TP server and client function. The VPN function can be configured only by the WebGUI. Please refer to the user guide in details.



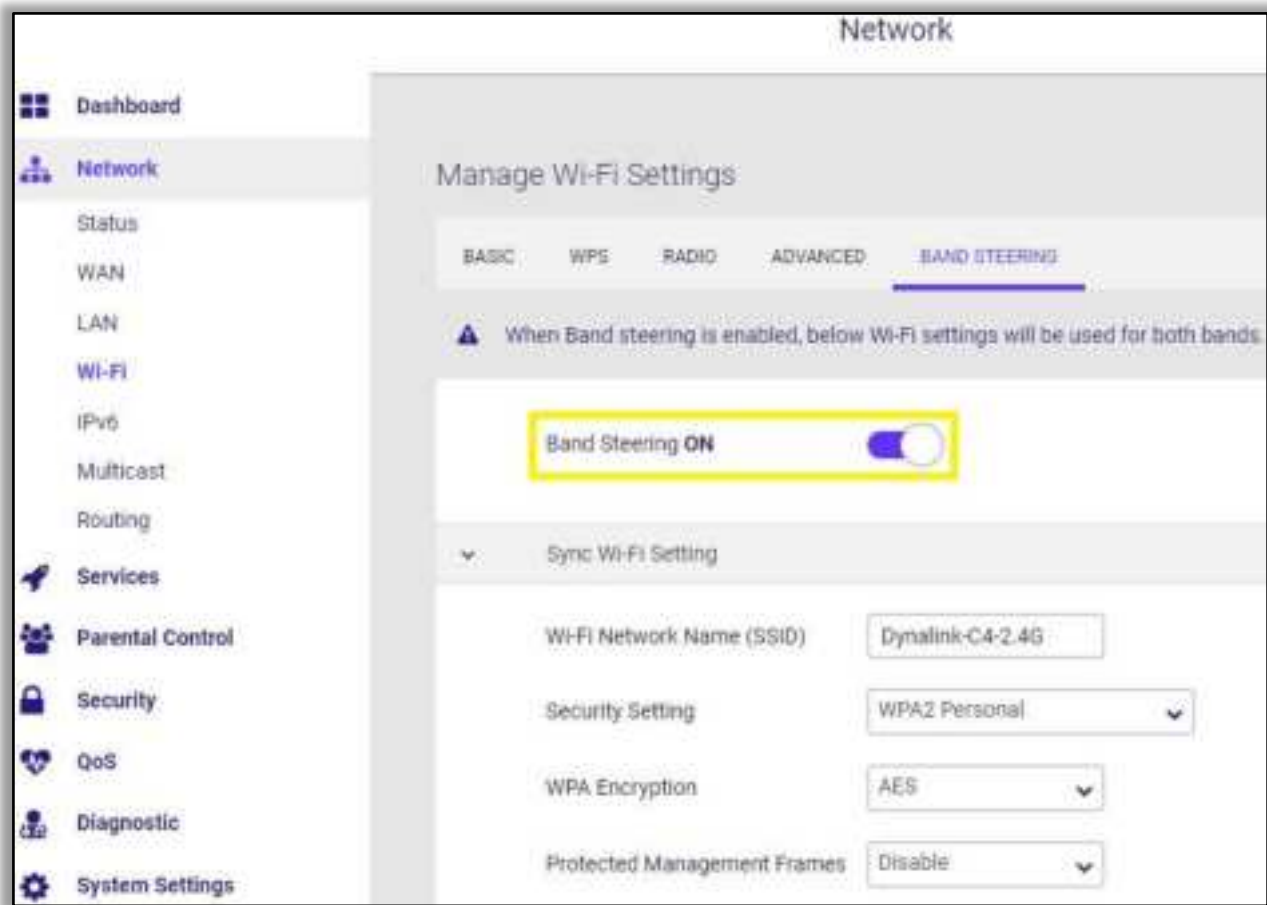
## Can I combine the 2.4 & 5 GHz bands to a single SSID on the Dynalink Wi-Fi 6 AX3600 Router?

Yes, you can enable band-steering function on the WI-FI setting from either APP or WebGUI. Band Steering will use one SSID for both 2.4 and 5GHz Wi-Fi, and Dynalink Router will steer the client devices to the Wi-Fi band with best performance automatically.

 Dynalink APP



 Dynalink WebGUI



## Can I use Wi-Fi extender with Dynalink Wi-Fi?

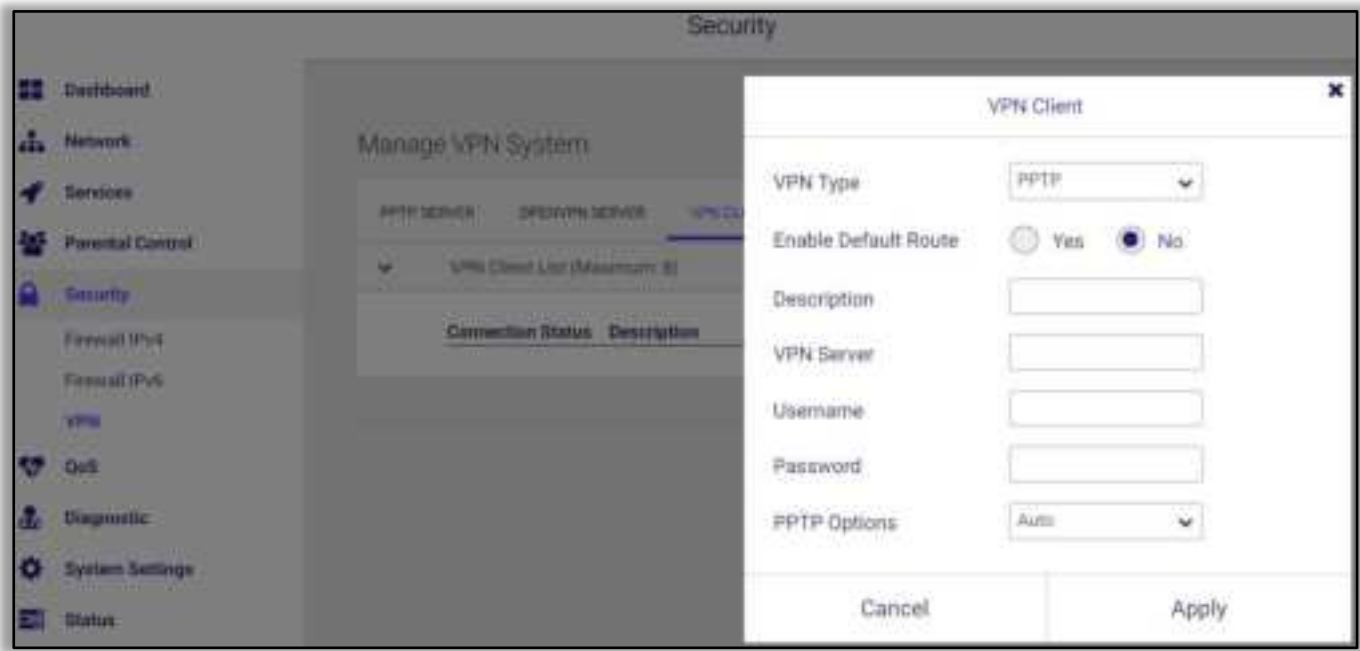
The answer in the latest version is certain, but you need to disable **LAN Security** via WebGUI. Please refer to user guide for detail of **LAN Security** setting. For bridge that use Ethernet to connect to Dynalink Wi-Fi, it should work without any configuration change.



## 📌 How to set up PPTP VPN client on the Dynalink Router?

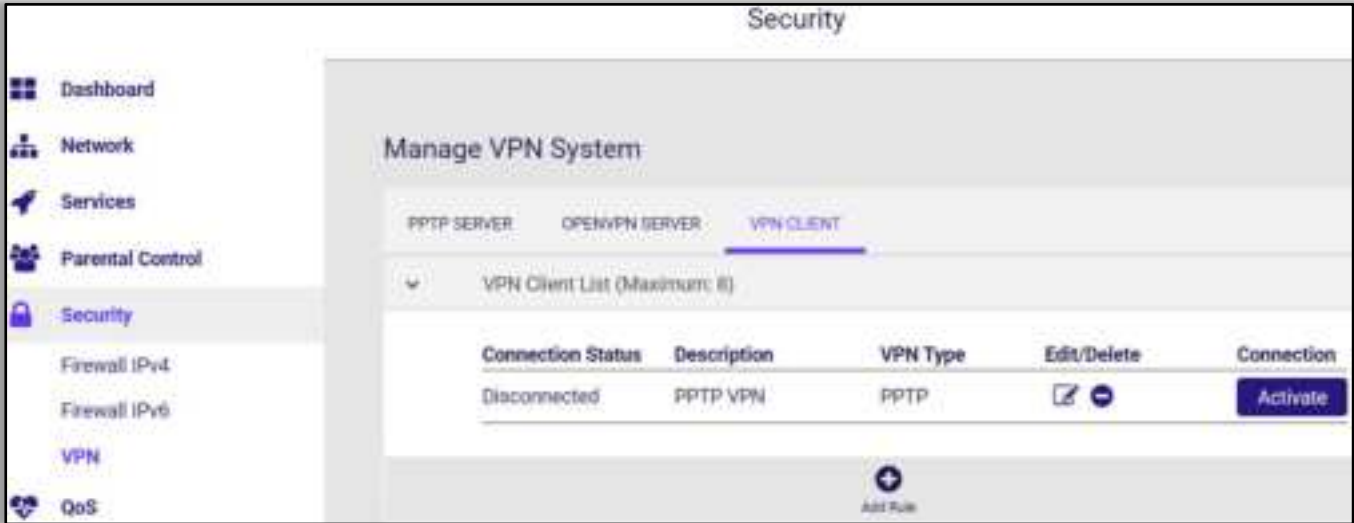
After you set up the PPTP VPN server, you should know the VPN server's IP address, username and password, etc. related configuration information.

1. Go to WebGUI and see **Security > VPN > VPN client**, select VPN type to **PPTP**.



2. Enter Username and password. If you would like to get all Internet traffic to go through VPN, please select Yes on **Enable Default Router**. Hit Apply when finished. You can also add some description for your own reference.
3. After you finished the PPTP VPN client set up and apply the setting. You will see this VPN client setup below. Just click the **Activate** and you can activate this VPN tunnel.



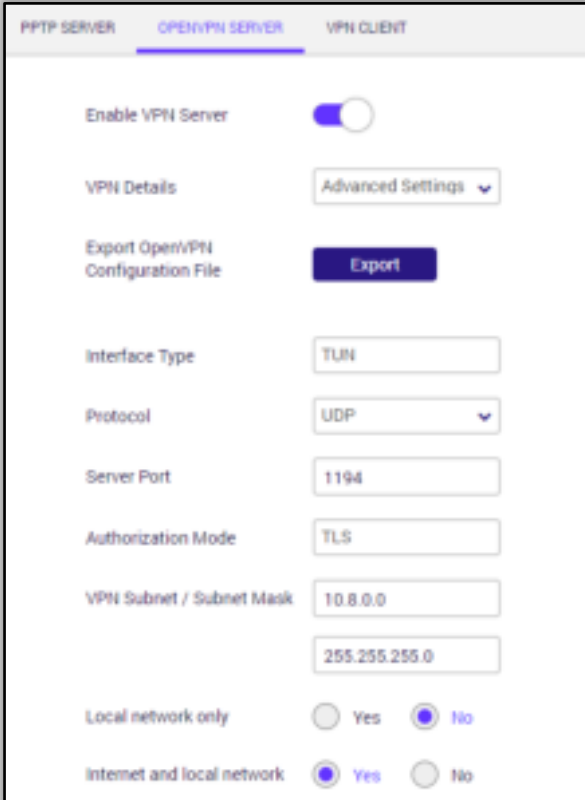


- 4. Once connected, you can see **Connection Status** changed to connected. Moreover, you can click **Deactivate** to disable this VPN tunnel.



## How to set up OpenVPN Server on the Dynalink Router?

1. Login with the username and password you set up for your router account via WebGUI. By default, your user name is admin and password **prints on the label on the bottom of Dynalink Router**.
2. Go to **Security > VPN > OPENVPNSERVER** and enable it.
3. If you only want to access Dynalink home VPN for certain service, go ahead to Export the OpenVPN Configuration to file (client.ovpn) directly. If you want to route all your Internet traffic through VPN (e.g., to get around some Internet blocking mechanism), then you need to select the Advanced Settings and select Internet and local network, then export the Open VPN configuration file.



PPTP SERVER   OPENVPN SERVER   VPN CLIENT

Enable VPN Server

VPN Details Advanced Settings ▾

Export OpenVPN Configuration File Export

Interface Type

Protocol

Server Port

Authorization Mode

VPN Subnet / Subnet Mask

Local network only  Yes  No

Internet and local network  Yes  No

(client.ovpn)

4. Modify your ovpn file manually to update your correct IP address. Use a wordpad to open the exported client.ovpn file, you will see the first few lines like below.

*client*

*dev tun*

*proto udp*

***remote 192.168.1.10 1194***

*float*

*keepalive 10 20*

*auth-user-pass*

*ns-cert-type server*

*comp-lzo adaptive*

*reneg-sec 3600*

The 192.168.1.10 is Dynalink Router's WAN IP address assigned by your cable/DSL modem, but not necessarily the Public IP address that can reach your Router. Use Google to find out your real IP address as below.

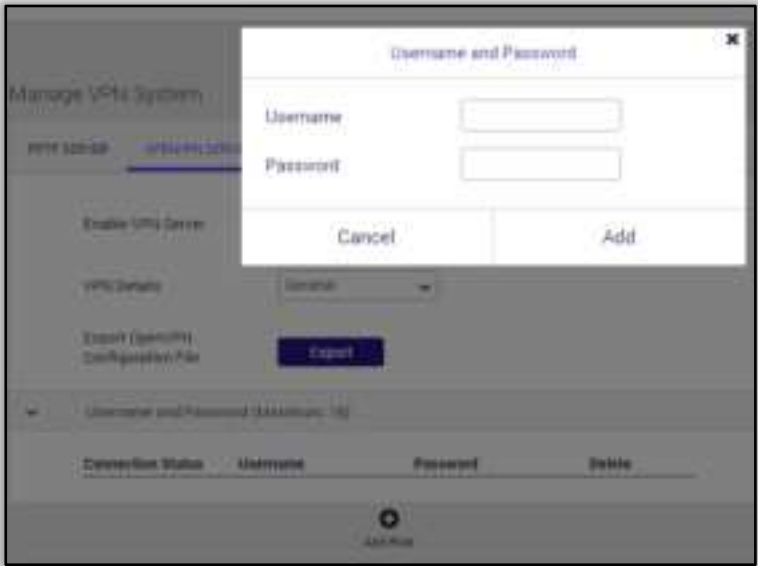
---



Then replace the IP address in client.ovpn file with your public IP address

```
remote 192.168.1.10 1194 → remote 150.117.254.146 1194
```

5. Add user name and password for login as below picture and write down the name and password.



6. Your Dynalink Router connects to a modem in most cases. Please check if your modem has integrated Firewall/VPN/Router function. If yes, please set up your Dynalink Router WAN IP address as DMZ IP address for your modem. Therefore, the incoming VPN traffic sends to Dynalink Router and not be blocked by your modem.
7. Set up your VPN client on the Windows PC. Visit <https://openvpn.net/client-connect-vpn-for-windows/> and download and install open VPN Window client.



8. From the open VPN client, first import the OpenVPN configuration file (client.ovpn) you just edited. Enter the user name and password in step5, then you can connect to Dynalink Router via OpenVPN.



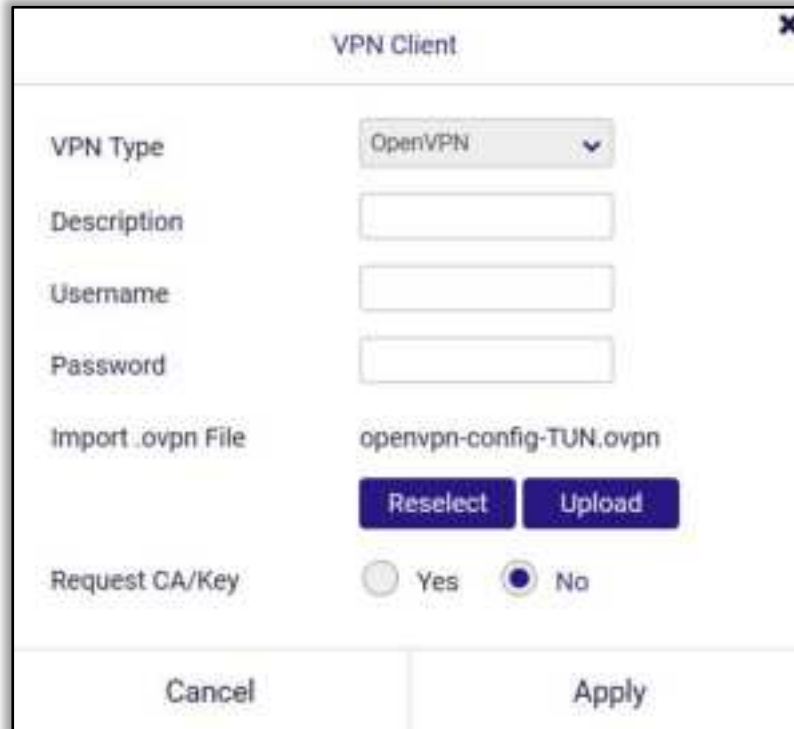
There are also Android OpenVPN client available. Just follow same steps to import the client.ovpn file and enter username and password, then you can connect to Dynalink Router.

## How to set up OpenVPN Client on the Dynalink Router?

1. Setting up OpenVPN client is much simpler than setting up the OpenVPN server. You need to set up the OpenVPN server first before you can set up OpenVPN client. For other VPN server, please refer to user manual for your other device.
2. After you set up the VPN server, you will get a OVPN file and a set of login/password (If you are

not using Anonymous)

3. Go to **WebGUI > Security > VPN > VPN client**, select VPN type to OpenVPN. Select the OVPN file from your OpenVPN Server and click **Upload**.



VPN Client

VPN Type: OpenVPN

Description: [Empty text box]

Username: [Empty text box]

Password: [Empty text box]

Import .ovpn File: openvpn-config-TUN.ovpn

Reselect Upload

Request CA/Key:  Yes  No

Cancel Apply

4. Enter Username and password if the OPENVPN server use username/password. If you would like to get all Internet traffic to go through VPN, please select Yes on Enable Default Router. Click Apply when finished. You can also add some description for your own reference.
5. After you finished the OpenVPN client set up and apply the setting. You will see this VPN client setup below. Just click the **Activate** and you can activate this VPN tunnel.



6. Once connected, you can see **Connection Status** changed to connected. Moreover, you can click **Deactivate** to disable this VPN tunnel.





# How to block the Internet access

There are several ways you can block the Internet access.

- 1. Dynalink APP (Android / iOS)
  - 📱 Connected devices
    - Wi-Fi (Wi-Fi devices)

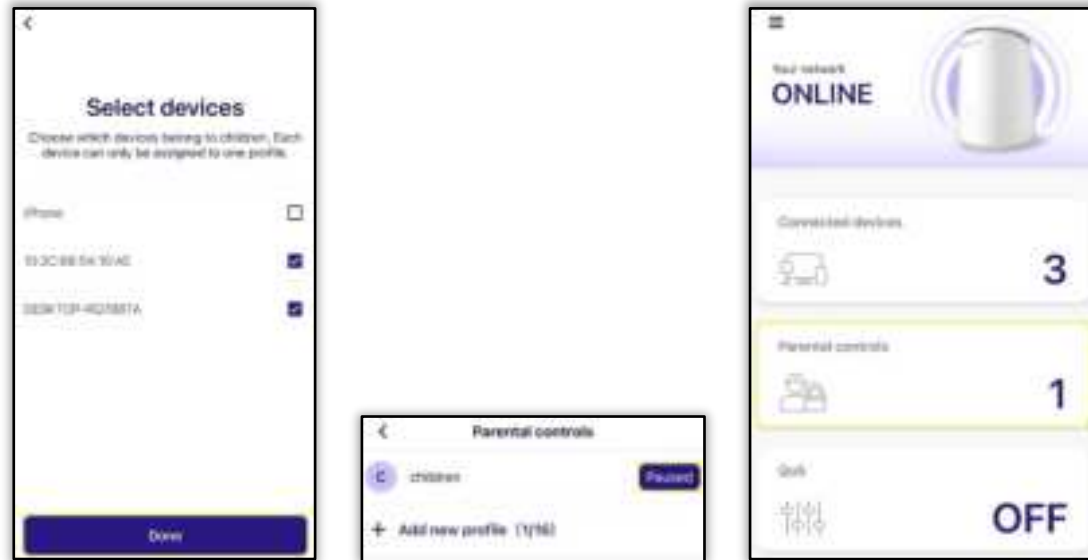


- LAN (LAN devices)



 Parental controls





**Note:**

- ✧ Icon **Paused** immediately the specific device(s) will be restricted from accessing the Internet and their services will be blocked.
- ✧ Icon **Pause** the specific device(s) will be allowed to access Internet, unless you had configured partial restrictions such as time schedule or website block.
- 2. Dynalink WebGUI
  - ✚ Parental Control

Please refer to user guide of Dynalink router, chapter 5.5 Parental Control.



Client ACL

Please refer to the user guide of Dynalink Router, chapter 5.6.1.3 Client ACL.



## ➤ Dynalink APP

### ❏ What is the password rule for Dynalink account?

5. At least 8 characters and less than 32 characters
6. Both alphabetic and numeric characters are required
7. At least one uppercase letter

### ❏ Do I need to register Dynalink account to use Dynalink Wi-Fi?

This is recommended, but not necessary. You can use WebGUI to configure your Dynalink Wi-Fi if you choose not to register. The instruction on how to login to the WebGUI, which lists on the product label.

However, if you would like to use mobile phone to configure your Dynalink Wi-Fi, check who is connected, monitor current traffic usage. You need to register a Dynalink account.

### ❏ What is the difference between Dynalink APP and WebGUI?

The WebGUI provides more network option for advanced users, such as port forwarding, DMZ, VPN, USB and more Wi-Fi configuration. The Dynalink APP provide enough functions for normal users. User can choose to use either or both methods to manage your Dynalink Wi-Fi.

### ❏ Can I use Dynalink APP to configure Router when Internet connection is down?

Sure, starting from Dynalink APP release Android v2.0.9/IOS v2.0.8. We have added local login capability. Therefore, you can use Dynalink APP to configure your router even when there is no Internet access. However, you have to have a Dynalink account. Because we will use your Dynalink account information for

authorization.

## Can I use one Dynalink Account to manage two Dynalink Wi-Fi products?

Yes. Starting from APP release Android v2.0.9/IOS v2.0.8, you can use one single Dynalink account to manage multiple Dynalink Wi-Fi devices.

## What is DL-WME38 on the Dynalink APP model selection?

DL-WME38 is Dynalink's new product. It is a tri-band mesh product with Wi-Fi 6E. Dynalink will use one single APP to configure both the Router and Mesh products.

## When setting up the Router for the first time, why the APP keep showing the router has no Internet connection and cannot move on?

If you choose to create a Dynalink account first, this will require the Internet connection. However, if you are using a modem that requires PPPOE or static IP to be setup, and you are already connect to the Dynalink Router, and then you will not be able to access the Internet at this time. **You can disconnect your phone's Wi-Fi first, and use LTE to register first, or you can go back to the APP first page and choose the option to log in later.** This new process will guide you to set up your Dynalink Router to enable the Internet access, then you can register Dynalink account smoothly afterwards.

## My mobile phone is already connected to Dynalink Router, why Dynalink APP said it cannot find Dynalink Router?

Dynalink APP user login.dynalink DNS requests to find Dynalink Router. Please check if you manually set up remote DNS server (Google DNS or CCloudflare) on your mobile phone. If you do, please change DNS setting back to default (auto), or manually add Dynalink Router (default LAN IP 192.168.216.1) as one of DNS

server.

## ➤ Compatibility

### ❏ Does Dynalink Router support Amazon Fire TV dongle on 5GHz?

Yes, Dynalink Router can work with Amazon Fire TV dongle on 5GHz Wi-Fi.

However, based on some discussion on Internet, it seems the Amazon Fire TV dongle does not work on full 5GHz channels but only works on channel 36~48. In Dynalink Router's default Auto Channel mode, Dynalink Router might select a channel outside channel 36~48 and it will not work. So if you encounter 5GHz Wi-Fi connection issue with Amazon Fire TV dongle, please manually set the 5GHz Wi-Fi channel to 36~48 via WebGUI. You can check below Nintendo Switch example on how to manual select Wi-Fi channel.

### ❏ Does Dynalink Router support Nintendo Switch to work on 5GHz Wi-Fi?

Yes, Dynalink Router can work with Nintendo Switch on the 5GHz Wi-Fi. Please follow the below steps:

1. Please disable band-steering function. If you enable it, Nintendo Switch might accidentally connect to 2.4GHz Wi-Fi.

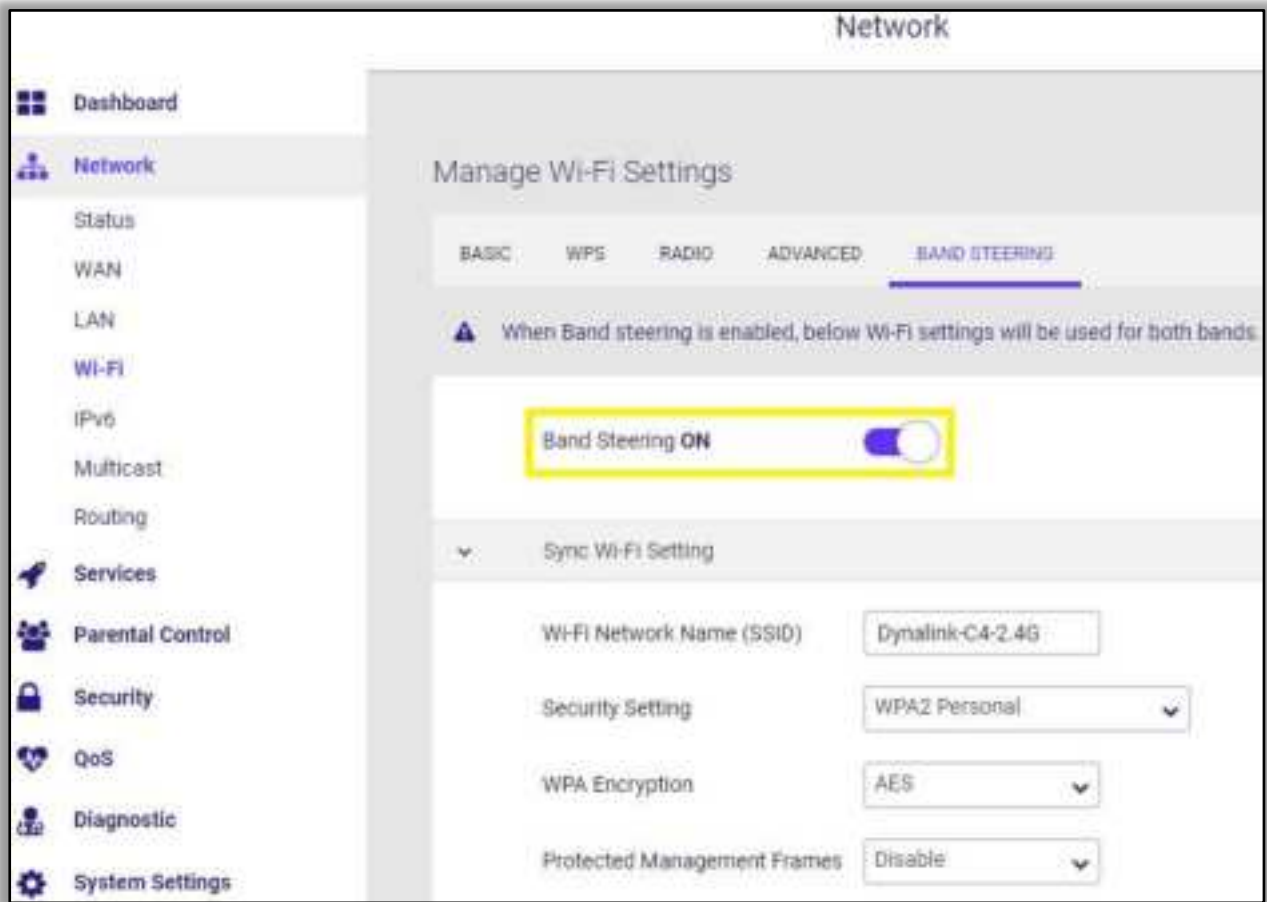
 Dynalink APP



 Dynalink WebGUI

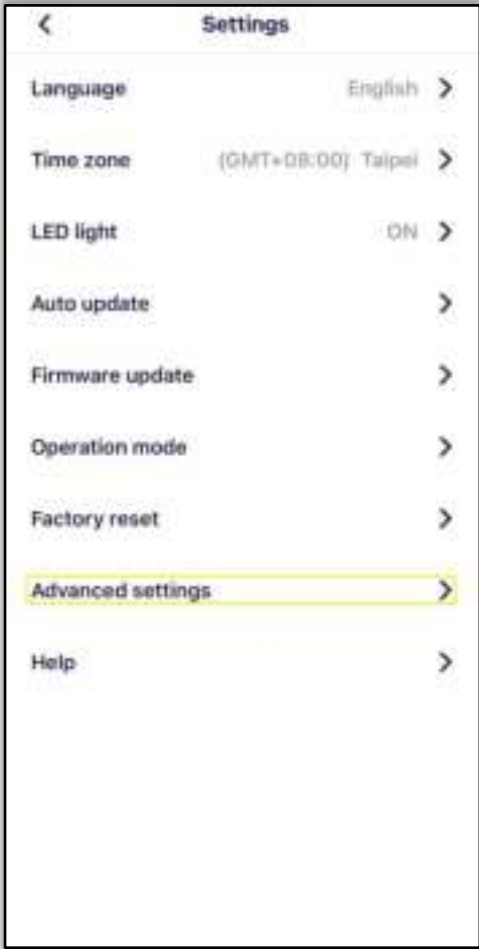
⇒ **WebGUI > Network > Wi-Fi > BAND STEERING**



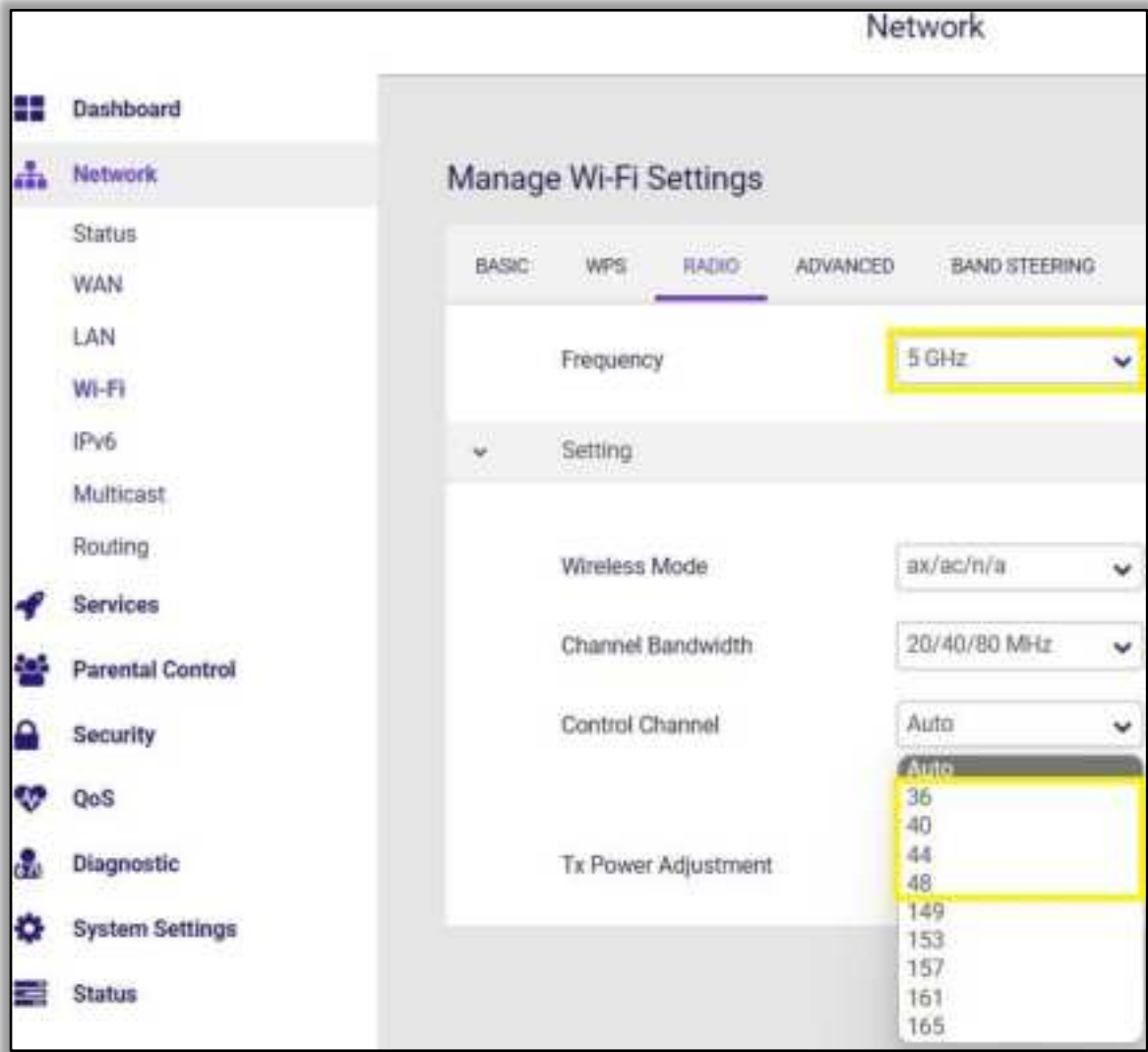


2. Nintendo Switch does not support full 5GHz channels. In Dynalink Router default Auto Channel mode, Dynalink Router might select a 5GHz channel that the Nintendo Switch does not support. In this case, you can use WebGUI via PC to manually change it or the “Advance setting” on Dynalink APP to redirect to Dynalink Router’s WebGUI. Please go to **WebGUI > Network > Wi-Fi > Radio**, switch the frequency to 5GHz, to select a channel between 36~48. Below is an example on the WebGUI.

 Dynalink APP



 Dynalink WebGUI



**Does Dynalink Router support CenturyLink Fiber Internet?**

Yes, there are two cases:

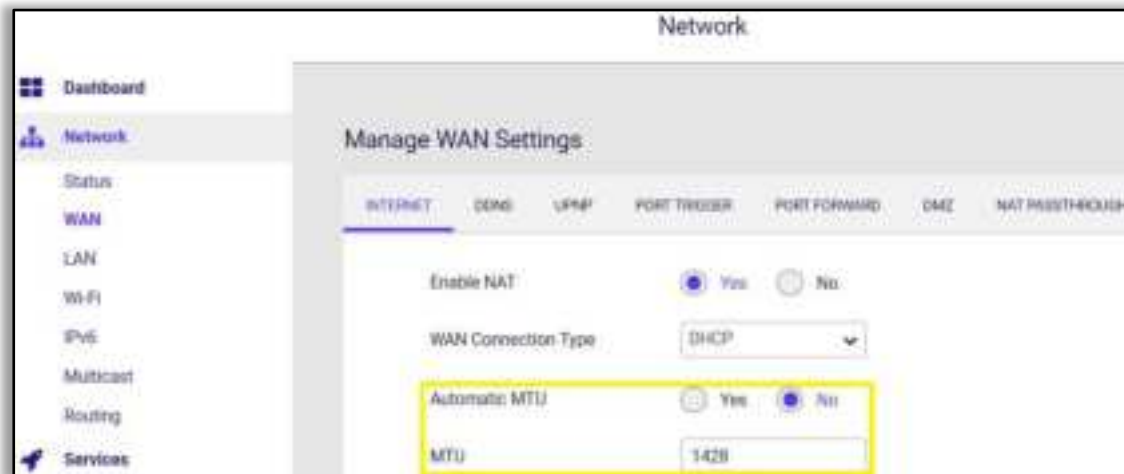
1. If you have a CenturyLink Modem/Router, you can connect Dynalink Router WAN port to Centurylink Modem/Router's LAN port and start to enjoy Wi-Fi 6 from Dynalink. You should turn off the Wi-Fi on your Centurylink modem/Router to avoid interference, but do not need to change the modem to bridge mode.
2. If you do not have a Centurylink Modem/Router and wish to connect Dynalink Router directly to Centurylink ONT directly. This scenario does not supported.

## Does Dynalink Wi-Fi support Verizon 5G Home Internet?

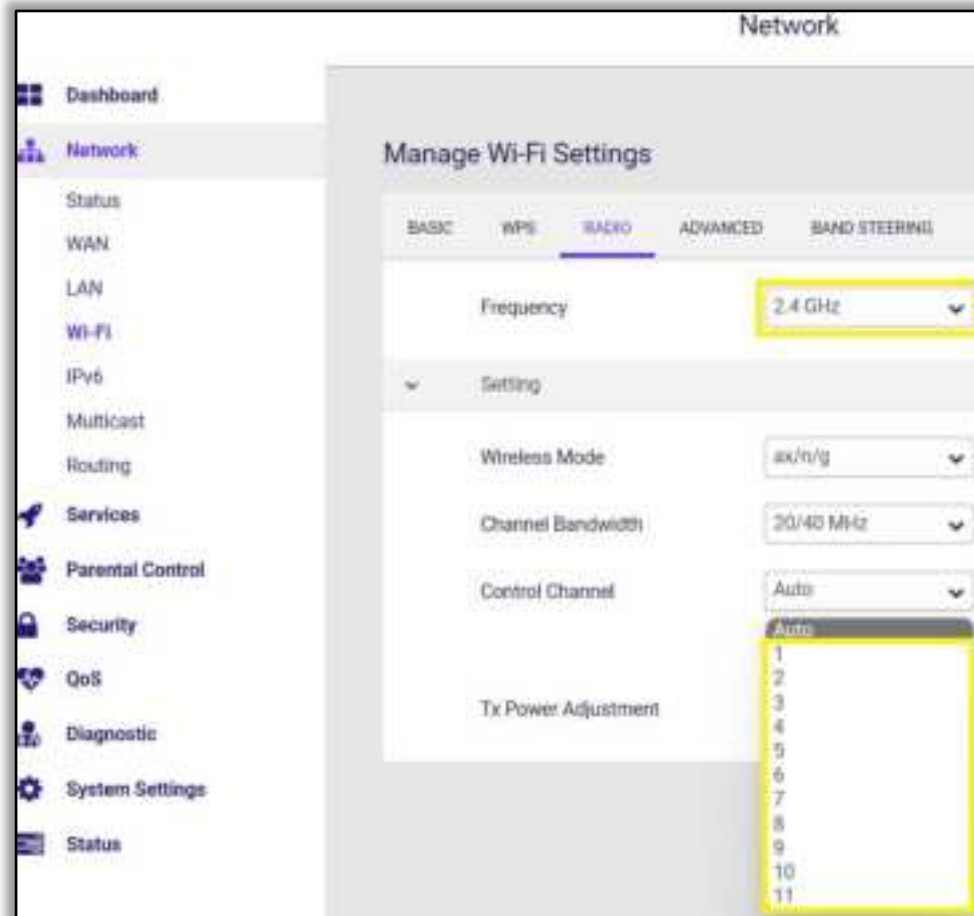
Yes, Dynalink Wi-Fi can work with Verizon 5G Home Internet service. You do not need to change any setting on Verizon 5G Home gateway. For Dynalink Wi-Fi, use default WAN setting (DHCP). Simply use Ethernet to connect Dynalink Wi-Fi's WAN port to one of Verizon 5G gateway's LAN port, and then you can start to enjoy Verizon's service with Dynalink Wi-Fi.

For best performance, you can also do the following:

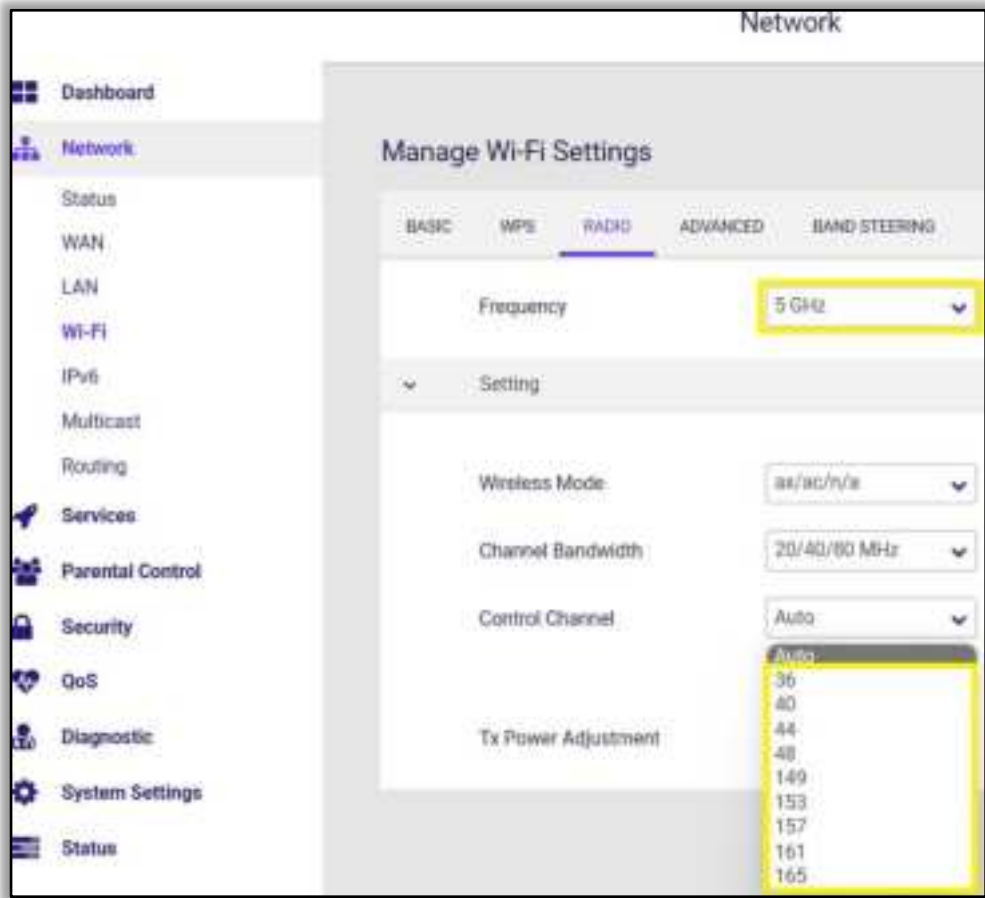
1. Change Dynalink Router WAN MTU to 1428, you can do so from **WebGUI > Network > WAN > DHCP**.



2. Try both LAN ports on Verizon 5G gateway and use the port with better throughput.
3. Disable Wi-Fi on Verizon 5G gateway to avoid interference with Dynalink Wi-Fi. However, if you would like to keep both Wi-Fi on, you should use different Wi-Fi channel for both devices. One simple way is to reboot your Dynalink Router, it will scan and select best channel every time after reboot, or you can use **WebGUI > Network > Wi-Fi > Radio** to manually change Wi-Fi channel on Dynalink Router.
  - 2.4GHz



➤ 5GHz



**❏ Does Dynalink Wi-Fi support AT&T xDSL?**

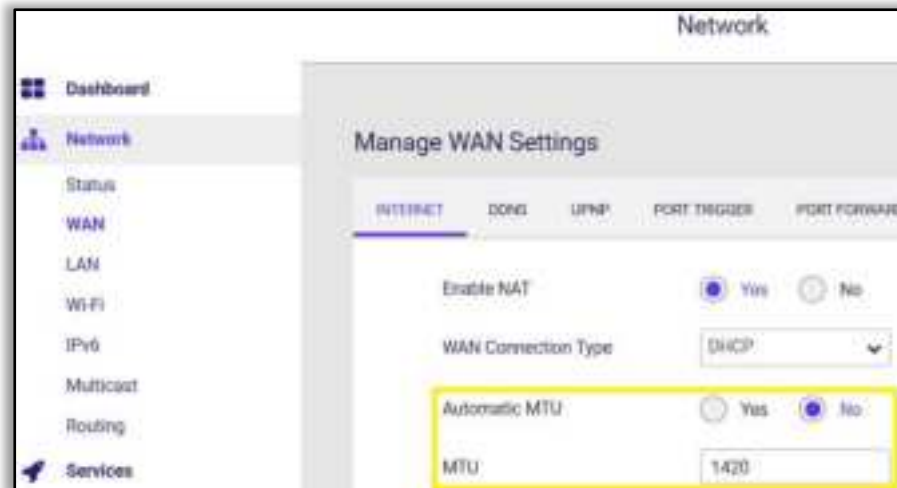
Yes, Dynalink Wi-Fi can work with AT&T xDSL service. You do not need to change any settings on the AT&T xDSL. For Dynalink Wi-Fi, use default WAN setting (DHCP). Simply use Ethernet to connect Dynalink Wi-Fi's WAN port to one of AT&T xDSL modem's LAN port, then you can start to enjoy AT&T service with Dynalink Wi-Fi.

## ❏ Does Dynalink Wi-Fi support T-Mobile's 5G Home Internet?

Yes, Dynalink Wi-Fi can work with T-Mobile 5G Home Internet service. You do not need to change any settings on the T-Mobile Home Internet Gateway. For Dynalink Wi-Fi, use default WAN setting (DHCP). Simply use Ethernet to connect Dynalink Wi-Fi's WAN port to one of T-Mobile 5G Gateway's LAN port, then you can start to enjoy T-Mobile's service with Dynalink Wi-Fi.

For best performance, you can also do the following:

1. Change Dynalink Router WAN MTU to 1420, you can do so from WebGUI > **Network** > **WAN** > **DHCP**.



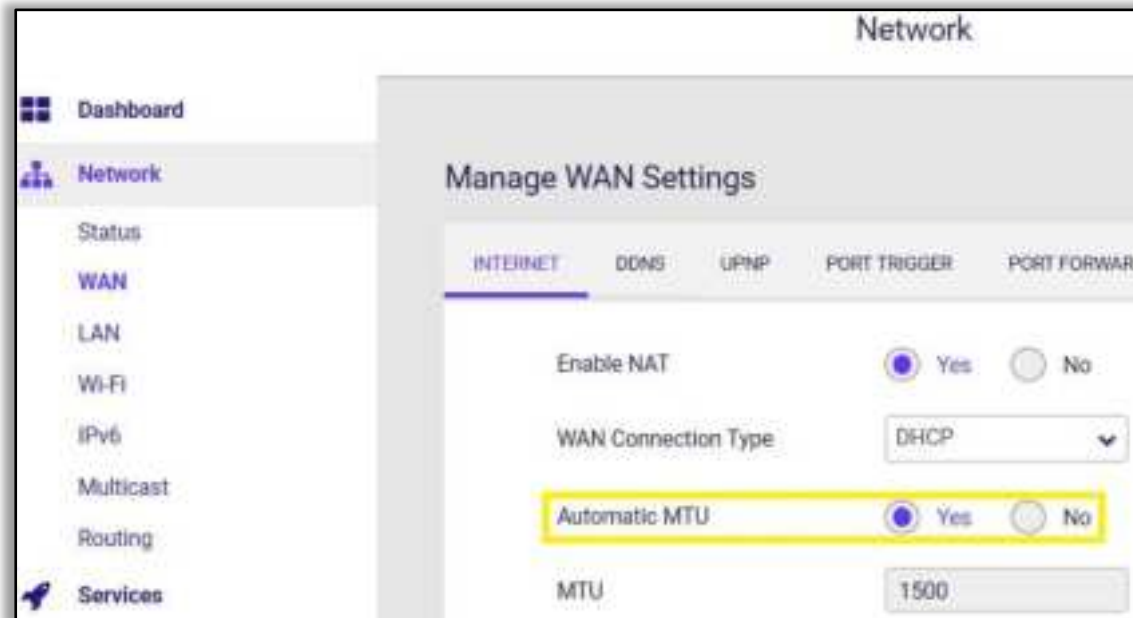
2. Try both LAN ports on TMO 5G gateway and use the port with better throughput.
3. Disable WI-FI on TMO 5G gateway to avoid interference with Dynalink Wi-Fi. However, if you would like to keep both WI-FI on, you should use different Wi-Fi channel for both devices. One simple way is to reboot your Dynalink Router, it will scan and select best channel every time after reboot, or you can use **WebGUI** > **Network** > **Wi-Fi** > **Radio** to manually change Wi-Fi channel on Dynalink Router.

## ❏ Does Dynalink Wi-Fi support Comcast Xfinity Internet?

Yes, Dynalink Wi-Fi can work with Comcast Xfinity Internet service. You do not need to change any setting on the Xfinity modem. For Dynalink Wi-Fi, use default WAN setting (DHCP). Simply use the Ethernet to connect Dynalink Wi-Fi's WAN port to one of Xfinity modem's LAN port, then you can start to enjoy Xfinity Internet with Dynalink Wi-Fi.

## ❏ My Internet connection is not stable after recent firmware upgrade, what is the problem?

Released in the firmware version 1.10.01.201, we introduced a new Automatic MTU (Maximum Transmit Unit) feature. However, we found some cable modem might be giving a very small MTU value and that will cause Internet access problem. If you found similar symptom, please follow below Troubleshooting instruction for "cannot connect to Internet" and change the MTU setting accordingly.





## **The Dynalink Router's LED is blinking with magenta occasionally after recent firmware upgrade, what is the problem?**

For T-Mobile users, we have found Dynalink Router report more false alarms with T-Mobile Home Internet. The current algorithm might be too sensitive.

Released in firmware version 1.10.01.222, we introduced a new LED feature. We will be detecting the Internet connection regularly and we will blink the LED with magenta color when we detect Internet disconnection. If you found the LED is blinking magenta occasionally and back to blue, this might be a false alarm. If it keeps blinking magenta, then you should check your Internet connection.

# Troubleshooting

(If you are having problems with your router, try the basic section below before looking for further solutions.)

## Troubleshoot the router hardware

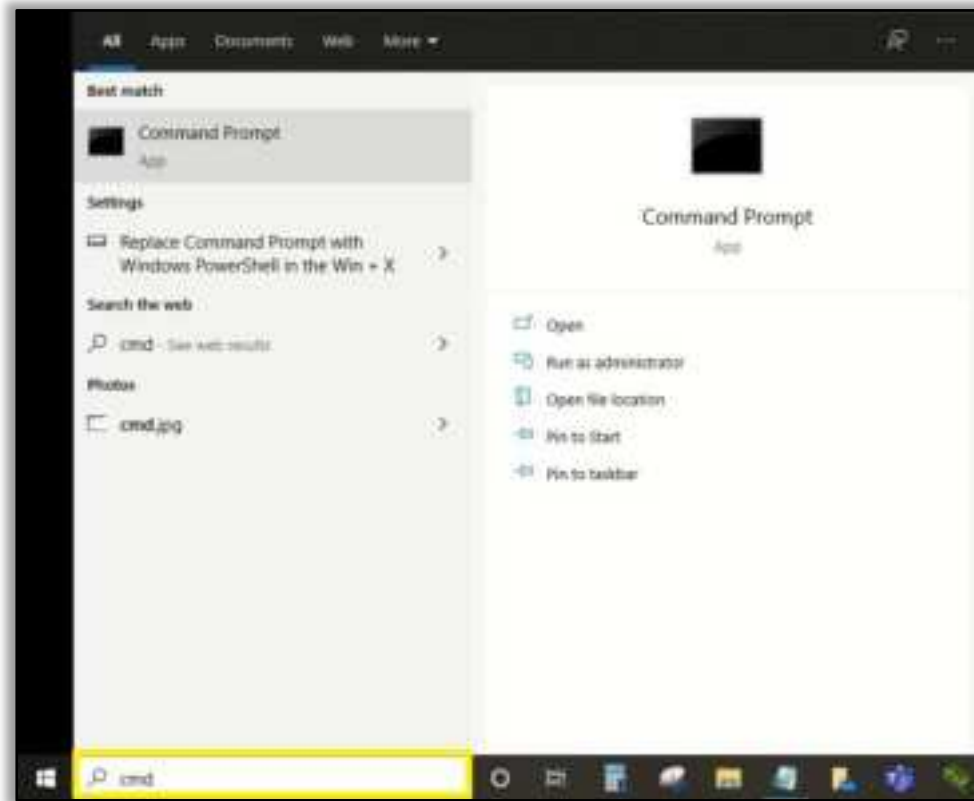
Your computer might have lost connectivity to the router due to unplugged cable, wireless interference or system updates. Make sure your router meets all three conditions below.

1. The power adapter is properly plugged into the power outlet and the router's power jack connector.
2. If your computer is connected by Ethernet cable, the cable is properly plugged into the router's LAN port.  
Alternatively, if you are using Wi-Fi to connect your computer to the router, the wireless signal is good and the security password is correct.
3. The LED in the front of the router displays solid blue after the booting process has completed.

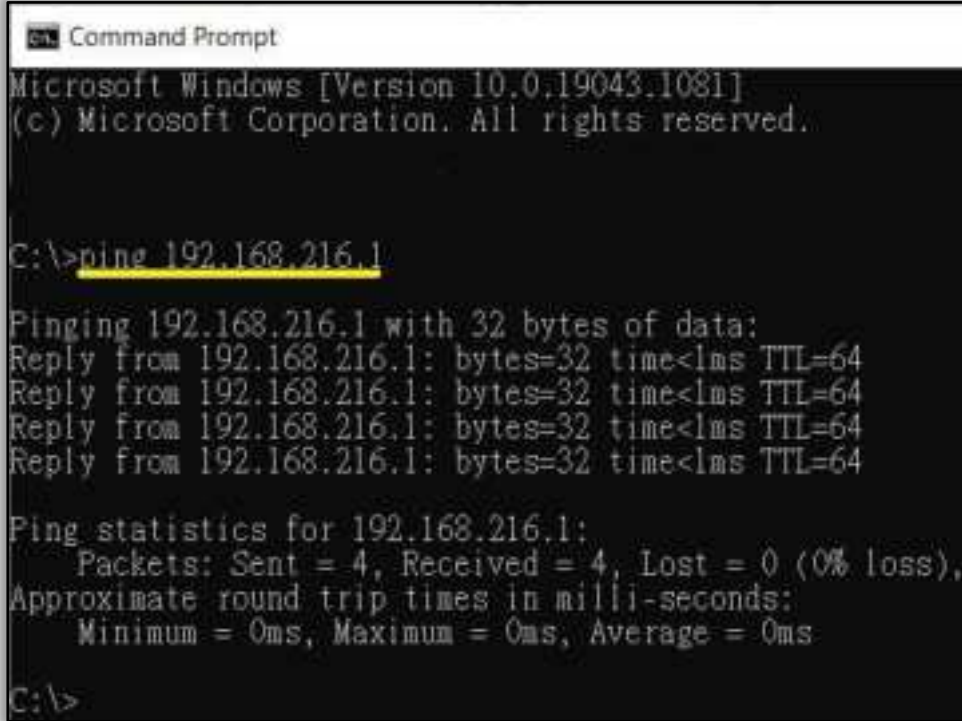
## Ping the router from your computer

Use the ping command in your computer to verify that the LAN connection to the router is set up properly.

1. Open the command prompt: from **Start menu**, type "cmd" and press **Enter**.
-



2. The default gateway IP of the router is 192.168.216.1 Type “ping 192.168.216.1” and then press Enter. If the connection is working, a successful ping will receive reply messages as below:



```
Command Prompt
Microsoft Windows [Version 10.0.19043.1081]
(c) Microsoft Corporation. All rights reserved.

C:\>ping 192.168.216.1

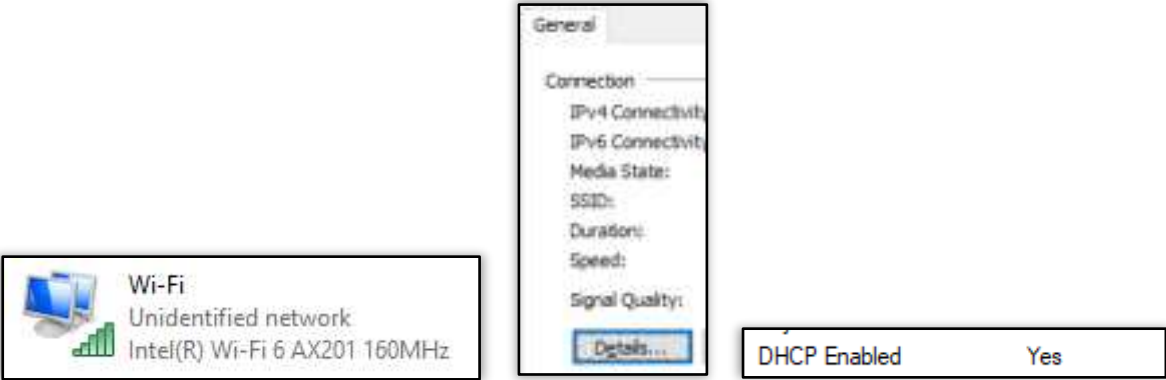
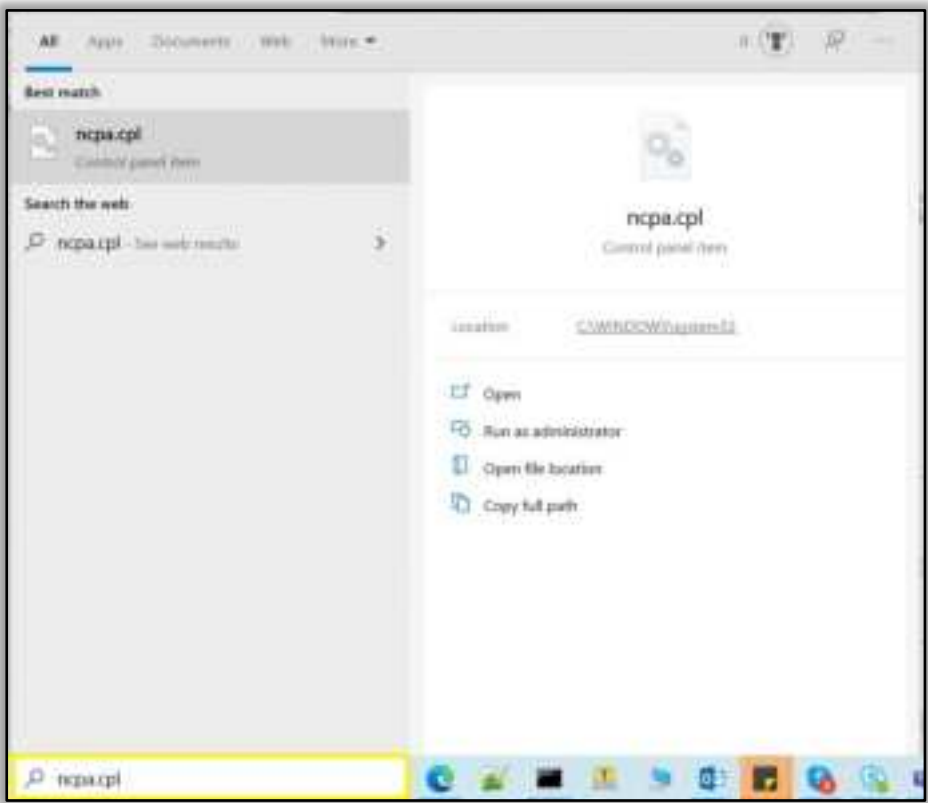
Pinging 192.168.216.1 with 32 bytes of data:
Reply from 192.168.216.1: bytes=32 time<1ms TTL=64
Reply from 192.168.216.1: bytes=32 time<1ms TTL=64
Reply from 192.168.216.1: bytes=32 time<1ms TTL=64
Reply from 192.168.216.1: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.216.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\>
```

3. If ping is not successful (destination host unreachable / request time out), there might be some problems with the physical connection or network configuration. Verify Ethernet cable or Wi-Fi signal strength and password.

Also, check if the computer IP is being obtained automatically. Open Network settings: from **Start menu** type "ncpa.cpl" and press **Enter**, identify the network interface of your computer and double click. Click on Details and look for 'DHCP Enabled'.



## **Cannot connect to the Wi-Fi network**

The Wi-Fi signal strength affects the connection stability between your devices and router. Try the following solutions to improve the Wi-Fi connection quality:

1. Move your devices closer to the router to boost Wi-Fi signal.
2. Avoid installing the router beside household appliances or physical barriers that may cause interference, e.g. microwave ovens, radio transmitters, wireless devices that operate at 2.4/5GHz like cordless phones or baby monitors, some types of material barrier that will weaken Wi-Fi signal are metal, bulletproof glass, concrete, plaster, marble and brick objects.
3. Verify the Wi-Fi network name (SSID) and password. For your convenience, Dynalink APP allows you to scan the QR code located at the bottom of Router to establish Wi-Fi connection without entering password. However, if the default SSID has been modified, you will need to operate manually instead.

When choosing a custom Wi-Fi network name (SSID) and password, it is suggested to use a combination of only English letters and numbers, avoid usage of special characters. Some home IoT devices might not be able to handle special characters.

## **Why I cannot use login.dynalink to login to Dynalink WebGUI from my PC? But 192.168.216.1(default Router IP) can work?**

Dynalink Router listens to IPv4 DNS query from your PC. When it detects login.dynalink, it will return its own IPv4 address (192.168.216.1 or new Router IP changed by user), so your PC know where to direct the WebGUI requests. However, if you have manually set up remote DNS server on your PC/laptop, such as Google DNS or Cloudflare DNS, then Dynalink Router will not detect the DNS request. Therefore, your PC/laptop cannot connect to Dynalink Router.

---

## I. WebGUI

### Cannot access the Web User Interface to configure settings

1. There might be another user currently logged in from another device, or previous user did not log out successfully. Leave the router WebGUI idle for 5 minutes and the router will automatically log out any user due to timeout. Then try to access the WebGUI again.
2. There might conflicting proxy settings in your device or computer. Make sure that proxy is disabled. Also, check if the device/computer IP is being obtained automatically. You will need to check the support for your device or computer's operating system e.g. Windows, Mac OS, for detailed instructions how to do this.
3. The LAN IP address might be conflicting with the WAN IP address assigned by your ISP. Unplug the Ethernet cable from the router's Internet port to disable temporarily the WAN IP. Try accessing the WebGUI again, if successful, before reconnecting the Internet port cable, change the LAN IP address of your router.

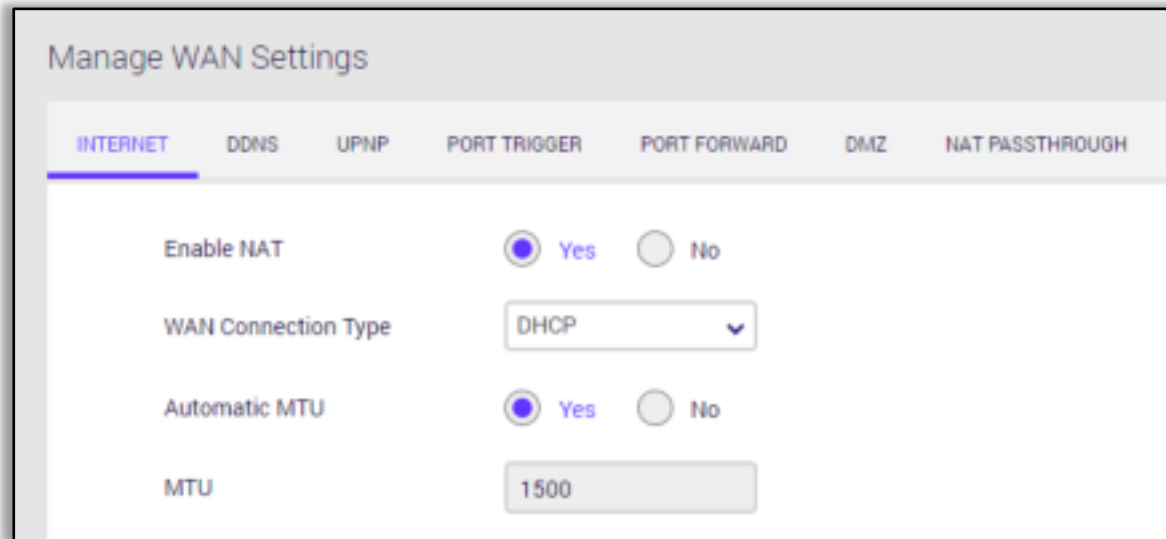
## II. Access to the Internet

### Cannot connect to the Internet

Follow below solution to verify the Internet settings and adjust if required to fix the problem.

1. Log in to the router's WebGUI. Check if the Internet Status does not display a smiling face in the dashboard (smiling face indicates Internet is ok).
  2. Click **Internet Status > WAN** and see if there is not a WAN IP address assigned. If the router has successfully obtained a WAN IP address, but your device still cannot access to the Internet. Make sure the DNS server address is configured properly.
-

3. Navigate to **Network > WAN > Internet** and confirm if the Internet connection type selected is as suggested by your ISP. If this setting is changed, save the configuration and try to use your device to access the Internet again.
4. Navigate to **Network > WAN > Internet** and check the **MTU** value. From firmware version 1.10.01.201, we add the Automatic MTU feature and set it as default. Therefore, if the modem can provide correct MTU via DHCP, then Dynalink Wi-Fi will get update automatically.
5. However, we found some older DOCSIS3.0 cable modem might give very small value for MTU and cause Internet connection issue. When you select YES on Automatic MTU, the MTU is the value you got from modem (or default value 1500 if modem does not support MTU option). The right MTU value should be somewhere between 1300~1500.
6. If the value is much smaller or larger, it will cause Internet connection unstable issue. Please disable Automatic MTU and set MTU to 1500 for Cable/DSL/Fiber users. For users with T-Mobile or Verizon 5G NR Home Internet, please disable Automatic MTU and set MTU manually, we already the right MTU value in previous chapter.





## III. Wi-Fi Connectivity

### Cannot find the 2.4/5GHz Wi-Fi network

If you cannot see your router's SSID when scanning the available Wi-Fi networks, try the following solutions:

1. Start the scan closer to the router.
2. It is recommended to upgrade the **Wi-Fi driver** of your device to the latest version.
3. Disable and on the Wi-Fi function on your device; refresh the scanning list of available Wi-Fi networks.
4. Reboot the router: reboot the router from WebGUI/APP, or unplug the power connector from the router and plug it back.
5. Reboot your device.

If you still cannot find the SSID to establish a wireless connection to the router, try to reset your router back to factory default settings. Then repeat the connection process as described in **4. Configure your Router**.

### Why I cannot connect my IoT device to Dynalink Wi-Fi?

1. If you are not using latest firmware version. Please upgrade to the latest firmware. The latest firmware version has a fix for IoT compatibility issue.
2. Some IoT devices that use WPS only cannot handle Wi-Fi SSID or Wi-Fi password that consists with special characters such as ".", "-", "\_". However, Dynalink Wi-Fi's default SSID does contain some special characters. If IoT devices cannot connect to Dynalink Wi-Fi. Please change the Dynalink Wi-Fi and SSID to consist of only English letters and numbers and try again.

## What if my mobile phone and other IoT devices work fine with Dynalink Router, but my laptop cannot connect?

Some certain Intel laptops using Intel Wi-Fi 5 adapters are known to have interoperability issues with Wi-Fi 6. You can go to below Intel website to check and download the driver.

<https://www.intel.com/content/www/us/en/support/articles/000054799/wireless.html>

Please note these driver update is not part of windows update, so you need to do this manually.

## How to fix the computer's wireless network card cannot find the wireless signal?

If you use the Intel ® wireless interface card in the list below, please update your driver to the latest version, and then you can correct some Intel ® wireless cards because of the driver. The problem caused the inability to connect to the 802.11ax router normally.

Intel ® wireless interface card
Intel® Wireless-AC 9560
Intel® Wireless-AC 9462
Intel® Wireless-AC 9461
Intel® Wireless-AC 9260
Intel® Dual Band Wireless-AC 8265
Intel® Dual Band Wireless-AC 8260
Intel® Dual Band Wireless-AC 3168
Intel® Wireless 7265 Family
Intel® Dual Band Wireless-AC

3165  
Intel® Wireless 7260 Family  
Intel® Dual Band Wireless-AC  
3160

## Cannot access local network printer or file server by Wi-Fi

Click **Network > Wi-Fi > ADVANCED** Please check the setting **Set AP Isolated** (The default is set to disable (No)) if it's enable (Yes), If enabling this setting, this will block all traffic between devices on Wi-Fi or LAN, the traffic is only allowed to go out to the Internet.



1. After AP isolation is set, can a wireless terminal communicate to a wired terminal?

Yes, AP isolation only restricts the communication between wireless devices, not the communication with wired terminals.

2. After AP isolation is set, does the dual-band router allow communication between 2.4 and 5GHz?

Yes, AP isolation only affects the wireless terminals connected to the same frequency band, any wireless terminals connected to different frequency bands can communicate with each other.

## IV. Dynalink APP & Google assistant

### Cannot find Dynalink registration E-mail

Sometimes the email from Dynalink will be classified as junk or advertisement E-mail. So please look through your E-mail folder.

### Cannot control router via Google assistant

In order to control the router by google assistant, follow the instruction described in the user guide 6. Google assistant. If the google assistant in your mobile does not interact with the router. Make sure the email account you use to log in to Google Home is the same as google.

### What voice commands does the Google Assistant control Dynalink DL-WRX36 router support?

The following are the voice commands and Google Assistant response contents:

Voice Commands	Google Assistant Response
Enable my router guest Network	Sure, enabling the guest network on DL-WRX 36.

Disable my router guest Network	Sure, disabling the guest network on DL-WRX 36.
Turn on my router LED	Alright, turning on light on DL-WRX 36.
Turn off my router LED	Alright, turning off light on DL-WRX 36.
Is guest network enabled?	The guest network on DL-WRX 36 is disabled.
	The guest network on DL-WRX 36 is enabled.
Is Wi-Fi enabled?	The Wi-Fi on DL-WRX 36 is enabled.
Is LED turned on?	DL-WRX 36 light is on.

## How to unbind my current account from Dynalink APP

In order to configure router via mobile, user needs to bind an email account to Dynalink APP. However, it is feasible for users to switch the accounts by binding/unbinding process. Follow the instruction described in the user guide **6. Google assistant** to bind the account and remove the current account according to the steps below.

**Note:** Please be aware that once an account unbound, your router will back to factory default settings automatically.

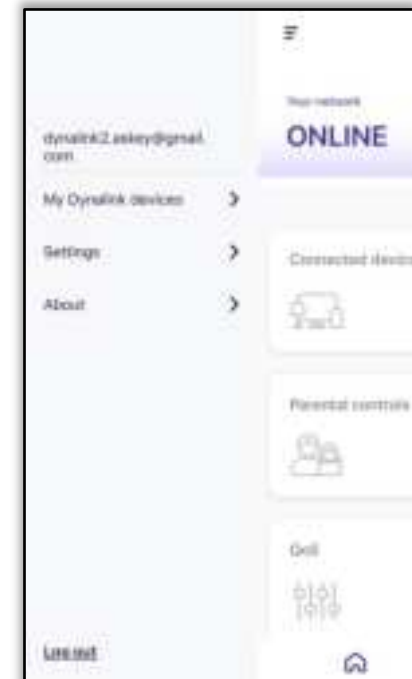
1. Launch the Dynalink APP.



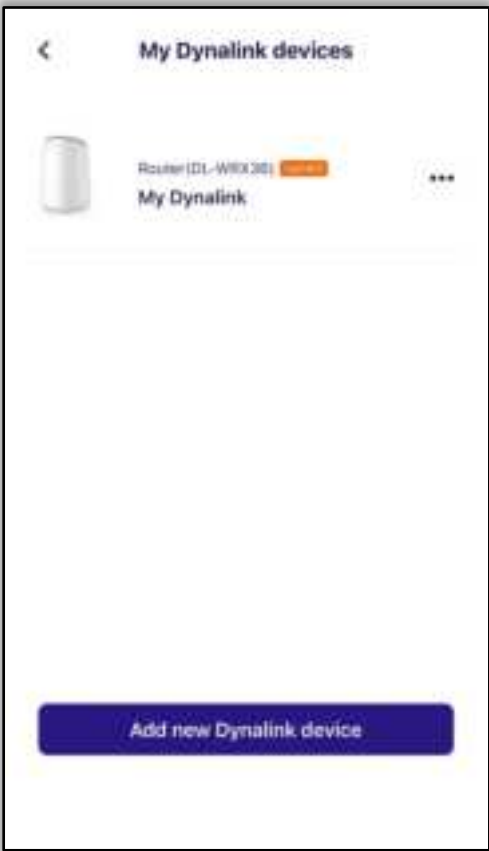
2. Tap burger menu button in the upper left corner of home page.



3. Tap the **My Dynalink devices**.



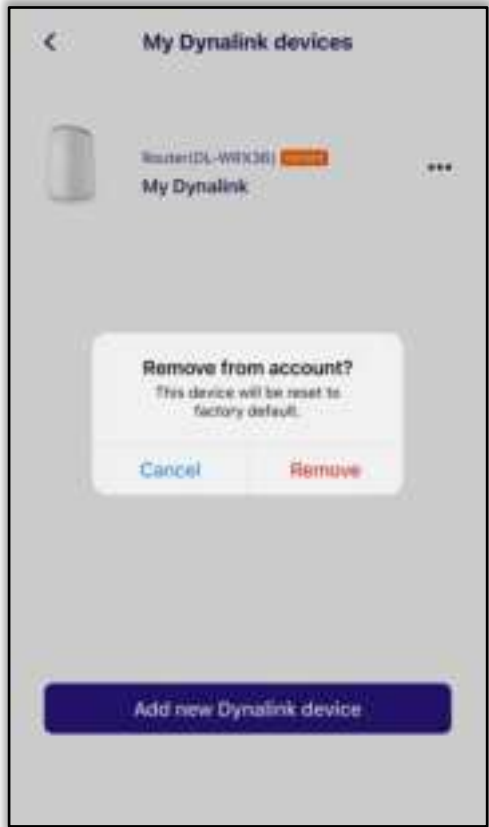
4. Tap the three-dots icon in the upper right corner of home page.



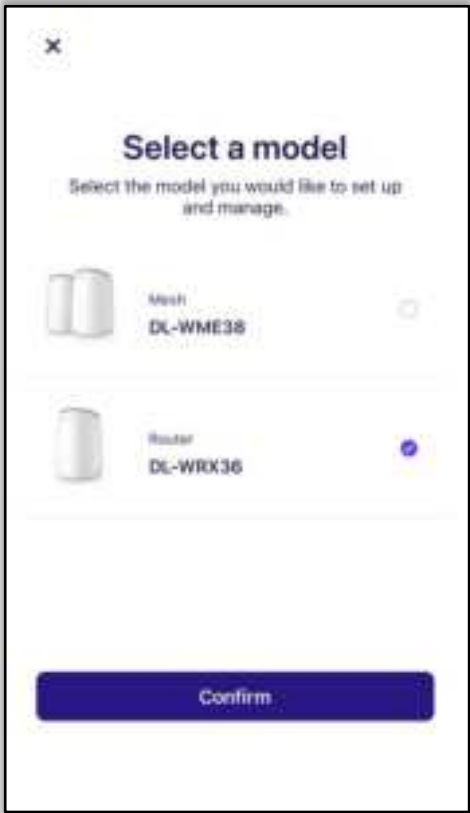
5. Tap “Remove from account”, APP will pop out dialog.



6. Tap “Remove” button, APP will navigate to the page where you first initialized Dynalink APP settings.



7. The router will reset to factory default settings automatically. LED will start flashing blue (reset to default behavior). User need to wait 1~2 minutes for client device to connect back to router, then start to operate APP again.





## Why does the Google assistant fail?

The Google announced that its IoT Core went sunset on August 2023. To keep your IoT service and to enhance your cloud service experience, we strongly suggest you upgrade your device firmware to the version of v1.10.01.245 or later (for Dynalink Wi-Fi 6 AX3600 router), as well as the version of v1.10.01.284 or later (for Dynalink AXE10200 Tri-Band Mesh Wi-Fi 6E System). The function will be as the same as what you used to once your CPE upgraded to the new versions.

## Why can I not register Dynalink account or bind a device through the Dynalink APP?

The customer needs to upgrade both the firmware and APP listed below to register or to bind device through the Dynalink APP.

For Dynalink Wi-Fi 6 AX3600 Router: v1.10.01.245 or later

For Dynalink AXE10200 Tri-Band Mesh Wi-Fi 6E System: v1.10.01.284 or later

APP: v2.0.16 or later

## V. Performance

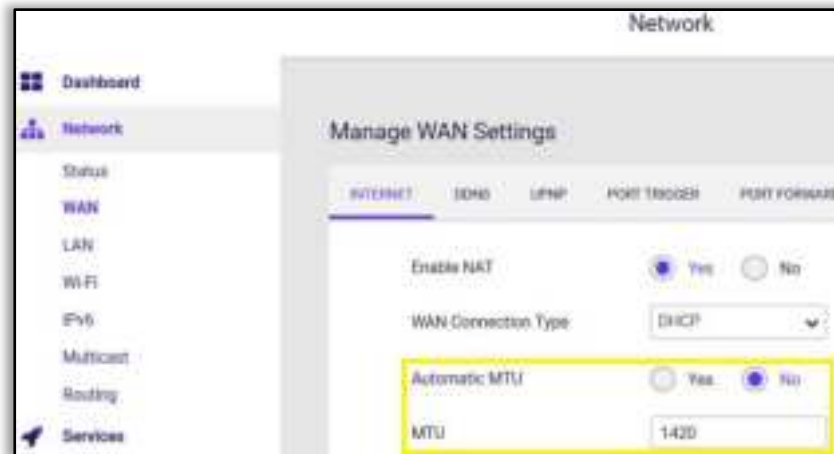
### Get the best Wi-Fi signal

The router location can affect your wireless coverage. For the best Wi-Fi performance, your router needs an open space, away from walls and obstructions, and away from heavy-duty appliances or electronics.

### Surf the Internet faster

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1. Have you thought of changing your network frequency band to enjoy a faster connection? Your router is dual-band (2.4 & 5GHz), so you will likely get better speed by switching to the 5GHz band instead of the more commonly used and congested 2.4GHz band. Make sure your 5GHz Wi-Fi is active at **Network > Wi-Fi** in the router's WebGUI, and connect your Wi-Fi device or computer to the 5GHz band instead of 2.4GHz.
2. If you can access to the Internet, but feel the throughput is lower than expected and delay is longer than expected. You can try to change the WAN MTU to smaller size. Most ISP use some kind of IPv4/v6 tunneling, so if you use 1500 size IPv4 packet, the packet will be fragmented and cause lower performance. For TMO, Verizon and ATT 5G/LTE home network, we suggest to use WAN DHCP MTU=1420. For other ISP, please check with your ISP or search for posting on the Internet.



## The MTU setting is too large or too small

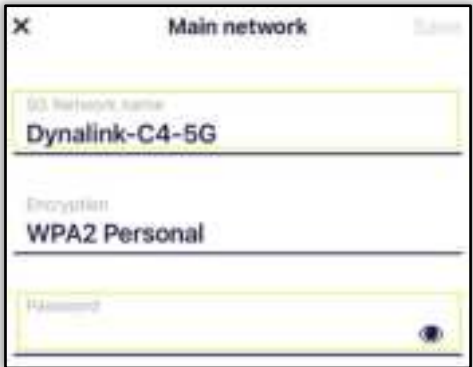
MTU (Maximum Transmission Unit) refers to the maximum packet size for network transmission. The default packet size of WireGuard is 1420 bytes. However, in some cases, this MTU value may need to be set manually. If the MTU is set too large, fragments will be lost during transmission; if the MTU is set too small, the number of packets will increase, resulting in an increase in network traffic, which will affect the speed of the WireGuard. It is recommended to set an appropriate MTU value.

# VI. Security

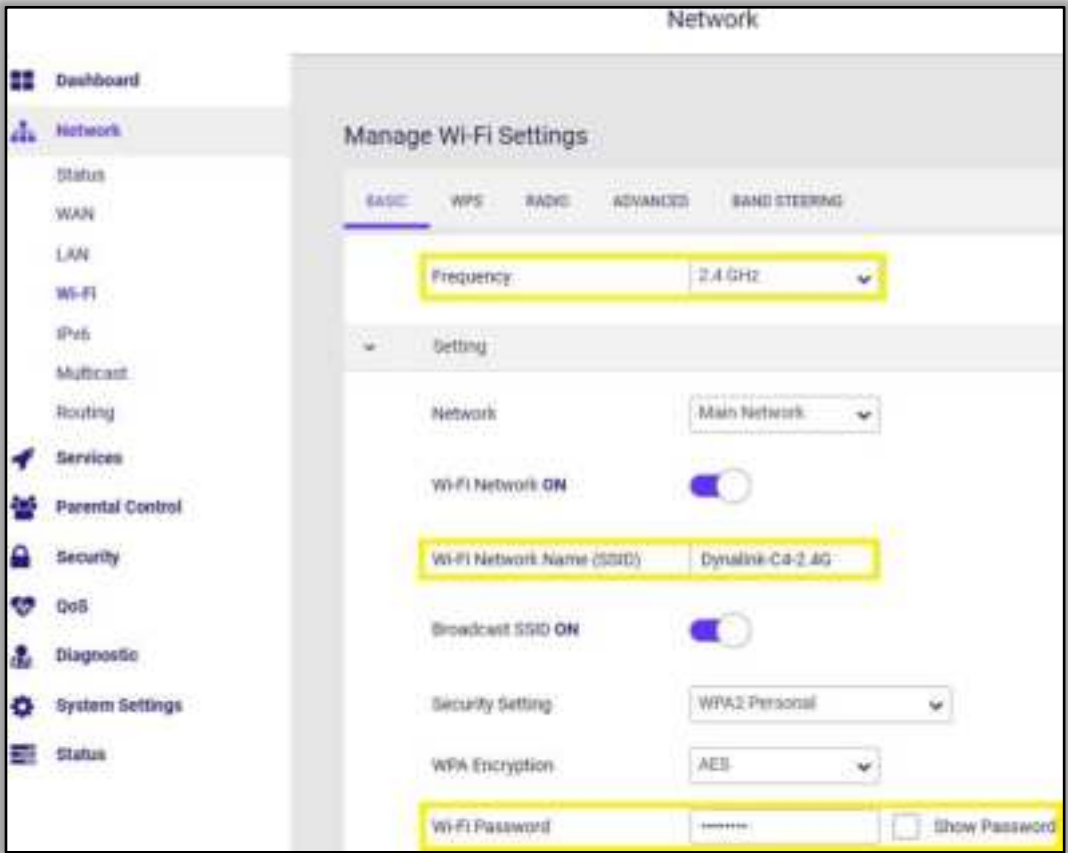
## Network security

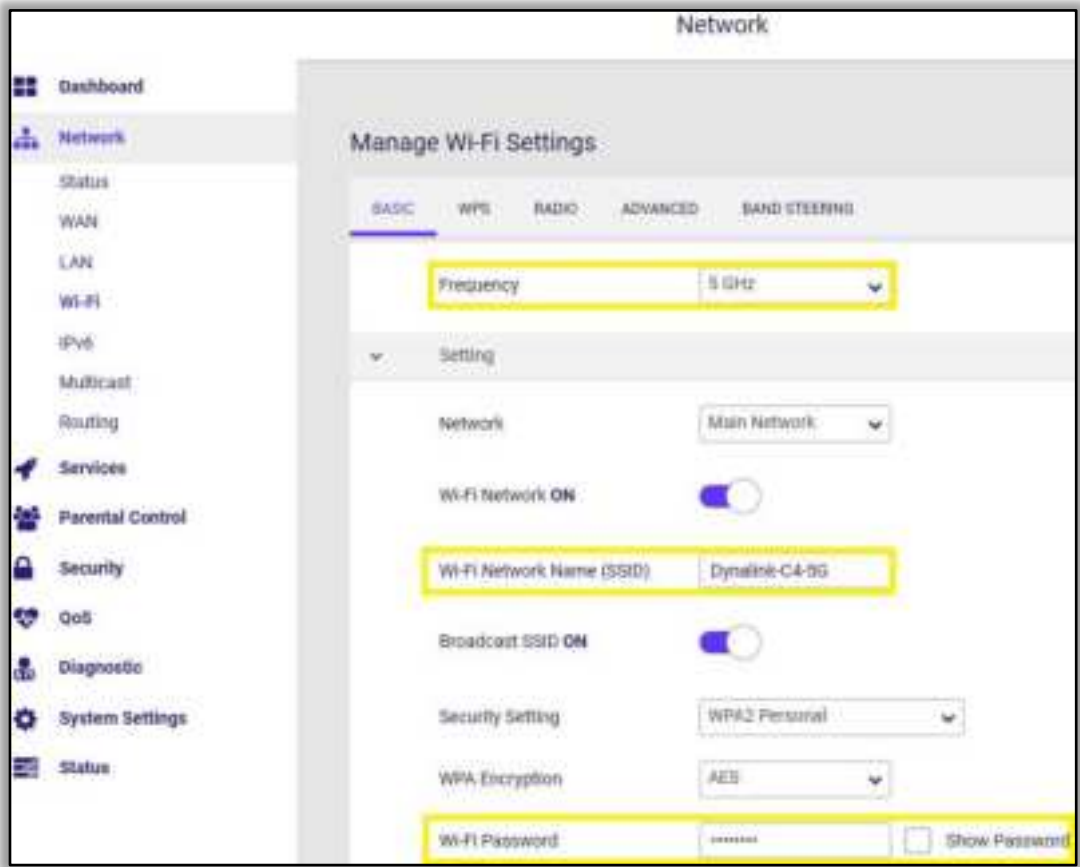
It is highly recommended to create a unique password for your router. You can change the default Wi-Fi password, as well as using Dynalink APP or WebGUI login password at **Network > Wi-Fi** and **System Settings > Password & Timezone**

 Dynalink APP



 Dynalink WebGUI  
⇒ WebGUI > Network > Wi-Fi > BASIC





⇒ WebGUI > System Settings > Password & Timezone

