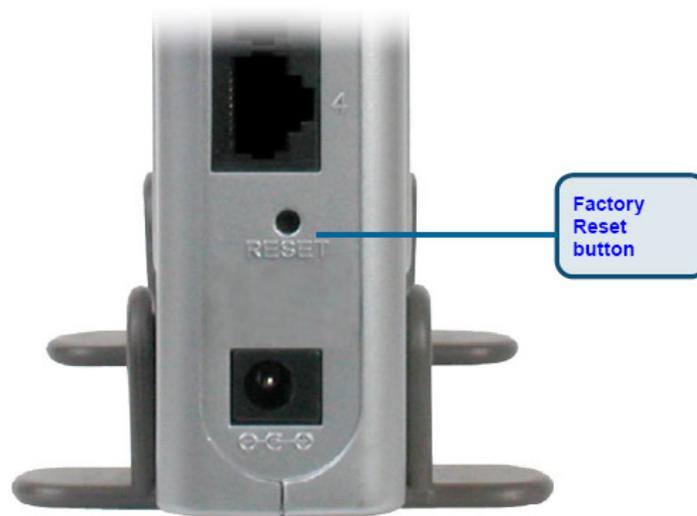


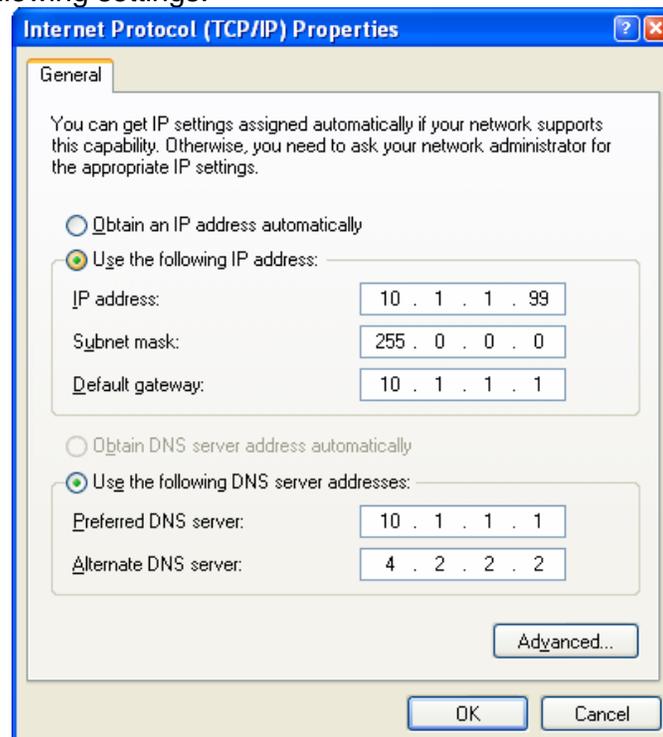
How To Recover Your Router If It Stopped Responding

If your modem/router is not responding after changing some settings in it or after unsuccessful firmware upgrade, please try the below steps. Save the files which you have downloaded with this document into a folder which you can easily find (e.g. My Documents). Download the latest Firmware for your modem/router. Choose the **EXE** version of firmware as opposed to WEB (.BIN) version.

Step 1. Try resetting the router to factory defaults by pressing the **Reset** button at the back of the router for 10 seconds. The router' power should be on when you are pressing the button.



Step 2. Set your computer with static IP address. To do that go to **Start > [Settings] > Control Panel > [Network and Internet Connection] > Network Connections > Local Area Connection > Properties**. Select **Internet Protocol (TCP/IP)** and click on the Properties button. Specify the following settings:

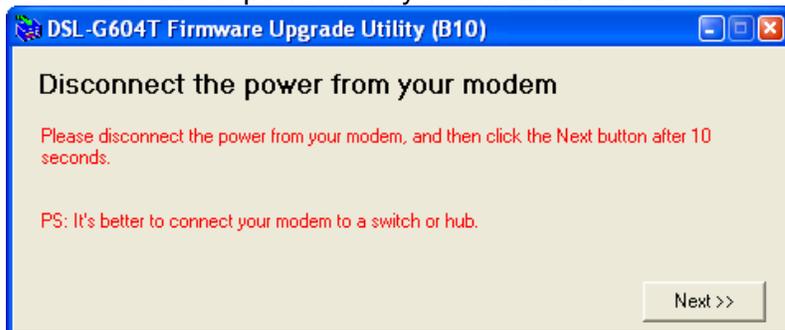


DNS server addresses can be replaced with your ISP's DNS addresses.

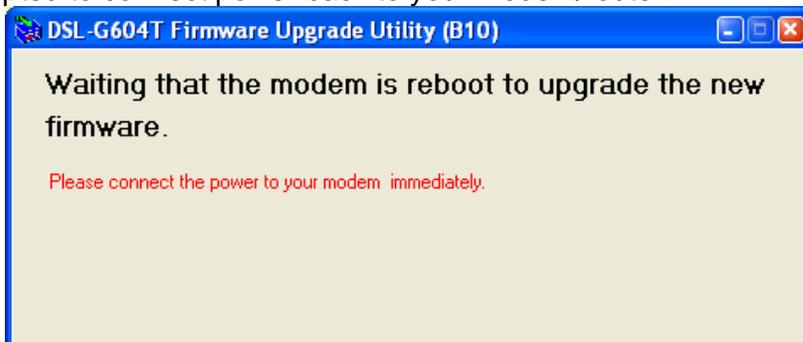
Step 6. Launch the Firmware Upgrade Utility (the EXE version of the firmware) by double-clicking on it. When firmware upgrade window pops up, select the “**Corrupted Image Mode**” option and click Next:



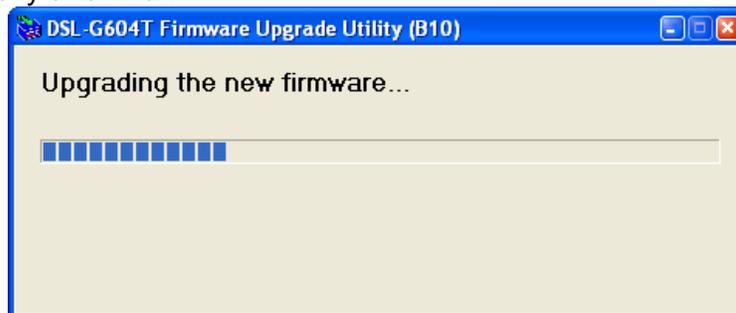
You will be prompted to disconnect power from your modem/router:



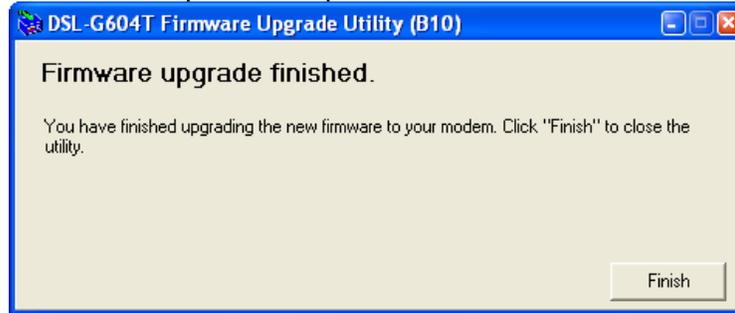
Disconnect the power cable from your modem router and after about 10 seconds click Next. You will be prompted to connect power back to your modem/router:



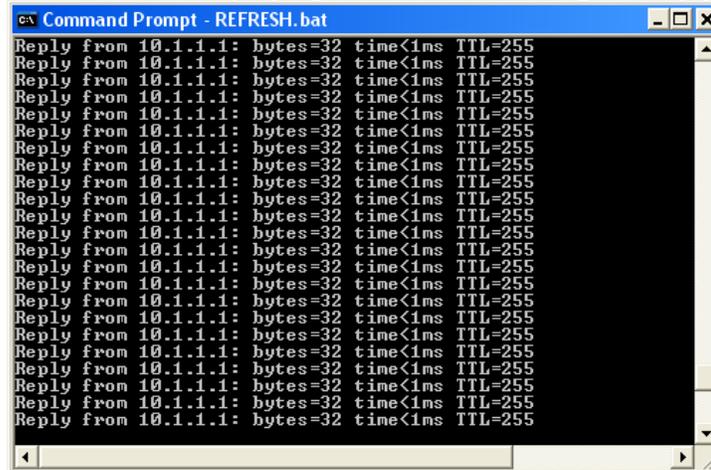
Connect the power cable to the modem/router within 10 seconds. Firmware upload will proceed automatically after that:



Click on the Finish button to complete the upload.



Your DOS window should now be displaying continuous messages “Reply from 10.1.1.1”.



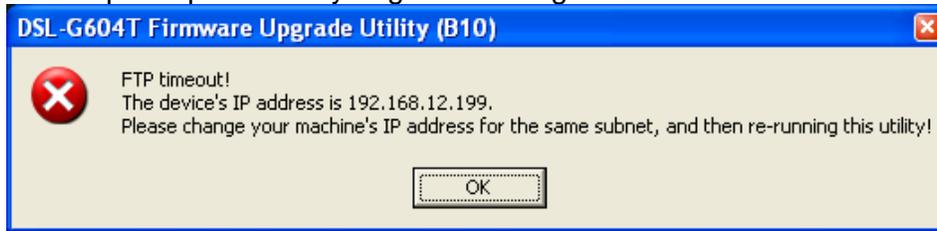
Step 7. Double-click on the **START** application file which came with this document. This will open Internet Explorer window and will try to log into your router via <http://10.1.1.1>. You will be prompted to enter username and password. Username: admin, password: admin



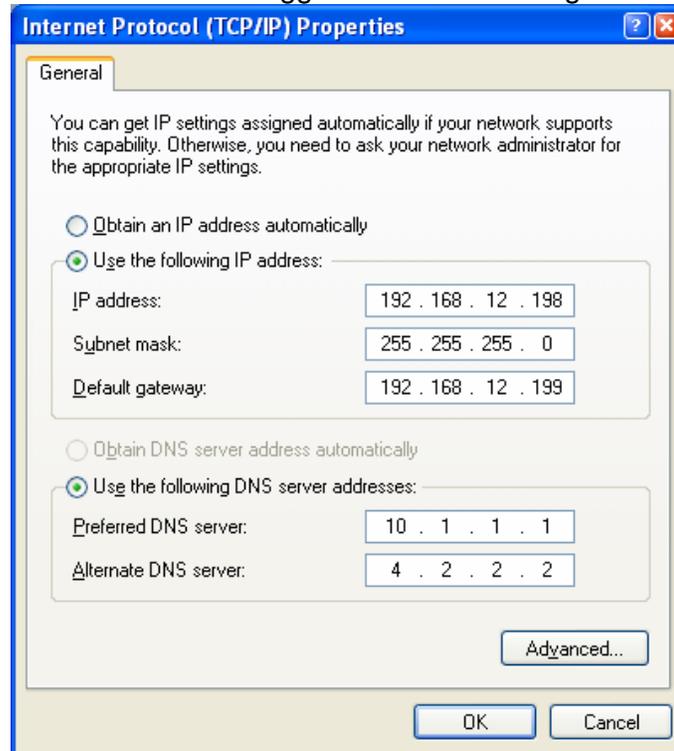
You can now configure your router for your Internet connection under Home > WAN. Once finished with the settings, click on Apply and then save the settings into the router’s memory under Tools > [System] > Save & Reboot.

Troubleshooting

If during firmware upload procedure you got a message similar to this one:



Close the firmware update utility. Disconnect power from your modem/router. Set your computer with a different IP address as suggested in the message:



Then repeat the above procedure starting from **Step 4**. After finishing uploading firmware (before **Step 7**), change your computer's IP address back to "Obtain an IP address automatically". After loading firmware the modem/router's IP address will be 10.1.1.1.

~ End of Document ~