

# Error code 30183-4 when installing Office with a Speedport router

*Office 2016, Office for business, Office 365 Admin, Office 365 Small Business, More...*

You might see this error if you're trying to install Office 2016 or Office 2013 while using a Telekom Speedport W723V Type A or B router. Try the following suggestions to see if they address the problems.

## Use the offline installer to download Office 2016

The Office offline installer may help bypass potential proxy, firewall, antivirus, or Internet connection issues that might occur during an Office 2016 installation.

For steps to install an offline version of Office 2016, see [Use the Office 2016 offline installer](#) and select the correct tab for your version of Office.

## Follow these steps for Office 2013 installation

If you are having problems installing Office 2013 and are using the Speedport W723V Type A or B router, try the following steps.

**Note:** The file size of the image is approximately two gigabytes, so the image download could take a few minutes.

1. Download the ProfessionalRetail.img to your local machine from [this website](#).
2. After you see a prompt to open or save the .img file, choose your preferred option.
  - If you choose **Open**, the file will download. When the download is complete, you will see a new virtual drive D that contains the Office installation files.

**Note:** If you already have another drive that is labeled D, Office will create a virtual drive with the next available letter.

- If you choose **Save**, you can specify where you'd like the image (.IMG) file to be saved. For example, you can save it to your desktop or to a USB drive. On Windows 10 and Windows 8 machines, you can open the file directly. If you use Windows 7, you will need to copy the image file to a disc before you can open the file and continue.
3. Run the setup.exe program located in the folder just downloaded to your virtual drive.