

High Speed Internet

How to configure static IP addresses in the 5268AC gateway

If you ordered your Internet service with static IP addressing, your modem will need to be configured to recognize your IP address space. This is normally taken care of before you received your modem but if your modem is ever reset or replaced, you will need to reenter this information.

1. You will need to obtain the static IP address range and subnet mask from IgLou. If you don't already have it, you can [contact us online](#) or call 502-966-3848 and we can email you a copy of the settings.
2. Log in to your modem using the web address and security-code password that is written on the back of the modem. The address is usually <http://192.168.1.254> but check the back of the modem to be sure.
3. Enter the router address and subnet mask into the menu as shown below. You can also check "Auto firewall open" if you would like the firewall to be disabled for your static IP addresses.

The screenshot displays the web interface of the 5268AC gateway. The top navigation bar includes 'Home', 'Services', 'Settings', and 'Site Map'. Below this, a secondary bar shows 'System Info', 'Broadband', 'LAN', 'Firewall', 'Logs', and 'Diagnostics'. The 'Broadband' section is active, with sub-tabs for 'Status', 'Link Configuration', and 'Multicast'. A warning icon and text state: 'Warning: Modifying the settings on this page can impact the ability of devices on your private network to access your broadband connection. Modifications may also affect broadband-enabled applications and services running on your private network.'

The configuration sections are as follows:

- Broadband Interface:** 'Choose Interface type' is set to 'Automatic Ethernet/DSL'.
- DSL:** 'DSL Line Selection' is set to 'Automatic'.
- Broadband IP Network:** 'Upstream MTU' is set to '1500'.
- Supplementary Network (highlighted with a red box):**
 - 'Add Additional Network' is checked (Enable).
 - 'Router Address' and 'Subnet Mask' are empty input fields.
 - 'Auto Firewall Open' is unchecked.

A 'Save' button is located at the bottom right of the interface.

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- Click the "Save" button at the bottom right-hand corner of the screen.
- If you would like a device on your network to always be assigned the same private IP (i.e. 192.168.1.x) by the modem, you can configure this here. Be sure to click "Save" after making any changes:

The screenshot shows a web interface for configuring a modem. At the top, there are tabs for Home, Services, Settings, and Site Map. Below these, there are sub-tabs for System Info, Broadband, LAN, Firewall, Logs, and Diagnostics. The LAN tab is selected, and within it, the IP Address Allocation sub-tab is active. The page title is "Public-Private NAT Mappings and Device IP Allocation". The text explains that this section allows configuring IP addresses for devices in DHCP mode, mapping them to static or public IP addresses (NAT mappings). It also mentions that static addresses override DHCP settings and that users can override the default DHCP server address or specify an alternate pool. Additionally, it notes that users can map a device to a specific public fixed IP address or to the next unassigned address from the public pool, with the default being the Router WAN IP address.

Device: Erin-PC

| | |
|--------------------|---------------------------------|
| Current Address | 192.168.1.70 |
| Device Status | Not Connected |
| Firewall | Enabled |
| Address Assignment | Private from pool:192.168.1.0 |
| WAN IP Mapping | Router WAN IP address (default) |

Device: TXCDTL11EW4962

| | |
|--------------------|---------------------------------|
| Current Address | 192.168.1.71 |
| Device Status | Connected DHCP |
| Firewall | Enabled |
| Address Assignment | Private from pool:192.168.1.0 |
| WAN IP Mapping | Router WAN IP address (default) |

Save

Unique solution ID: #1101

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