

Actiontec® GT-701-wg

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

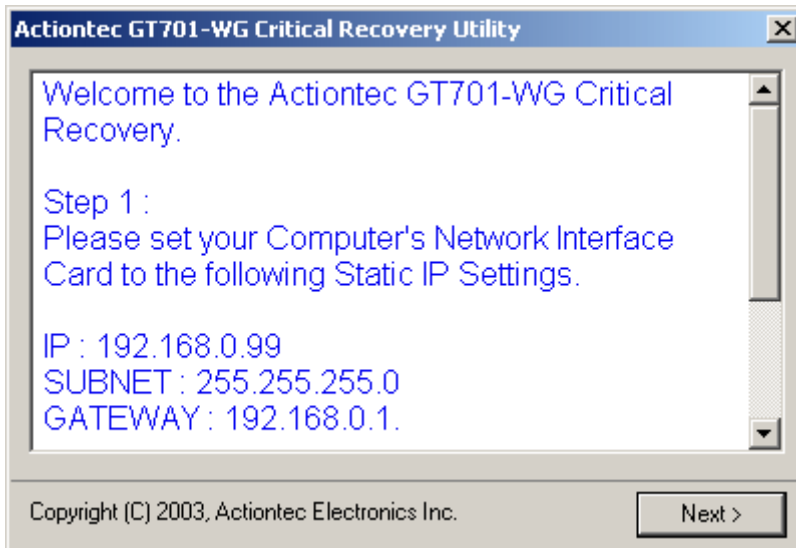
If the Actiontec® DSL modem isn't working (e.g., the Internet LED light isn't on) or isn't responding properly, this recovery procedure will reset the modem to the factory defaults.

- 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).

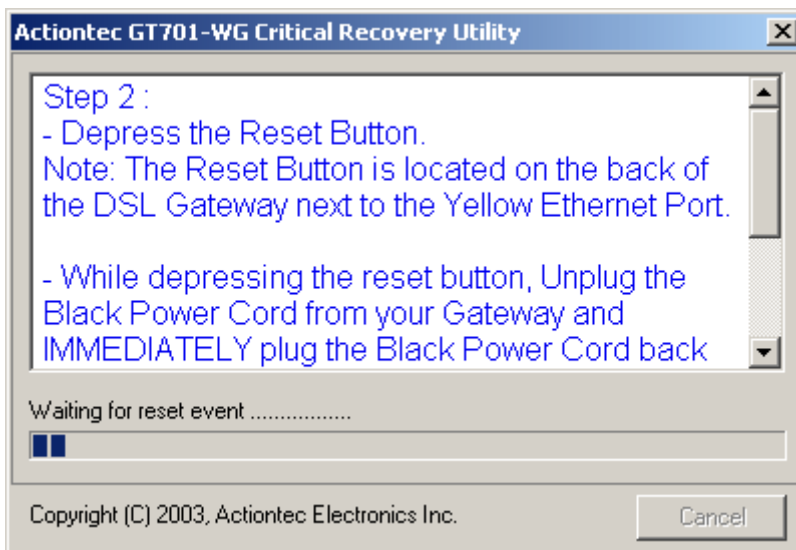
1. Confirm you've downloaded the firmware recovery file.
2. Confirm the modem is connected directly to the computer via Ethernet cable (not USB). Then set the IP address of the computer to 192.168.0.99 with a subnet mask of 255.255.255.0. **Restart** the computer before performing this procedure.
3. **Open** the file you downloaded. Then select **Setup**.



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

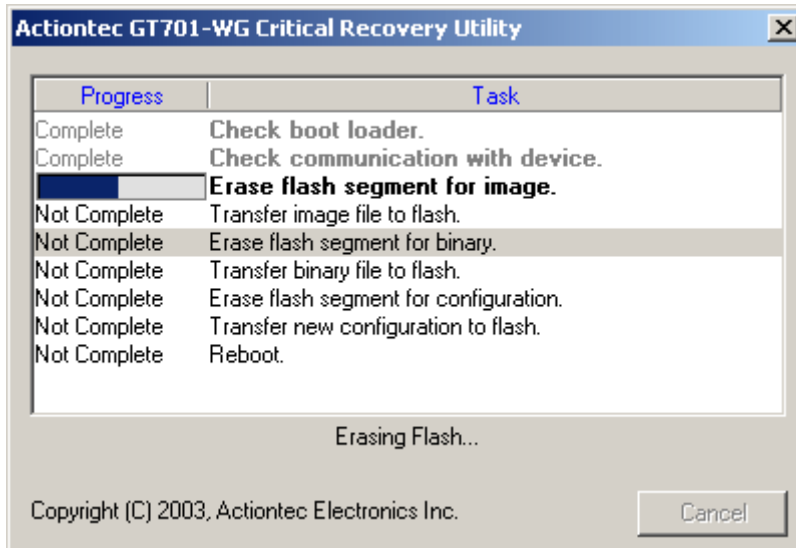


5. On the back of the modem, **press and hold the reset button** while you unplug the power cord and immediately plug it back in. Continue to press the **reset** button until you see the recovery process begin. Once the recovery process begins, release the button.

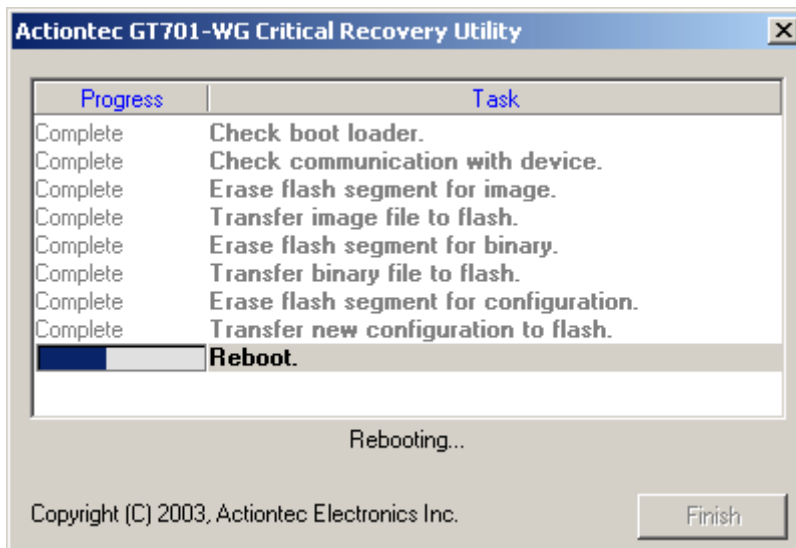


1. The recovery process will start, as shown in the picture below.

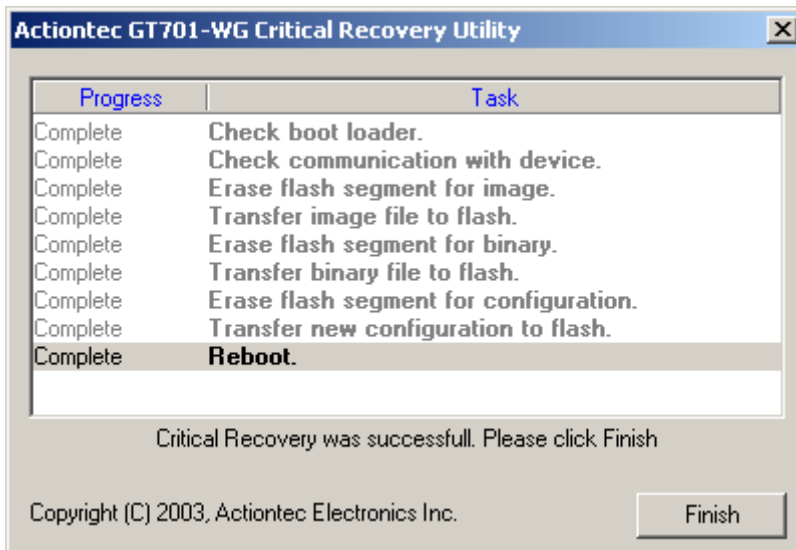
- If the reset fails, an error message will be displayed instead. Check the physical connections and try again.



6. The modem will reboot automatically when the recovery process is complete.



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



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.