

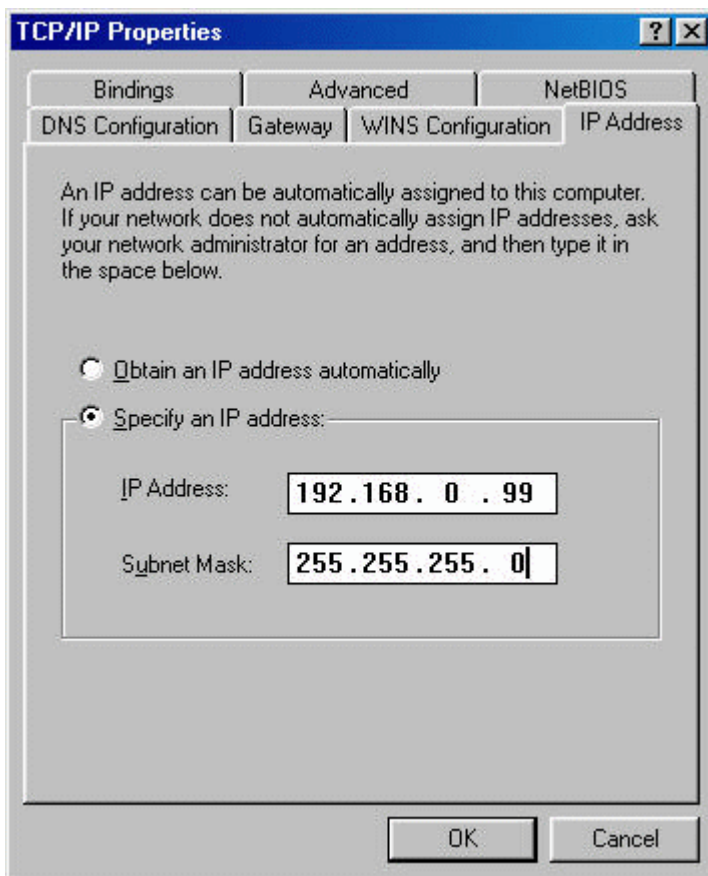
## Actiontec® 1520 and 1524

### How to Recover Firmware – Windows® Using the Actiontec Installation CD to Download the Firmware Recovery File

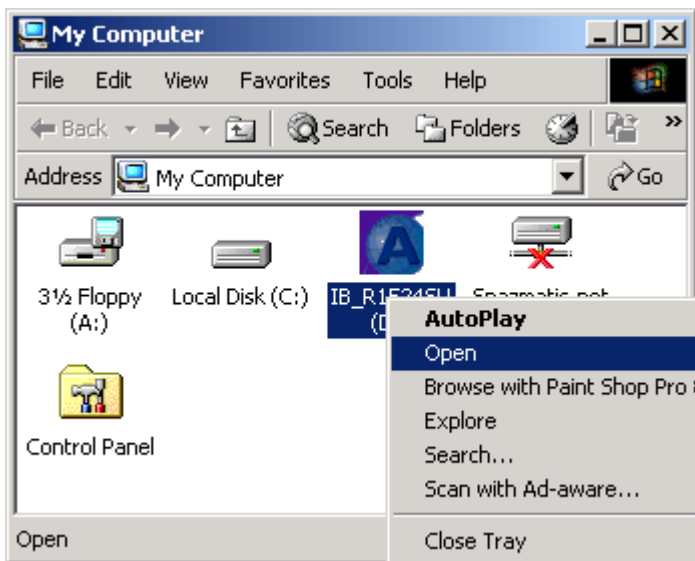
If your Actiontec® DSL modem isn't working (i.e., the Internet LED light isn't coming on) or isn't responding properly, this recovery procedure will reset the modem to factory defaults.

**Before you begin** the steps in this document:

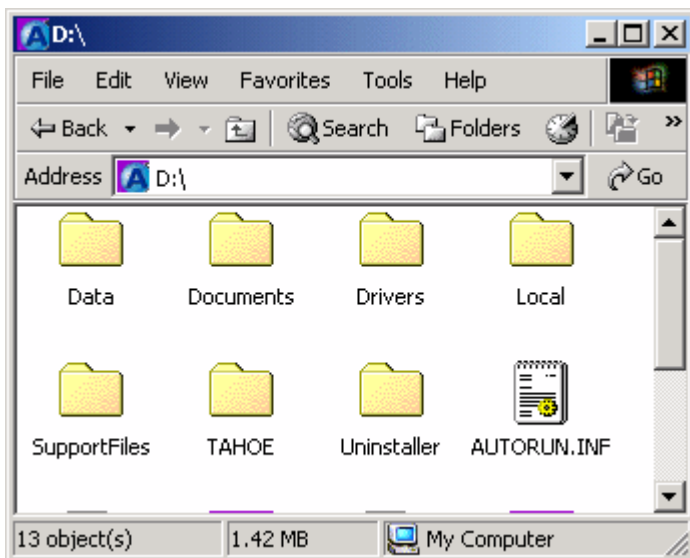
- Turn off any firewall programs. Be sure to turn them back on when you're finished.
  - Confirm you're using the Windows® operating system. This procedure isn't valid for Macintosh® or Linux® computers.
  - Plug the modem into one computer directly, using the Ethernet cable (don't use a wireless connection). This procedure won't work when a hub, switch or another router are used.
  - Record all configuration information. All modem configurations will be lost when you perform the recovery process. You'll need to reconfigure your modem once the recovery is complete.
1. Set the IP address to **192.168.0.99** with a subnet mask of **255.255.255.0**. Restart your computer if prompted to do so.



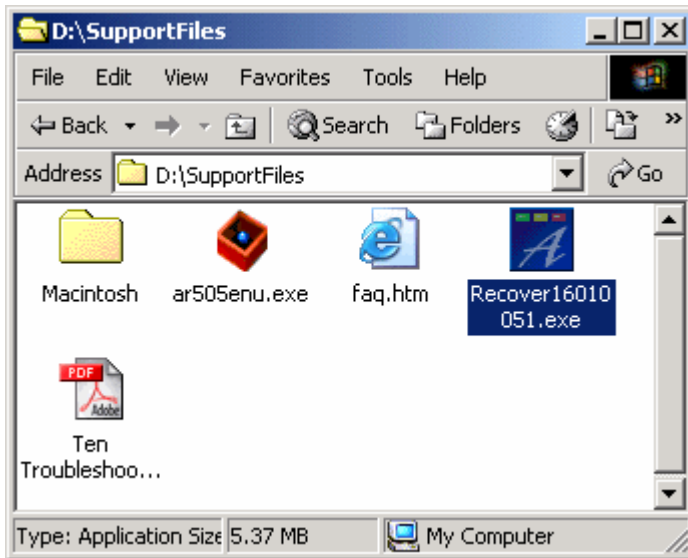
2. Insert the Actiontec® Installation Buddy CD. Exit the installer if it automatically plays.
3. Double-click on the **My Computer** icon on the desktop. Right click on the icon for the **CD-ROM** drive and left click on **Open**.



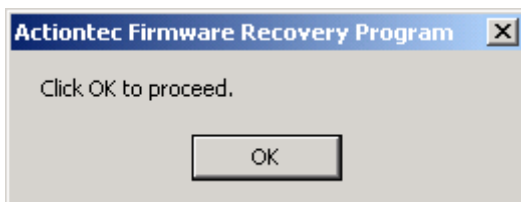
4. Double-click on the **SupportFiles** folder.



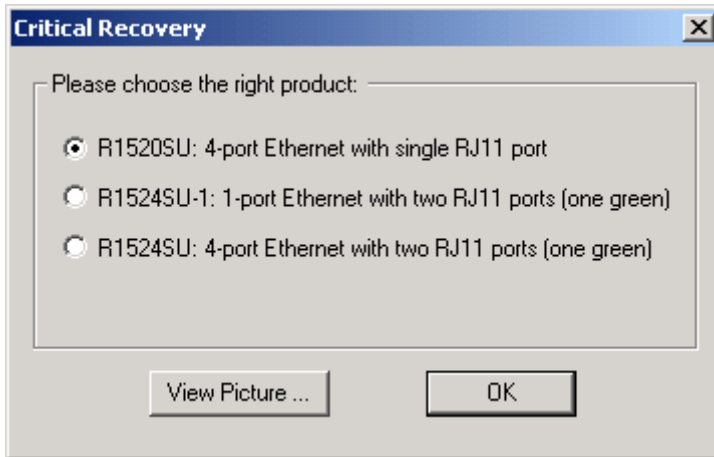
5. Double-click on the **Recover** icon. The numbers on your screen (following the word “recover”) may be different from the picture below.



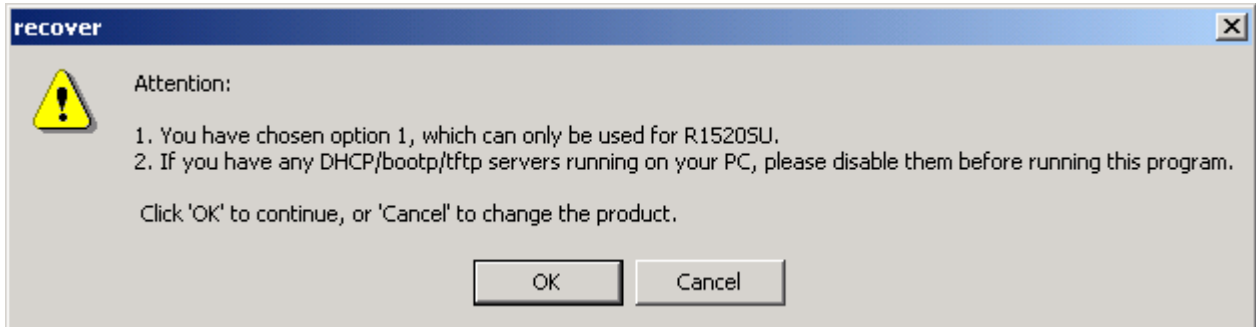
6. Select **OK**.



7. Select your Actiontec version. Select **OK**.



8. Read the disclaimer. Select **OK**.

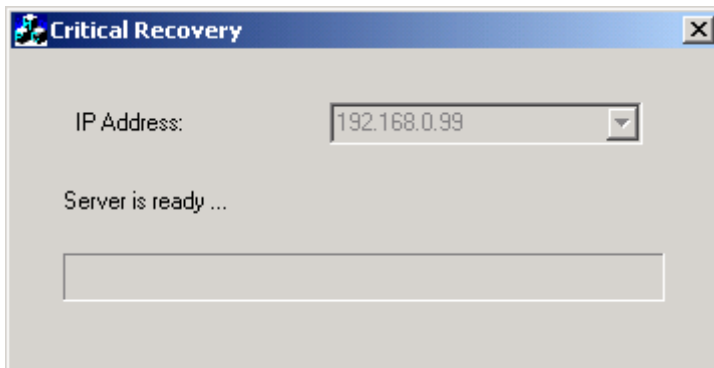


9. Type in the IP address you changed in the TCP/IP properties. Select **OK**.

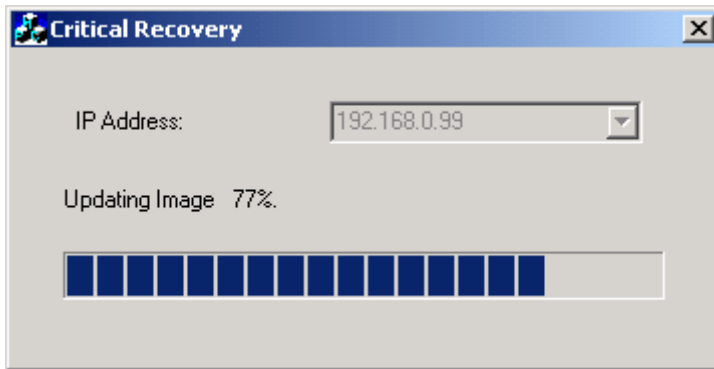


10. Unplug the power cord (not the Ethernet wire) from the modem.

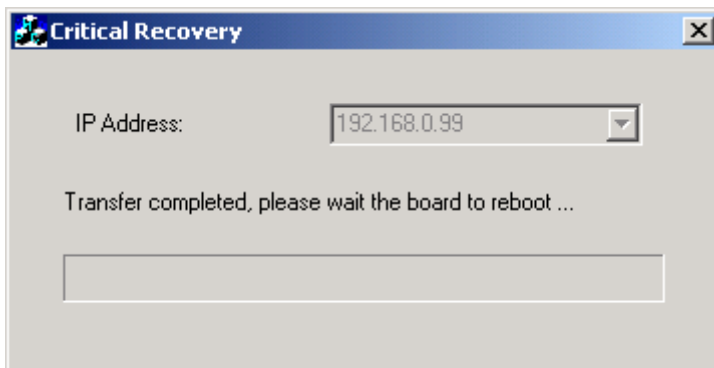
11. When the message "Server is ready..." displays, press the **Reset** button on the back of the modem at the same time you plug the modem in.



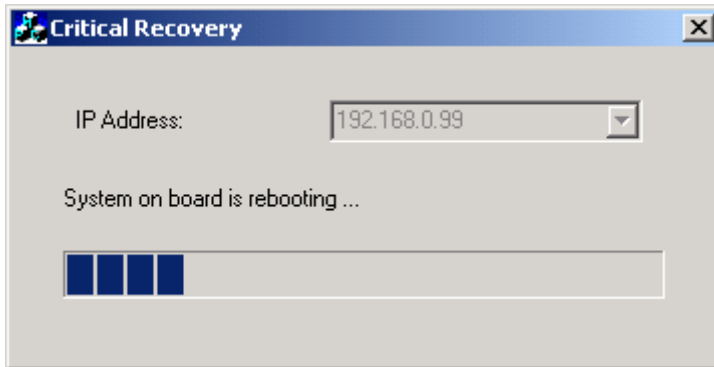
12. Release the **Reset** button after three to five seconds. The recovery software will now update the firmware.



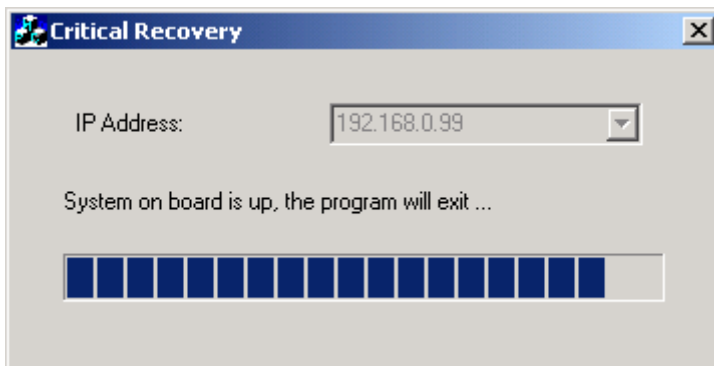
13. After the firmware transfers, the program will flash.



14. When the update is complete, the modem will automatically reboot.



15. If the recovery was successful, the program will close.



16. Once the upgrade program closes, unplug the power cable from the back of the modem. Wait 30 seconds and plug it back in.

17. Reset your computer to obtain an IP address automatically (DHCP). Use the same process for setting a static IP but select **obtain an IP address automatically**.

18. Reconfigure the Actiontec modem according to the configuration information you recorded before starting this recovery process. For additional information, refer to your ISP worksheet.