

Actiontec® GT-701-wg

How to Recover Firmware – Windows[®] Using Web Site Link to Download the Firmware Recovery File

If the Actiontec[®] DSL modem isn't working (e.g., the Internet LED light isn't on) or isn't responding properly, this recovery procedure will reset the modem to the factory defaults.

- Turn off any firewall programs before performing this procedure. Be sure to turn them back on when you're finished.
- This procedure isn't valid for Macintosh[®] or Linux[®] computers.
- This procedure won't work when a hub, switch or another router are used. Instead, plug the modem in directly to one computer using the Ethernet cable (don't use the USB cable).
- 1. Confirm you've downloaded the firmware recovery file.
- 2. Confirm the modem is connected directly to the computer via Ethernet cable (not USB). Then set the IP address of the computer to 192.168.0.99 with a subnet mask of 255.255.255.0. **Restart** the computer before performing this procedure.
- 3. **Open** the file you downloaded. Then select **Setup**.



4. Follow the instructions in the picture below. Then select Next.



| Actiontec GT701-WG Critical Recovery Utility | | | | |
|--|----------|--|--|--|
| Welcome to the Actiontec GT701-WG Critical Recovery. | ^ | | | |
| Step 1: Please set your Computer's Network Interface Card to the following Static IP Settings. | | | | |
| IP : 192.168.0.99 SUBNET : 255.255.255.0 GATEWAY : 192.168.0.1. | • | | | |
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5. On the back of the modem, **press and hold the reset button** while you unplug the power cord and immediately plug it back in. Continue to press the **reset** button until you see the recovery process begin. Once the recovery process begins, release the button.



1. The recovery process will start, as shown in the picture below.



• If the reset fails, an error message will be displayed instead. Check the physical connections and try again.

| Actiontec GT701-WG Critical Recovery Utility | | | | | |
|--|---|--|--|--|--|
| Progress | Task | | | | |
| Complete Complete Not Complete Not Complete Not Complete Not Complete Not Complete Not Complete | Check boot loader. Check communication with device. Erase flash segment for image. Transfer image file to flash. Erase flash segment for binary. Transfer binary file to flash. Erase flash segment for configuration. Transfer new configuration to flash. Reboot. | | | | |
| Erasing Flash | | | | | |
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6. The modem will reboot automatically when the recovery process is complete.

| A | ctiontec GT70: | 1-WG Critical Recovery Utility | × | | | |
|---|--|---|---|--|--|--|
| | Progress | Task | | | | |
| | Complete Complete Complete Complete Complete Complete | Check boot loader. Check communication with device. Erase flash segment for image. Transfer image file to flash. Erase flash segment for binary. Transfer binary file to flash. Erase flash segment for configuration | | | | |
| | Complete | Transfer new configuration to flash. Reboot. | | | | |
| | Rebooting | | | | | |
| | Copyright (C) 2003, Actiontec Electronics Inc. Finish | | | | | |



7. Select **Finish**. To complete the recovery process, unplug the modem, wait 15 seconds and then plug it back in.

| Actiontec GT70 | 1-WG Critical Recovery Utility | × | | | |
|--|--|---|--|--|--|
| Progress | Task | | | | |
| Complete Complete Complete Complete Complete | Check boot loader. Check communication with device. Erase flash segment for image. Transfer image file to flash. Erase flash segment for binary. | | | | |
| Complete Complete Complete | Transfer binary file to flash. Erase flash segment for configuration. Transfer new configuration to flash. | | | | |
| Crit | ical Recovery was successfull. Please click Finish | | | | |
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- 8. If desired, reset the computer to obtain an IP address automatically (DHCP).
- 9. You may now configure the modem. Be sure to turn any firewalls back on.