

Recover DSL-502T:

D-Link AUS - RMA
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V1

Problem:

Modem turning on, with only the Power LED is on, and no other LED is displaying.

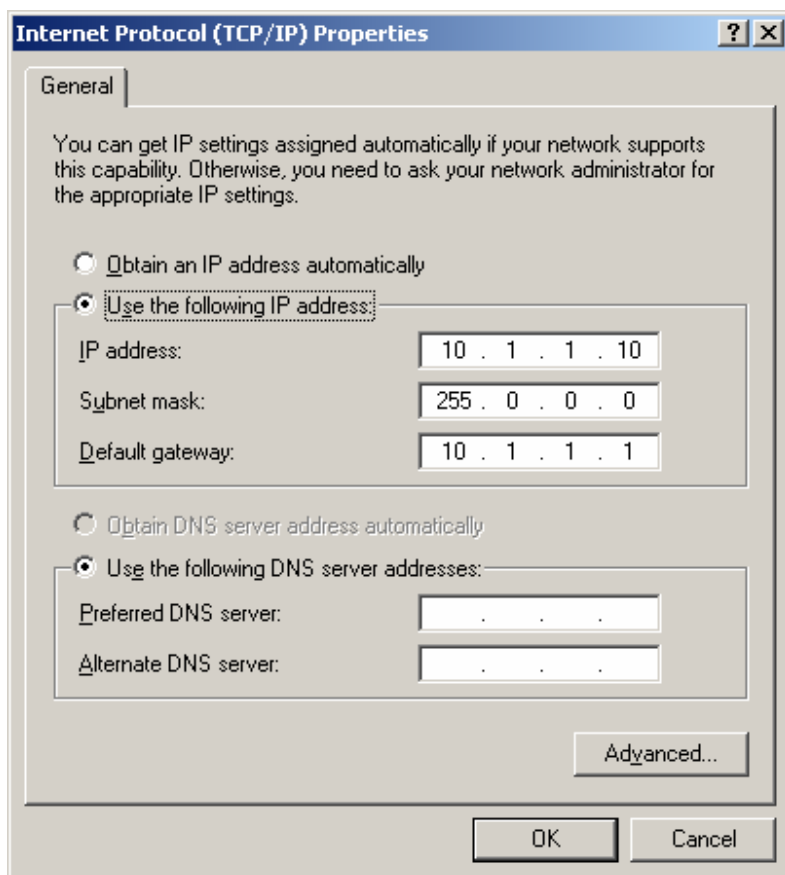
Observation:

Needed for this operation to complete are the ADSL 2 Firmware Upgrade, and possible Internet Connection.

- DLinkAU DSL-502T V2.00B02.AU.exe
Available from the D-Link Web Site: <http://www.dlink.com.au/tech/drivers/files/routers/dsl502t.htm>
- Internet Connection.

Solution:

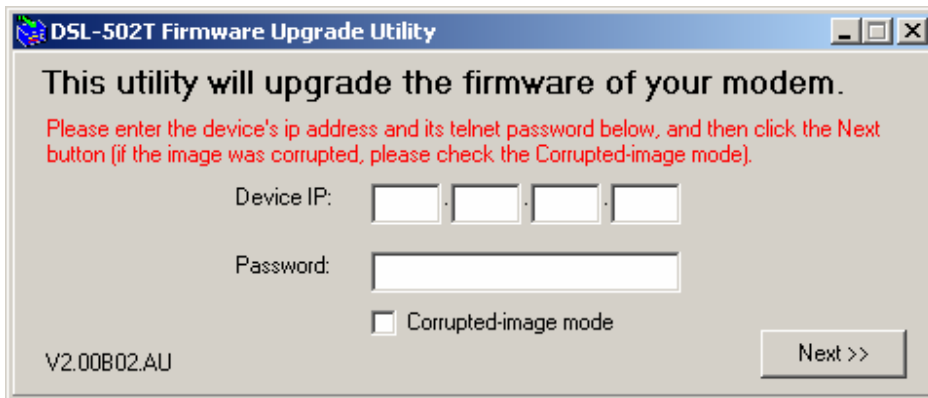
Apply a static IP Address on the computer, such as the screenshot below. Please maintain a Class A Subnet. The DNS fields are not required for this operation.



Execute the ADSL 2 Firmware Application that was downloaded from the D-Link Web Site.

- "DLinkAU DSL-502T V2.00B02.AU.exe"

Let it extract and you will be present with the below Screenshots.



Enter in the following, into the required fields.

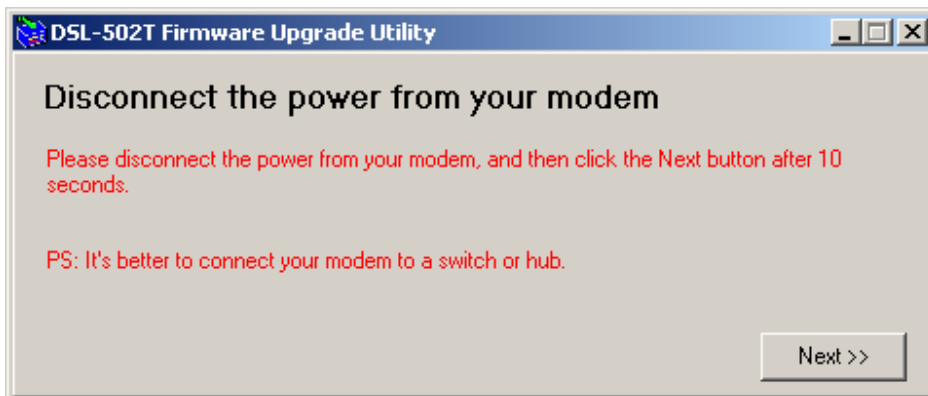
Device IP: "10.1.1.1" (without quotes)

Password as "admin" (without quotes)

And check the radio button "corrupted-image mode".

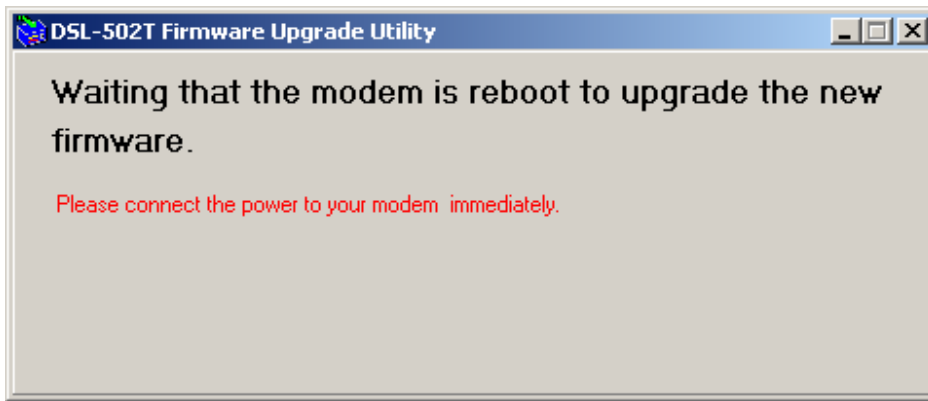
Then please click "Next".

You will be present with the below Screenshot.



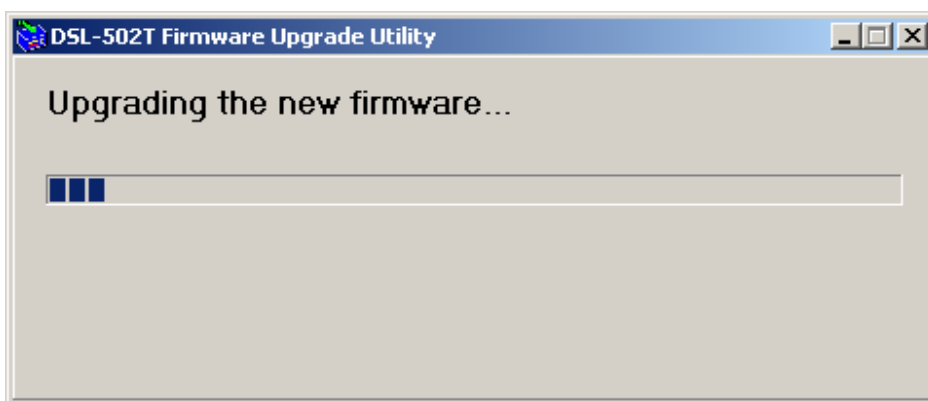
Turn the power button off on the DSL-502T. Then click the next button.

Next you will see the below Screenshot.

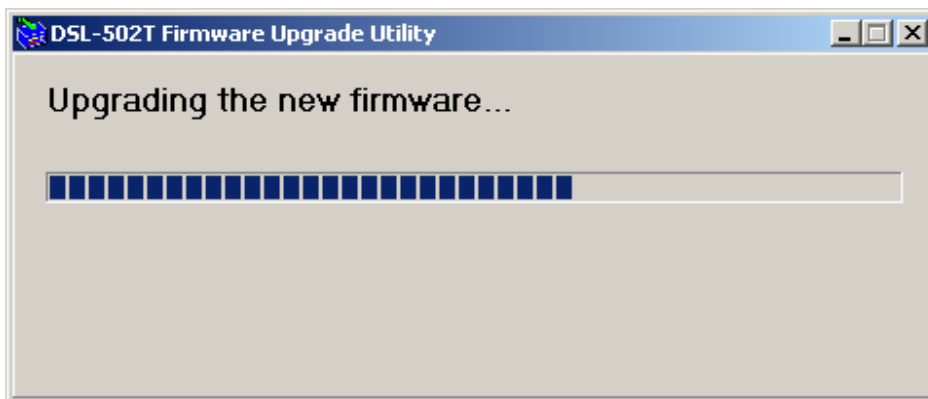


Please turn on the power button...

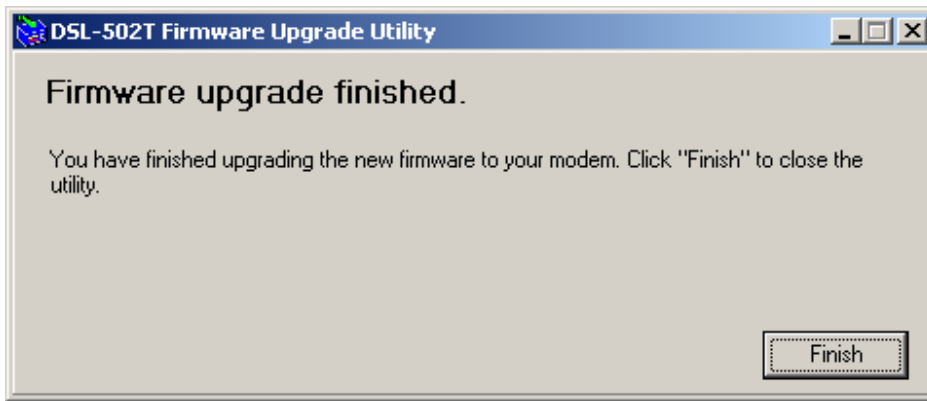
Then the firmware will begin to load...



The first three (3) bars will take a minute or two as its erasing the eeprom...then you will notice the process will speed up.

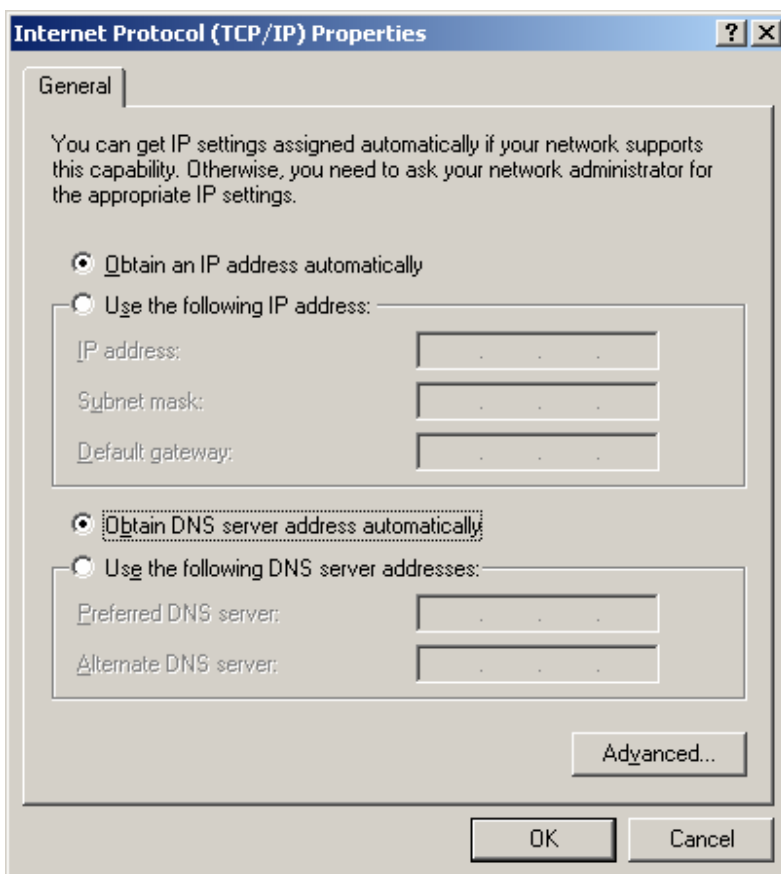


Once completed, it will display the below Screenshot.



Click finish.....and the application will disappear.

Assign DHCP address on computer as the below screenshot illustrates. And you should obtain DHCP from your DSL-502T Modem.



You should not be able to ping the DSL-502T via its IP Address: 10.1.1.1

Try ping the device as Screenshot illustrates below.

```
C:\WINNT\System32\cmd.exe
C:\>ping 10.1.1.1

Pinging 10.1.1.1 with 32 bytes of data:

Reply from 10.1.1.1: bytes=32 time<10ms TTL=255
Reply from 10.1.1.1: bytes=32 time<10ms TTL=255
Reply from 10.1.1.1: bytes=32 time<10ms TTL=255
Reply from 10.1.1.1: bytes=32 time<10ms TTL=255

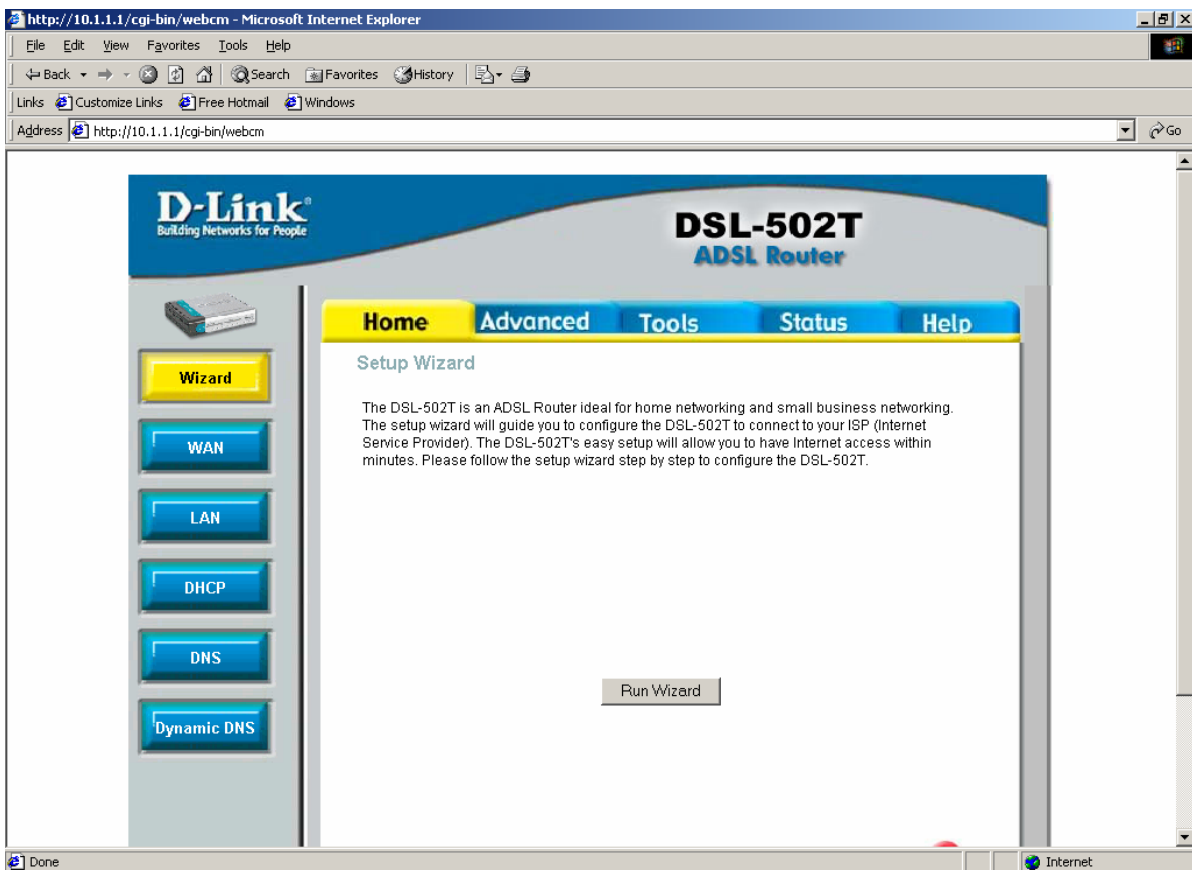
Ping statistics for 10.1.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

Once the ping command is successful, try accessing the device.

Via the DSL-502T Web Interface, please try accessing the device via its IP Address: 10.1.1.1

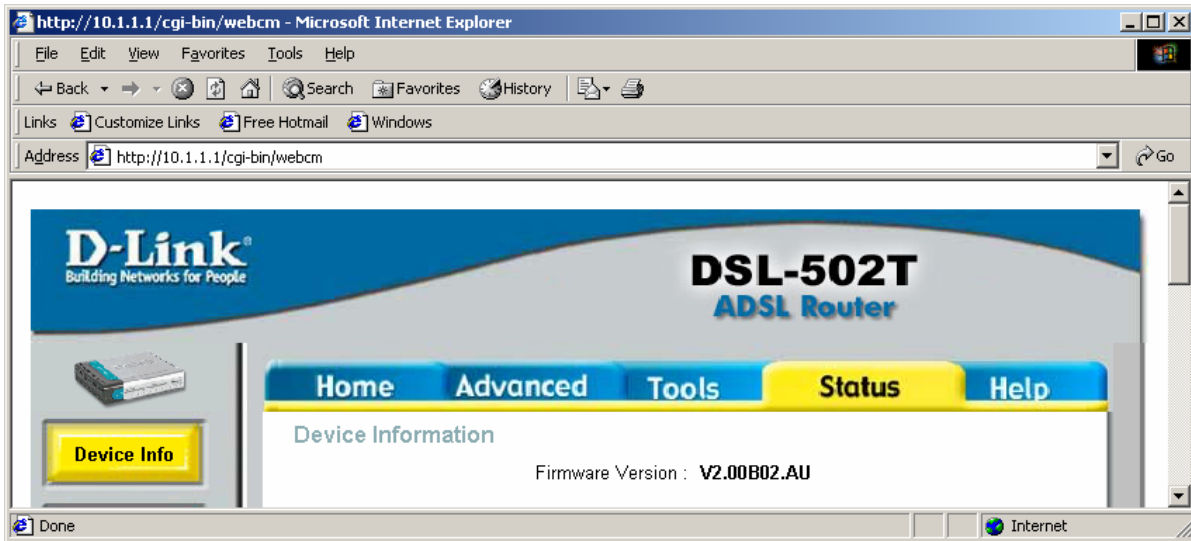
Please enter in the default Authentication Login. "admin"

The below screenshot should appear of the DSL-502T Interface.



Via the Status Menu, you will see Firmware Version: V2.00B02.AU

Please refer to the below Screenshot.



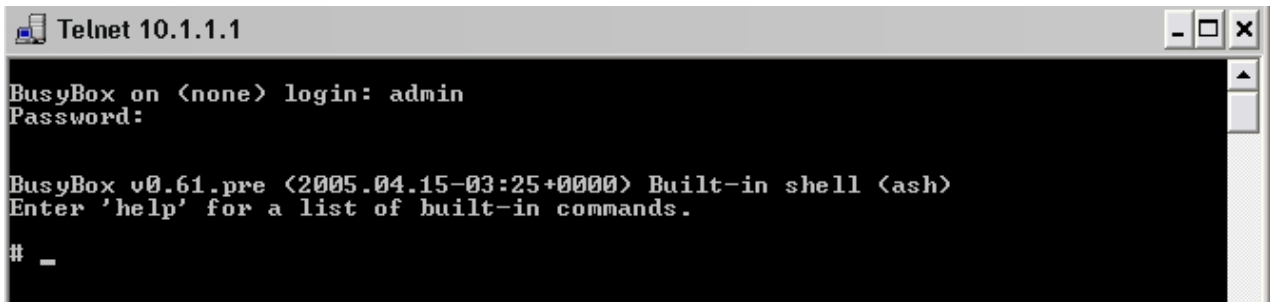
Programming MAC ADDRESS.

Once you have recovered and checked that the firmware has been loaded , you MUST program the MAC Address that is printed on the back of the modem.

. Telneting into the modem.

Go to the Start Menu on the bottom left hand corner and left click on your mouse , left click on RUN .

You will need to type in the following command “ telnet 10.1.1.1 “ , enter your user name and Password (admin / admin) .



At the command prompt type “setenv maca (followed by the MAC Address on the back of the modem E.G. 00:0f:3d:dd:84:8f)” and press enter .

Note: Without the Quotes.

This has now save the MAC Address to the modem. Please follow the above steps to check in status page that the MAC Address is the same as the modem.

Reference Material:

- No DHCP from the Unit.

If you are getting no DHCP is provided from the DSL-502T to the Computer Network Settings. Please perform the following via a DOS Prompt (Command Prompt):

NOTE: the underscore symbol “_” represents a space is required (press spacebar on your keyboard).

arp_ -d

Then press Enter Key.

Then perform:

ipconfig_/release

Then press the Enter Key and type the below:

ipconfig_/renew

- The above Firmware installed into the device is **BOTH** ADSL 1 and ADSL 2 compatible.

The above reference responds to if an ISP* is only using the ADSL 1 Standard, the device is still compatible with connecting to their ISP*.

* - The star Symbol represents the three letter acronym ISP as Internet Service Provider.

-END-