Troubleshooting Steps for the ActionTec R1520SU DSL Gateway
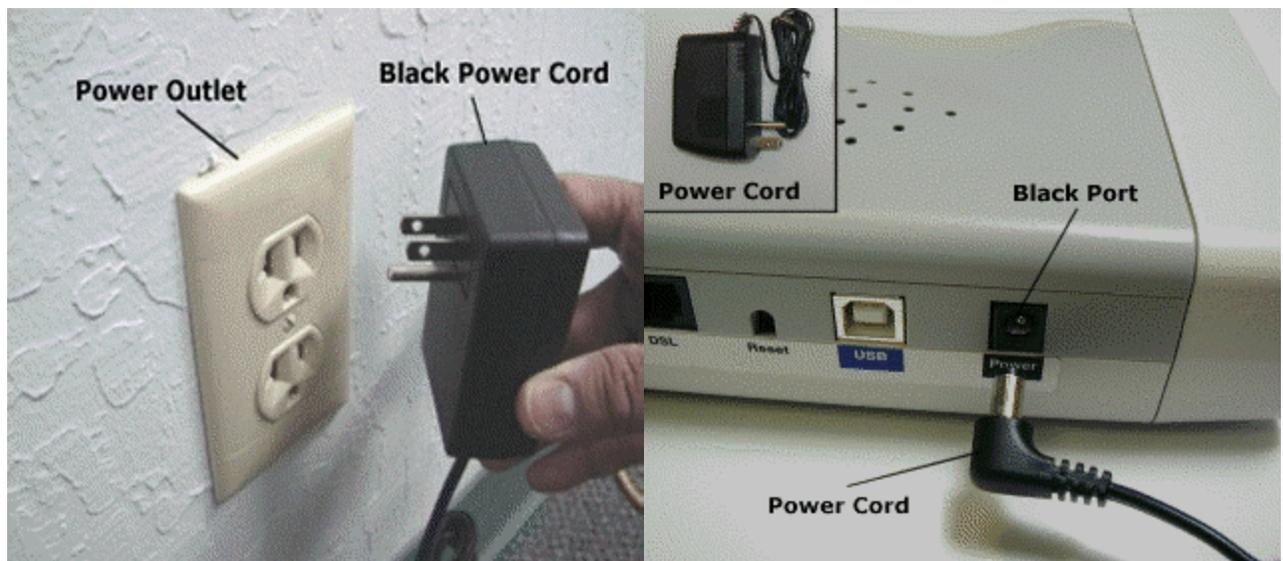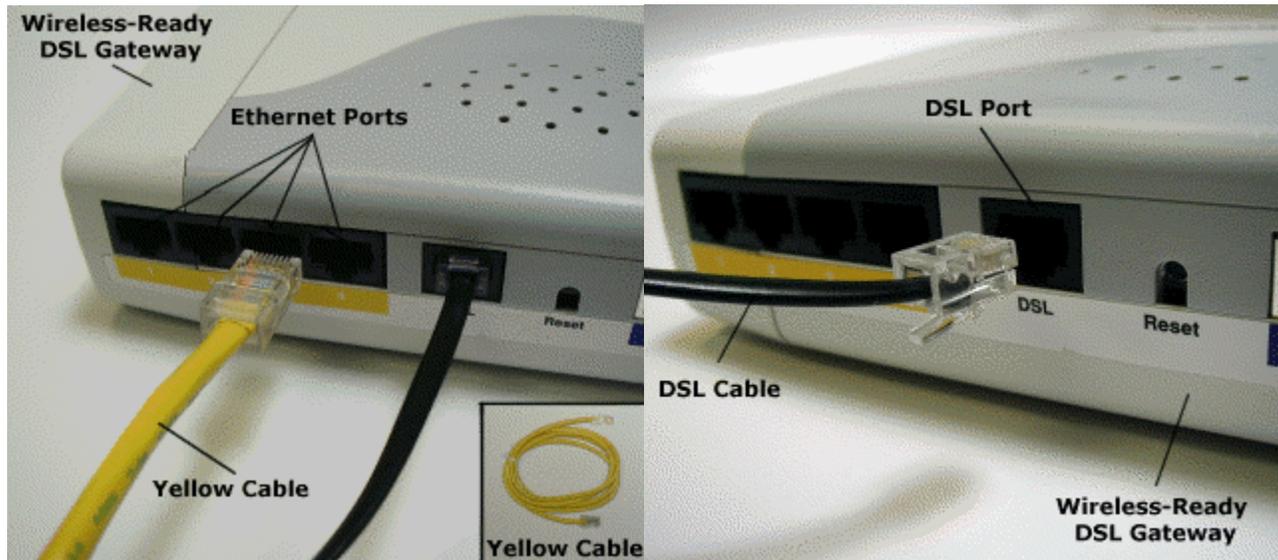
1. Check the lights on the router and make sure that the Power light, Internet light, and LAN lights (if using Ethernet) are lit and solid.

2. If the Power light is off, obviously check that the power cable is plugged in.

3. If the Internet light isn't on, check that the phone line is plugged into the DSL port and not a LAN port.

4. If you are unable to access the router, check the networking settings on the PC (make sure TCP/IP is set to obtain an IP address automatically).

5. If all else fails do a full reset on the router (hold down the reset button for more than 20 seconds). NOTE: If not held in for 20 secound you can scramble the programing

6. After doing a full reset, and TCP/IP settings are correct you should be able to access the router through the default LAN IP of 192.168.0.1.

7. If you are still unable to access the router at this point, run through the recovery program located on the Installation CD in the Support folder.

1. Set IP Address of the computer to 192.168.0.99 [do not need SubNet/Gateway . . .]
2. Start the recovery program from the CD [nothing happens other than it starts]
3. Unplug the Phone connection from the DSL port
4. Unplug the Power Cord
5. Hold the Reset button in while pluging the Power Cord back in, and then let up on the Reset buton

At this time you should see some action on the screen. Wait until the program completes. Once complete Phone connection into the DSL port. Reset the computer to use " Dynamic IP" settings.

8. Set the router to " Obtain an IP Address through DHCP " under " Setup / Configuration ", "Advanced Setup " on the " WAN IP ADDRESS " page. Then "Next", and "Save and Restart" lower left hand conner.

If all else fails, verify through the ISP that they have the correct setup information.