

# [NETRS2321XXX] Serial to IP Device FAQs

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This document contains some helpful FAQs should you run into any issues:

1. [What is this devices default IP address?](#)
2. [How do I access this devices web interface?](#)
3. [How do I ensure my computer and my serial device are on the same subnet?](#)

# What is this devices default IP address?

FAQ

This device's default static IP address is 192.168.1.254.

Visit [www.startech.com/support](http://www.startech.com/support) for additional FAQs, videos and more!

# How do I access this devices web interface?

## FAQ

1. Make sure that the NETRS2321POE is on the same network as your computer.
2. In an Internet browser, enter the IP address of the unit. The default IP address is 192.168.1.1.
3. In the **password** field, enter the password. There is no password by default.

# How do I ensure my computer and serial device are on the same subnet

## FAQ

In order for the serial device and your computer to communicate to each other, they both need to be on the same physical network and the same subnet.

To connect your serial device and your computer to the same physical network, plug both devices into the same router.

Typically, in order for devices to be on the same subnet, the first three numbers of the IP address must match. The fourth number of the IP address must be different, as two devices cannot have the same IP address. For example, if your computer's IP address is 192.168.0.1, then the subnet is 192.168.0.XXX. You can replace the XXX with any number, as long as it is not currently in use by another device.