

Network and connection issues

After changing to a new router, I can no longer control or find my receivers.

Changing over to a new router can sometimes cause network problems, particularly if some of your network devices use static IP addresses or DHCP reservation. Below are some things to look into or try if you have recently changed routers and you are experiencing communication problems. I will include tips for before and after the router upgrade. These lists are not complete, but are more focused on getting the DirecTV Remote+ app to work with your DirecTV equipment. While most headaches will arise from devices using DHCP reservation or static IP addresses, it should be reinforced that utilizing one of those two options really is the best solution for networked devices that are often accessed by other devices on your network.

Before changing over to a new router:

1. Write down any port forwarding rules you may be using related to your DirecTV receivers.
2. Write down any DHCP Reservation you may be using related to your DirecTV receivers.
3. Write down the current router's IP address, Net Mask and DHCP ranges.

The router's IP address can be a big one! If your old router uses 192.168.1.1 and the new router uses 192.168.0.1 or 10.0.0.1 then any devices previously set up for static IP addresses on the network will not be able to reconnect with the new router. The result would be that computers and devices using automatic network settings will connect to the new router/internet but devices previously configured for static addresses will no longer connect.

You basically have two choices: Change the new router to use the old IP address (recommended) or re-configure static addresses in all of your networked devices that use them. This is the downside to using static IP addresses... it can make administering your network a bit more complicated. In this case, DHCP reservation may seem easier but note that you will still need to enter those reserved addresses into the new router then possibly need to reboot the receivers in order for them to re-connect. In short, whether you use DHCP reservation or static addresses, there will always be some work involved initially. Static addresses usually only need to be set up once so long as your network addressing doesn't change from router to router (the router's IP address). DHCP reservation will need to be set up every time you replace your router.

Once you get your new router installed, be sure to go through the configuration pages and configure any settings you noted above.

After changing over to a new router:

1. Configure the new router to use the same settings noted above. If you have already switched routers but did not make note of old settings then it is recommended to follow the troubleshooting steps below.
2. When using static IP addresses, some routers prefer that you use addresses *outside* of

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the configured DHCP range. Other routers prefer that you use addresses *inside* of the configured DHCP range. With this in mind, you may need to change the DHCP range on the new router or re-configure all of your DirecTV receivers with a different static IP address.

3. If you have already installed the new router then you may want to reconfigure your DirecTV receiver(s) *as well as any other network devices you may have previously configured with a static IP address* to use **DHCP** and reconnect. If this then allows the app to find the receiver(s), then you may re-assign a static address to it once again.
4. You may need to reboot your receivers, computers and other network devices in order for them to connect to the new router.
5. You may need to re-scan for receivers in the app after all steps above are complete.

If you are having problems connecting with your receivers after changing routers then follow the troubleshooting steps below (links to other FAQs on this site).

[Confirming the receiver's settings](#) (it is possible that your network addressing changed if the router's IP address is different on the new router!)

[Addresses appear similar but it still won't connect](#) (instructions for pinging your receiver from your Android device)

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Author: Administrator

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