Troubleshooting Network Connectivity to Maestro

- Verify that you are using a standard patch cable not a cross-over cable.
- Disable WiFi connection on your computer to simplify troubleshooting.
- Verify that your computer is set to DHCP or "obtain IP address automatically"
  a. For Windows 7 computers follow these steps:
     i. Open “Control Panel”
     ii. Open “Network and Sharing Center”
     iii. Click on “Change adapter settings” on left hand side of the window
     iv. Click on the connection label “Local Area Connection” (which may have a number in the title)
     v. Select Properties
     vi. Click to highlight “Internet Protocol Version 4 (TCP/IPv4)
     vii. Click on the “Properties” button
     5 If a static IP address is being used be sure to copy the information so it can be re-entered later
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viii. Select the option “Obtain an IP address automatically”

ix. Click ok and close out of open windows

b. For Windows XP computers follow these steps:
   i. Open “Control Panel”
   ii. Open “Network Connections”
   iii. Right-click on the Local Area Connection icon and select Properties.
   iv. Click to highlight “Internet Protocol Version 4 (TCP/IPv4)
   v. Click on the “Properties” button
   vi. Select the option “Obtain an IP address automatically”
   vii. Click the OK button and close the window.

* Please note: Apple computing products will not communicate with the unit through a direct connection. They must be connected to a LAN or an Ethernet switch.