

Wi-Fi® DUAL-BAND AC+ MODEM ROUTER

# AC1000 **DB**



**User Manual**

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## GETTING STARTED

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### What's in the Box

AC1000 DB Wi-Fi Dual-Band AC+ Modem Router

Power Modem --- Combined power supply and ADSL Modem with built-in bundled power and Ethernet cable (attached to router)

RJ11 telephone cable (attached to router)

Network information card (attached to router)

Belkin Setup CD with User Manual

Quick Setup Guide

### Initial Setup

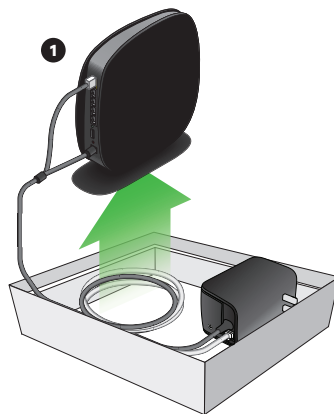
#### Where to Place Your Modem Router

For the best results, place the Router next to the master phone socket (the first one where the phone line comes into the dwelling from outside) in an open location away from large metal objects and magnets such as those found in speakers. Raising the Router above floor level can improve the strength of your wireless signal.

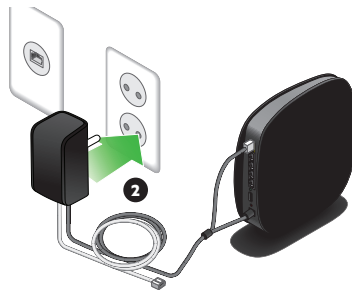
### How to Set It Up

#### Connect Your AC1000 DB Modem Router

1. Take the Router out of the box before removing the Power Modem.



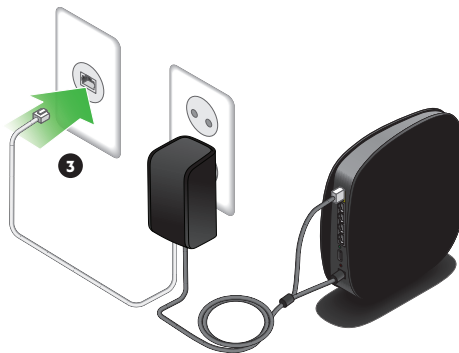
2. Plug the Power Modem into a socket near your ADSL telephone line.



## GETTING STARTED

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- 3.** Unravel the bundle and connect the ADSL telephone cable. (ADSL filter may be required)



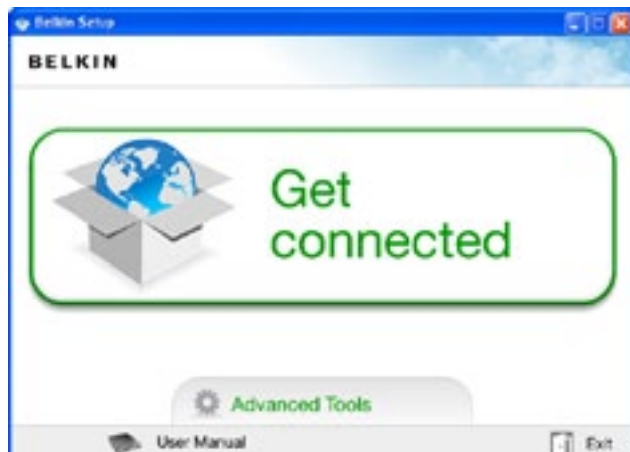
- 4.** Insert CD to run the installer software.

If CD does not launch automatically, find the setup program and open it. The setup software will configure your Internet connection and let you know when things are working

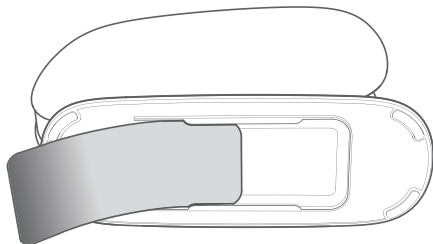


### Run the Installer Software

If you have DSL, you may need a username and password from your Internet provider



1. Click the Setup icon on the CD menu.



- 2.** After a brief installation, the setup software will ask you for the network name and password from the network information card that is stored in the foot of your new Belkin Router. Store the card under the base of your Router for future reference.



3. A progress screen will appear while additional software is installed. This may take a few minutes to complete. Once finished, a "Success" message will appear indicating that you are connected to the Internet via your new Belkin Router.

**During setup you may be asked for additional information.**

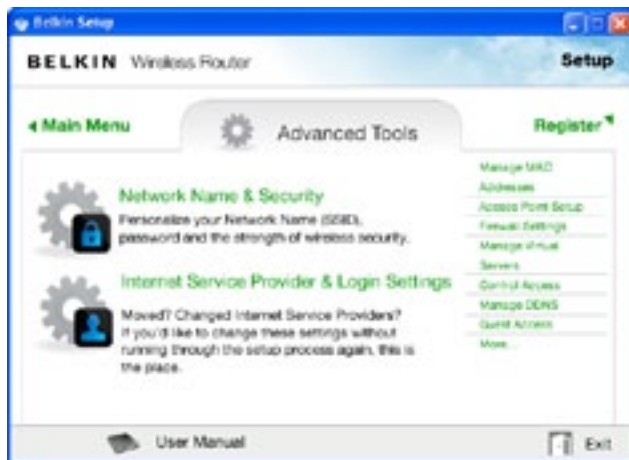
You may need to enter a username and password provided by your ISP. This username and password is likely to be found on materials that came from your ISP when you signed up for service. If necessary, you may need to contact your ISP to retrieve your username and password.

If you have a static IP address, you may need to enter additional information also provided by your ISP.

If your computer doesn't have a wireless adapter, or the setup software is unable to control it, you may be asked to connect your computer to the Router with a network cable.



## Advanced Tools & Settings



After the initial setup is complete, you have the option to change settings like your network name, security type, and password. To make these changes and others, click on the Advanced Tools icon at the CD Setup menu and select one of the following settings that you would like to change:

**Network Name & Security** – Personalize your network name (SSID), password, and strength of wireless security.

**Internet Service Provider & Login Settings** – Have you moved or changed Internet Service Providers? If you'd like to change these settings without running through the setup process again, this is the place.

### The Belkin Router Manager

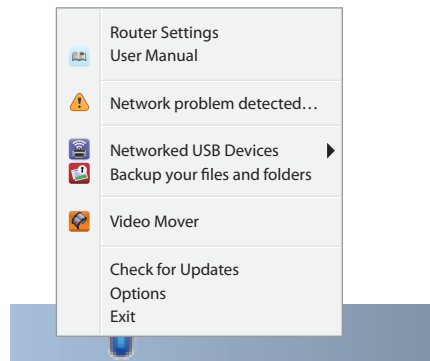
The Belkin Router Manager appears in your system tray (Windows) or menu bar (Mac). Its icon indicates the current status of your Router and also allows you to access your Router's settings to make changes. It also provides quick access to software that came bundled with your Router.

To access the Router settings, click on the icon and select from the menu that appears.

The status of your Router is shown by the Belkin Router Manager icon, which closely mimics the light on the front of the Router.

**Blue:** You are connected to your Belkin Router and it is connected to the Internet.

**Amber:** You are connected to your Belkin Router, but it is not connected to the Internet.



### Adding Computers to Your Network

Wireless devices such as computers, network printers, and gaming systems can connect to your Router with a few simple steps.

### Using the CD

1. Put the Setup CD into your computer. If the CD doesn't open automatically, browse to your CD drive and open the Belkin Setup CD icon.
2. Click the Setup icon on the CD menu.
3. After a brief installation, the setup software will ask you for the network name and password from the network information card that came with your Router. This card is most likely now located underneath the foot of your Router in the provided card slot.
4. A progress screen will appear while additional software is installed. This may take a few minutes to complete. Once finished, a "Success" message will appear indicating that you are connected to the Internet via your new Belkin Router.

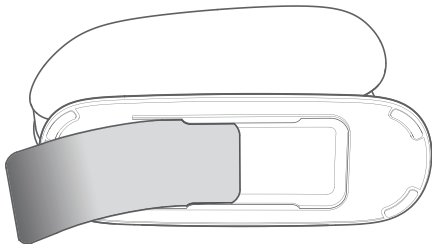
**Note:** The setup software runs only on Windows and Mac OS X systems.

### Manual Setup

If you know what sort of Internet service you have, you might try a manual setup. For this you will need a Wi-Fi-enabled smartphone, tablet, or computer.

### Connect to Your Router

Retrieve the network ID card from the foot of your new Belkin Router.



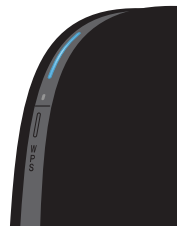
Can't find the card? The default network name and password are also printed on the foot of the Router.

Use your computer, tablet, or smartphone to connect to the wireless network shown on the network ID card.



When requested, please enter the password (security key) provided on the card.

Take a moment to look at the light on the front of the Router. If it is solid blue, your Router was able to connect to the Internet automatically.

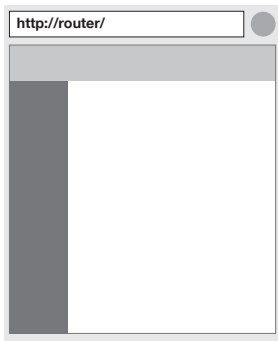


If not, please proceed to "Manually Set Up Your Internet Connection" on page 12.

### Using the WPS Button

- 1.** Start WPS Push Button Connection (WPS PBC) on your computer or other Wi-Fi device that you would like to connect wirelessly to your Router. Often there will be a button for this purpose in software that came with the device, or a physical “WPS,” “PBC,” or “Security” button on the device itself.
- 2.** Within two minutes, press the WPS button on your Router. The WPS light (small light above WPS button) will blink blue while it listens for your Wi-Fi device. Once a connection is established, the light will turn blue and then go out. If a connection is not established, the light will blink amber. You may repeat the process to try again.

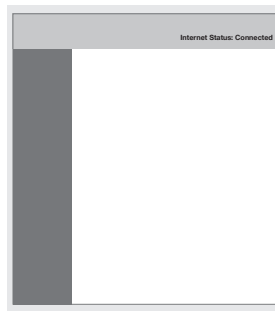
You can repeat this process for each WPS-enabled device you'd like to add to your network.



### **Manually Set Up Your Internet Connection**

Use a browser to visit <http://router/>  
The router homepage should appear.

You can also try visiting <http://192.168.2.1/>

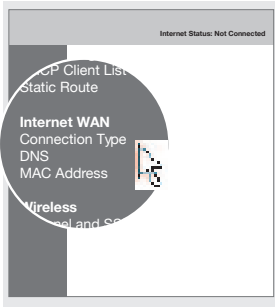


The status of your Internet connection is shown in the upper right corner of the router homepage.

If after a few moments it says “Connected,” you’re done! You can surf the Internet.

## GETTING STARTED

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If not, select “Connection Type” from the menu on the left.



If a password screen appears, press “Submit.”



### Dynamic/Fixed IP (1483 Bridge)

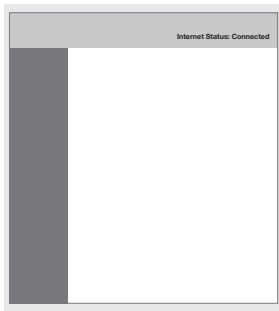
Select “Dynamic/Fixed IP (1483 Bridge)” from the menu that appears and press “Next.”



In most cases the IP address is dynamic, in which case all you need to do is enter the correct VPI and VCI values and select the correct encapsulation mode (check with your ISP if you are unsure), then click “Apply Changes.”

If your connection uses a static IP address change the “IP Assigned by ISP” option to “No” and enter the address details supplied by your ISP. Then enter the above values, and click “Apply Changes.”





If after a few minutes your Internet Status says “Connected,” you’re done! You can surf the Internet.

**If these steps do not work, try restarting the Modem Router and repeating the process.**



### PPPoE/PPPoA Connection

Some ADSL providers require a PPPoE or PPPoA connection. Select either PPPoE or PPPoA (check with your ISP if you are unsure of which you need) and press “Next.”



Enter the username and password supplied by your Internet provider, enter the correct VPI and VCI values, and select the correct encapsulation mode (check with your ISP if you are unsure of what VPI/VCI and encapsulation values to use). Then click “Apply Changes.” Ignore the other fields. The Router will restart.



If after a few minutes your Internet Status says “Connected,” you’re done! You can surf the Internet.

**If these steps do not work, try restarting your Power Modem and repeating the process.**

### Connect Your Wireless Devices

#### iOS

(iPhone, iPad, and iPod touch)

1. Open the Settings app and select the Wi-Fi menu item.
2. Select your wireless network from the list that appears there. If asked to do so, enter the network password.

#### Mac OS<sup>®</sup> X

Your Mac<sup>®</sup> provides a menu of available wireless networks at the right end of the menu bar.

1. Click on the icon showing wireless waves.
2. Select your wireless network from the list that appears there. If asked to do so, enter the network password.



#### Android

(phones and tablets)

1. Open the Settings app and select Wireless and Network.
2. From there, select Wi-Fi to see the list of available networks.
3. Select your wireless network from the list. If asked to do so, enter your network password.

### Windows® 7

Your computer provides a menu of available wireless networks at the right end of the task bar.

1. Left-click on the icon that looks like signal strength bars.
2. Select your wireless network from the list. If asked, enter your network password (network key).



### Windows Vista® and Windows XP

Your device provides a menu of available wireless networks at the right end of the task bar.

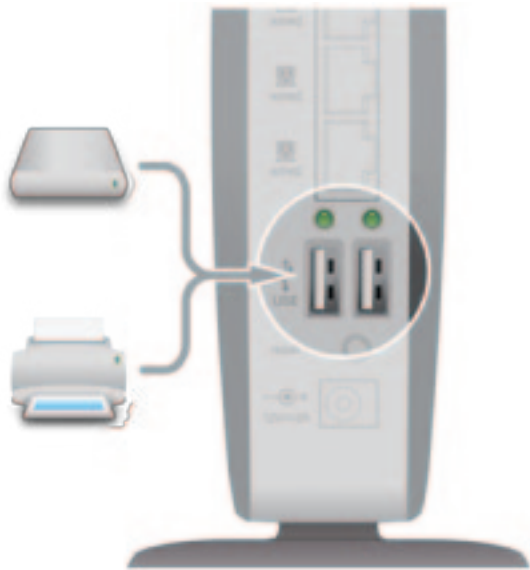
1. Right-click on the icon that shows a computer with wireless waves (XP) or two computers (Windows Vista).
2. Choose “View Available Wireless Networks (XP)” or “Connect to a network (Vista)” from the menu.
3. Select your wireless network from the list. If asked, enter your network password (network key).



## ADDITIONAL CAPABILITIES

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### Adding USB Devices



### Adding a Drive

You can share a USB hard drive or flash drive to your network via your Router's USB port. Once connected, you can share files and music with other computers and devices within your network.

Plug your USB hard drive into the USB port on the back of your Router. When the light above the USB port is lit, your drive is available to computers on your network.

You can manually check the status of your shared drive by visiting the USB Print and Storage Manager, found under the Belkin Router Manager icon displayed in your system tray (Windows) or menu bar (Mac). If you have difficulty sharing a drive on your network, please see the "Troubleshooting" section of this manual.

A few USB hard disks require more power than the Router's USB port provides. In these cases, you may notice the drive failing to come on or remaining on for a short time. If your disk has an optional power supply, please use it while the disk is attached to your Router.

### Adding a Printer

You can add a printer to your network via your Router's USB port. Once connected, you can print from various computers and wireless devices within your network.

Plug your printer's USB cable into the USB port located on the back of your Router. When the light above the USB port is lit, your printer is available to computers on your network.

You can manually check the status of your printer by visiting the USB Print and Storage Manager, found under the Belkin Router Manager icon displayed in your system tray (Windows) or menu bar (Mac). If you have difficulty sharing a printer on your network, please see the "Troubleshooting" section of this manual.

**Note:** Each computer that will use the printer must have both the Belkin software and the printer's driver installed. If the print driver is not installed, you will be asked to install it by the Belkin USB Print and Storage Manager.

### **Adding Other USB Devices**

Other USB devices may also be shared via your Router. Plug your device into the USB port located on the back of your Router. When the light above the USB port is lit, your device is available to computers on your network.

Computers running the Belkin USB Print and Storage Manager will be able to make use of the shared device by visiting the USB Print and Storage Manager, found under the Belkin Router Manager icon displayed in your system tray (Windows) or menu bar (Mac).

### **USB Print and Storage Manager**

The USB Print and Storage Manager helps to manage and monitor the use of your USB printers, scanners, hard drives, and other devices that are connected to your Router's USB port and shared across your network. USB Print and Storage Manager is found in the Belkin Router Manager icon displayed in your system tray (Windows) or menu bar (Mac).

When you have one or more USB devices attached to your Router, the main actions for those devices are available directly from the Belkin Router Monitor menu.

### **Guest Access**

You can allow guests to use your Internet connection without joining your personal network. The network name and password for the guest network is located on the network information card found under the foot of your Router.

A person using your guest network will be able to join without a password, but will be shown a login page when they attempt to surf the Web. They will need to enter the guest password into this page to continue.







### Website Filters. Powered by Norton

Provides a first layer of whole-home Internet protection to guard you from unsafe and inappropriate websites on any device on your network.

#### There are four different filtering options:

1. Block malicious, adult, and other non-family-friendly sites
2. Block malicious and adult sites
3. Block malicious sites
4. No filters

If you think that there is a site that should be added to the filtering list, you can submit a request at [safeweb.norton.com](https://safeweb.norton.com).

#### Website filtering may not work as intended if:

1. You are connecting through a VPN router.
2. You are routing traffic through a proxy server.
3. You have previously visited the site and it has been stored in your cache.
4. You manually set the DNS servers on your device.



### IntelliStream QoS

IntelliStream is a feature of Belkin routers that prioritizes video and gaming traffic for a better online entertainment experience.



### There are two ways to enable IntelliStream:

#### Run a Speed Test:

In order for IntelliStream to provide you the best media experience, your Router needs to know what your approximate Internet speeds are.

Click “Run a Speed Test” and the test will begin.



Once complete you will see the results.

If your Internet speed is greater than 70Mbps when downloading, IntelliStream QoS will only improve your uploading experience.

## ADDITIONAL CAPABILITIES

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**Refresh** – This will retest your Internet speed.

When you click “Apply Changes,” your Router will save your changes.



**Manual set** – This will let you set your approximate Internet speeds. If you do not know your Internet speeds, call your ISP.

When you click “Apply Changes,” your Router will save your changes.

**IntelliStream is now enabled.**

### IPv6 Configuration

A new version of Internet Protocol (IP) uses a 128-bit address to implement additional features that are not present in current IP addresses.

Contact your ISP to inquire about their support for IPv6.

### Pass-Through

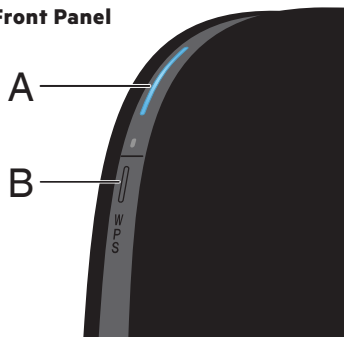
Devices connected to your Router can talk to each other using native IPv6 packets, but information will be sent to all connected devices. Pass-through is not efficient and is not recommended for consistent use.



## GETTING TO KNOW YOUR ROUTER

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### Router Front Panel



#### A) Router Status Light

Your Router's status is shown by the light on the front.

**Off:** The Router is not plugged into Power Modem's power source.

**Blinking Blue:** The Router is starting up.

**Solid Blue:** The Router is connected to the Internet.

**Blinking Amber:** The Router can't detect the Power Modem. Either the Power Modem is unresponsive, or the ADSL (RJ11) cable is not plugged into the Power Modem, or there is no signal.

#### B) Wi-Fi Protected Setup (WPS) Light and Button

The WPS button on the front of your Router can be used to help establish a secure connection between your Router and other WPS-enabled Wi-Fi devices such as computers. To use the WPS feature on your Router, see "Getting Started > Adding Computers to Your Network > Using the WPS Button".

The small light near the WPS button shows what is happening while you are using WPS to establish a connection.

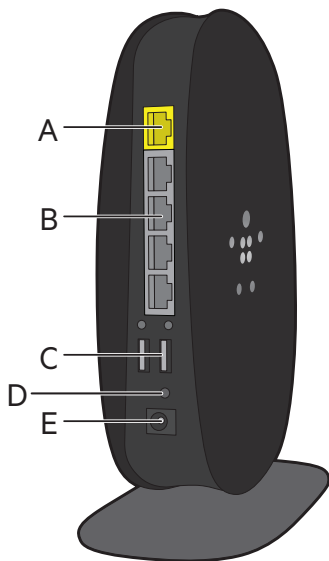
**Off:** Idle

**Blinking Blue:** The Router is listening for a WPS-enabled computer or other device.

**Solid Blue:** The Router has made a secure connection with the computer or other device.

**Amber:** A connection was not created.

### Back Panel



#### A) Modem (WAN) Connector

Connect the Ethernet cable from the supplied Power Modem to this port.

#### B) Wired (LAN) Connectors

Connect computers and other wired network devices to these ports using Ethernet cables.

#### C) USB 2.0 Ports

USB printers, disks, and other USB devices plugged into these ports will be shared on your network. Each USB port has a light that indicates its status.

**Off:** No USB device is connected or the attached USB device is not in use.

**Blinking:** Please wait to unplug the device until the light turns off.

**On:** The USB device is connected and being shared on your network.

#### D) Reset Button

This button is used to restart your Router in rare cases when it functions incorrectly. Resetting the Router will preserve your settings. This button may also be used to restore the factory default settings. Please see the Troubleshooting section for more information.

#### E) Power Connector

Insert the power cable from the supplied Power Modem to this jack.



## GETTING TO KNOW YOUR ROUTER

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### Power Modem

Upper Panel



#### A) Power Modem Status Light

Power Modem's status is shown by the light on the front.

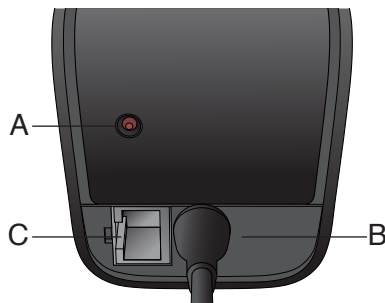
**Off:** The Router is not plugged into Power Modem's power source.

**Blinking Blue:** The Power Modem is starting up and attempting to synch.

**Solid Blue:** The Power Modem is connected and communicating with the ISP.

**Blinking Amber:** The Power Modem is not connected to an active DSL phone line.

Lower Panel



#### A) Reset Button

This button is used to restart your Power Modem in rare cases when it functions incorrectly. Resetting the Power Modem will preserve your settings. This button may also be used to restore the factory default settings. Please see the Troubleshooting section for more information.

#### B) Bundled Cable Port (fixed)

A bundled cable (power cord + Ethernet cable) from this port for connecting to router's modem port and power jack.

#### C) DSL Phone Cable Port

Connect the included phone cord to ADSL line in your house. Replace with a longer phone cord as needed.

## TECHNICAL DETAILS

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### Technical Features

#### **Integrated 802.11a/b/g/n/ac (Draft 2.0) Wireless Access Point**

Utilizing Dual-Band Network technology, your Router creates two separate networks (one at 2.4GHz band and the other at 5GHz band), allowing increased bandwidth to all your connected wireless devices and computers.

#### **NAT IP Address Sharing**

To save you the cost of adding IP addresses per computer in your house, your Belkin Router uses Network Address Translation (NAT) technology, allowing you to share a single IP address across your network.

#### **SPI Firewall**

Your Router is equipped with a firewall that will protect your network from a wide array of common attacks and viruses.

#### **Universal Plug-and-Play (UPnP) Compatibility**

The UPnP (Universal Plug-and-Play) feature in your Router offers seamless operation of voice and video messaging, games, and other applications that are UPnP-compliant.

#### **Web-Based Advanced User Interface**

You can easily make changes to your Router's advanced settings through your web browser. These changes can be made from any computer on your network.

#### **Belkin Router Monitor**

The Belkin Router Monitor application helps you to monitor your Router's status and change network settings.

#### **Integrated 4-Port Gigabit Switch**

Your Router has a built-in, 4-port network switch to allow your wired computers to share: printers, data, MP3 files, digital photos, and much more.

#### **2 USB 2.0 Ports**

The USB ports let you plug in printers, hard drives, and other USB devices to share across your network.

### System Requirements

#### Router

ADSL/ADSL2/ADSL2+ broadband connection

At least one computer with:  
Installed network interface card and TCP/IP networking protocol

Internet browser

#### Setup Software

A computer running Windows® XP SP3 or higher, Windows Vista®, or Windows 7; or Mac OS® X v10.5 or above

Minimum 1GHz processor and 512M BRAM

600MB of free hard-drive space for installation

#### Memory Safe and USB Print and Storage Manager

Windows XP SP3 or higher, Windows Vista, or Windows 7; or Mac OS X v10.5 or above only

Minimum 1GHz processor and 512MB RAM

50MB of free hard-drive space for installation

## USING YOUR ROUTER

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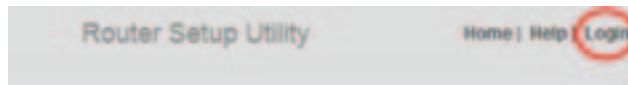
### Enabling Auto Update on Your Belkin Router

The Router has the capability to automatically check for a newer version of firmware and alert you when it's available. You can choose to download the new version or ignore it. By default this feature is disabled. If you want to enable it, select "Enable" and click "Apply Changes".

**Note:** We recommend you use a computer that has a wired connection to the Router.

#### Setup steps:

1. Open a web browser on the computer.
2. In the address bar of the web browser, type "http://192.168.2.1".

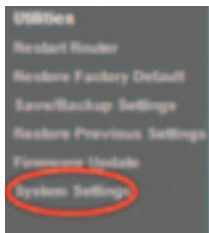


#### Status

3. Click "Login" in the upper right-hand corner of the page. The Router does not ship with a password, so just click "Submit".

## USING YOUR ROUTER

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### Auto Update Firmware Enabling:

ADVANCED FEATURE! Allows you to automatically check the availability of firmware updates for your router. [More Info](#)

- Auto Update Firmware Enable /  Enable  Disable

4. Click on “System Settings” in the left-hand column under the “Utilities” heading.
5. Toward the lower-half side of the screen you will find “Auto Update Firmware Enabling”.

6. Select “Enable” by clicking the radio button and then click “Apply Changes” at the bottom of the screen.

### **Updating Your Router via Your System Tray (Windows) or Menu Bar (Mac)**

Once you have completed the setup process, you will need to update the new software for your Router. This can be done easily via your computer's system tray or menu bar.

#### **Setup steps:**

- 1.** Click on the blue Belkin Router Manager icon (right-click for Windows) in your system tray (Windows) or menu bar (Mac).
- 2.** Select "Check for Updates" or "Update Available" from the menu.
- 3.** You should now see the Belkin Updater window.
- 4.** Click on the "Install Update" icon.

### Updating the Router's Firmware via the Web Interface

The following steps show you how to update your Router's firmware using its web interface. You do not need to be connected to the Internet as this interface is built into the Router itself.

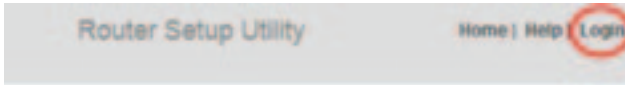
#### Setup steps:

1. Locate and download the firmware file from the Belkin support site. (Type your part number into the search box in the top right corner and look for "Firmware" in the title.)
2. Save the file to a location on your computer where you can get to it easily, such as your desktop.
3. Connect the computer to one of the four LAN ports on the Router.



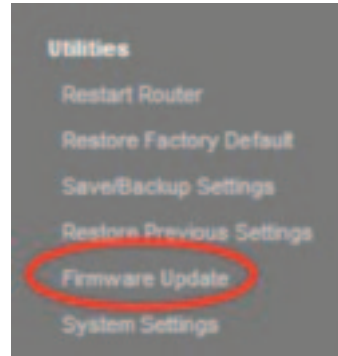
## USING YOUR ROUTER

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### Status

4. Open a web browser on the computer.
5. In the address bar of the web browser, type "http://192.168.2.1" and press "Enter" on your keyboard.
6. Click "Login" in the upper right-hand corner of the page. The Router does not ship with a password, so just click "Submit".



7. Click on "Firmware Update" toward the bottom of the left-hand menu.



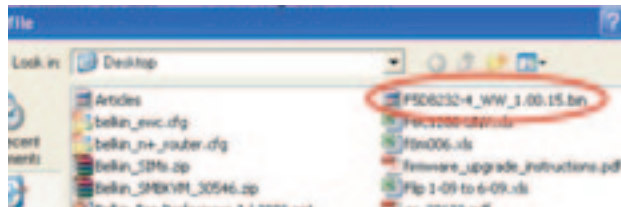
## USING YOUR ROUTER

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8. Click the "Browse" button toward the middle of the screen to search for the file you saved previously.

**Note:** The firmware version in the images below is depicted as an example. Your file name will vary depending on your model and version.



9. Select the firmware file by left-clicking on it and then click the "Open" button in the lower-right corner of the window. This will take you back into the Router's interface.

## USING YOUR ROUTER

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10. Click the “Update” button.

11. A prompt asking, “Are you sure you want to continue with upgrading?” will appear. Click “OK”.

12. A second prompt will open telling you the Router will not respond during the upgrade and warning you not to remove the power supply from the Router. Click “OK” once more.

Congratulations. The firmware has been updated successfully.

### Resetting the Router

#### Reset Button – Red

The “Reset” button is used in rare cases when the Router may function improperly. Resetting the Router will restore the Router’s normal operation while maintaining the programmed settings. You can also restore the factory default settings by using the “Reset” button. Use the restore option in instances where you may have forgotten your custom password.

#### Resetting the Router

Push and release the “Reset” button. The lights on the Router will momentarily flash. The “Router” light will begin to blink. When the “Router” light becomes solid again, the reset is complete.

### Restoring Your Router to Factory Defaults

Press and hold the “Reset” button for at least 10 seconds, and then release it. The lights on the Router will momentarily flash. The “Router” light will begin to blink. When the “Router” light becomes solid again, the restore is complete.

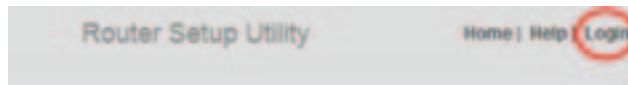
### Restoring the Router to Default Settings Using the Web Interface

#### Symptoms

You need to restore the factory defaults using the web interface. This may be because the Router is not performing as expected or you wish to remove all previously configured settings.

#### Setup steps

1. Open a web browser on the computer.
2. In the address bar of the web browser, type “http://192.168.2.1”.



#### Status

3. Click “Login” in the upper right-hand corner of the page. The Router does not ship with a password, so just click “Submit”.

## USING YOUR ROUTER

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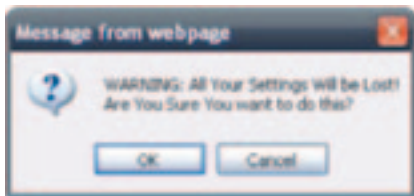
4. Click on “Restore Factory Defaults” in the left-hand column under the “Utilities” heading.



5. Click on the “Restore Defaults” button.

## USING YOUR ROUTER

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6. A warning box will open that says, "Warning: All your settings will be lost. Are you sure you want to do this?" Click "OK".

7. The Router will begin the restoring process. Once the restore is complete, the Router will reboot.

**Note:** This may take several minutes.

Your Router has successfully been restored to its factory settings.

### **Resetting the Power Modem**

#### **Reset Button – Red**

The “Reset” button is used in rare cases when the Power Modem may function improperly. Resetting the Power Modem will restore the Power Modem’s normal operation while maintaining the programmed settings. You can also restore the factory default settings by using the “Reset” button.

#### **Resetting the Power Modem**

Push and release the “Reset” button. The lights on the Power Modem will momentarily flash. The “Power Modem” light will begin to blink. When the “Power Modem” light becomes solid again, the reset is complete.

### **Restoring Your Power Modem to Factory Defaults**

Press and hold the “Reset” button for at least 10 seconds, and then release it. The lights on the Power Modem will momentarily flash. The “Power Modem” light will begin to blink. When the “Power Modem” light becomes solid again, the restore is complete.

### Troubleshooting

#### **The Setup CD does not automatically start.**

If Belkin Setup does not run when you insert the CD-ROM, your computer may not be configured to open CDs automatically.

If Belkin Setup does not appear within 15 seconds, browse to your CD-ROM drive and open the “Belkin Setup” icon. Alternatively, you may visit <http://router/> and perform the setup manually. Please see “Manual Setup Using Your Browser” earlier in this manual for more information.

#### **Belkin Setup cannot find my Router.**

If Belkin Setup is not able to communicate with your Router during the installation process, please check the following items.

- 1.** Make sure that the wireless hardware on your computer is turned on, if available.
- 2.** Try connecting your computer to one of the four “wired” ports on the Router with an Ethernet cable.
- 3.** Ensure that the Router is on. The front-panel light should be on.
- 4.** Unplug the Router’s power supply for 10 seconds, then plug it back in.
- 5.** There may be firewall software on your computer preventing an outgoing connection. You may choose to temporarily disable this software before attempting setup.

If Belkin Setup still cannot find the Router, you might choose to do a manual setup. Refer to “Manually Configuring Network Settings” in this manual for details.



### **Belkin Setup cannot connect my Router to the Internet.**

If Belkin Setup is not able to connect the Router to the Internet, please check the following items:

1. Use the troubleshooting suggestions within Belkin Setup.
2. If your ISP requires a user name and password, make sure that you have typed in your user name and password correctly. Some user names require that the ISP's domain may be at the end of the name. Example: "myname@myisp.com". The "@myisp.com" part of the user name may need to be typed as well as your user name.
3. If you continue to have no Internet connection, refer to "Manually Configuring Network Settings" in this manual for an alternative setup method.

### **Belkin Setup completed installation, but I cannot browse the Web. The light on the front of my Router is blinking amber.**

1. Make sure the Router is connected to the Power Modem with an Ethernet cable via the Router's one WAN (modem) port.
2. Make sure that the Power Modem is connected to the ADSL line, via an ADSL filter if required.
3. Remove the Power Modem from the mains socket. Also unplug the power jack of the Power Modem from the back of the Router.
4. Plug the Power Modem back into the mains socket, wait 30 seconds, and then reconnect the power jack of the Power Modem into the back of the Router. This will cause the Router to try to reestablish communication with the modem.

**Belkin Setup completed installation, but I cannot browse the Web. The light on the front of my Router is solid amber.**

1. Use the troubleshooting suggestions within Belkin Setup.
2. If your ISP requires a user name and password, make sure that you have typed in your user name and password correctly. Some user names require that the ISP's domain may be at the end of the name. Example: "myname@myisp.com". The "@myisp.com" part of the user name may need to be typed as well as your user name.
3. If you have a static connection, your ISP will have assigned you an IP address, subnet mask, and gateway address. Please re-run Belkin Setup and enter this information when a static connection is mentioned.
4. You may need to configure your Router to meet the specific requirements of your ISP. To search our knowledge base for ISP-specific issues, go to: <http://www.belkin.com/support> and type in "ISP".
5. If you continue to have no Internet connection, refer to "Manually Configuring Network Settings" in this manual for an alternative setup method.

**I can't connect to the Internet wirelessly.**

If the light on the front of the Router is solid blue, then your Router is connected to the Internet. You may not be connected to the Router's wireless network. Please refer to "Adding Computers to Your Network" in this manual for instructions.

If your Windows XP computer is running SP2, you will not be able to set up the Router via the wireless setup process. You will need to either update to Windows XP SP3 or complete the setup via a wired connection.

### **I can't connect to the Internet wirelessly and my network name is not listed in Available Networks.**

1. Verify that your Router is on and the front-panel light shows solid blue.
2. If you are far from the Router, you might try moving closer to see if you might have been out of range.
3. Using a computer attached to the Router via a network cable, visit <http://router/> and ensure that "Broadcast SSID" is ON. This setting is found on the "Channel and SSID" page.

### **My wireless network performance is slow, inconsistent, suffers from weak signal, or I'm having difficulty maintaining a VPN connection.**

Wireless technology is radio-based, which means connectivity and the throughput performance between devices decreases when the distance between devices increases. Other factors that will cause signal degradation (metal is generally the worst culprit) are obstructions such as walls and metal appliances. Note also that connection speed may decrease as you move farther away from the Router.

In order to determine if wireless issues are related to range, we suggest temporarily moving the computer within 10 feet from the Router if possible.

**Changing the wireless channel**—Depending on local wireless traffic and interference, switching the wireless channel of your network can improve performance and reliability. See the section titled "Changing the Wireless Channel" for instructions on how to choose other channels.

**Limiting the wireless transmit rate**—Limiting the wireless transmit rate can help improve range and connection stability. Most wireless cards have the ability to limit the transmission rate. To change this property in Windows, go to the Windows Control Panel, open “Network Connections”, and double-click on your wireless card’s connection. In the properties dialog, select the “Configure” button on the “General” tab, then choose the “Advanced” tab and select the rate property.

Wireless client cards are usually set to automatically adjust the wireless transmit rate for you, but doing so can cause periodic disconnects when the wireless signal is too weak; as a rule, slower transmission rates are more stable. Experiment with different connection rates until you find the best one for your environment. Note that all available transmission rates should be acceptable for browsing the Internet. For more assistance, see your wireless card’s user manual.

**I’ve installed this new Router and some of my network clients (computers, game consoles, etc.) are now unable to connect.**

Your new Router came pre-configured with a network name and password, found printed on an attached card. All clients must use this network name and password to connect wirelessly to your Router. You will need to find the network settings on your client, select the network name printed on the card from the list of available networks, and enter the password when prompted to join the wireless network.

### **Does the Router support Wireless Protected Access (WPA) security?**

The Router ships with WPA/WPA2 security turned on. Windows XP and some older network hardware may require a software update to support WPA/WPA2.

### **I am having difficulty setting up WPA security on my Router.**

- 1.** Log in to your Router by visiting <http://router/> with your web browser. Click on the “Login” button in the top right-hand corner of the screen. You will be asked to enter your password. If you have never set a password, leave the “Password” field blank and click “Submit”.
- 2.** Click “Wireless” in the left-hand menu. Then click “Security” just below that.
- 3.** Select the “WPA/WPA2” option.
- 4.** Enter a password. This can be from 8–63 characters of your choice, including spaces and punctuation, OR a 64-digit hexadecimal number (using only the numbers 0–9 and letters A–F).

- 5.** Click “Apply Changes” to finish. Your wireless connection is now encrypted. Each computer using your wireless network will need to use the new key.

**Note:** If you are configuring the Router over a wireless connection, you will have to re-connect to the Router after changing any security settings.

**Note:** Some older networking hardware supports only WEP encryption. If your older computers cannot connect to your network, try 128-bit or 64-bit WEP, or seek software updates from their manufacturers.

### **I am having difficulty setting up Wired Equivalent Privacy (WEP) security on my Router.**

1. Log in to your Router. Visit <http://router/> with your web browser. Click on the “Login” button in the top right-hand corner of the screen. You will be asked to enter your password. If you have never set a password, leave the “Password” field blank and click “Submit”.
2. Click “Wireless” in the left-hand menu. Then click “Security” just below that.
3. Select the “128-bit WEP” option.
4. You may type in a WEP key manually, or generate one from a passphrase. Type a phrase in the “Passphrase” field and click the “Generate” button. A WEP key is composed of 26 hexadecimal digits (0–9, A–F). For example, C3 03 0F AF 4B B2 C3 D4 4B C3 D4 EE 74 is a valid 128-bit WEP key.

5. Click “Apply Changes” to finish. Your wireless activity is now encrypted. Each computer using your wireless network will need to use the new key.

**Note:** If you are configuring the Router over a wireless connection, you will have to re-connect to the Router after changing any security settings.

**Note:** Some older networking hardware supports only 64-bit WEP encryption. If your older computers cannot connect to your network, try 64-bit WEP.

### **A disk I plugged into the USB port is not showing up on my computer or in Memory Safe.**

- 1.** Is the light on over the USB port that the disk is plugged into?  
If not, try unplugging and re-plugging the disk. Please check that the USB connector is firmly plugged into the Router.
- 2.** If your disk has an optional power supply, please use it while the disk is attached to your Router.
- 3.** The Router supports FAT16, FAT32-, or NTFS-formatted disks. Disks in other formats will not appear in the Finder (Mac OS X) or Windows Internet Explorer.

### **A disk I plugged into the USB port is not coming on or remains on only for a short time.**

Some drives require more power than the Router's USB port provides. If your disk has an optional power supply, please use it while the disk is attached to your Router.

### **A printer I plugged into the USB port is not showing up on my computer.**

- 1.** Is the light on over the USB port that the printer is plugged into?  
If not, try unplugging and re-plugging the printer. Please check that the USB connector is firmly plugged into the Router.
- 2.** To print to a printer attached to the Router, your computer must have that printer's driver installed. Please check that the driver is installed.
- 3.** The printer may not be set to auto-connect. Via the Belkin Router Manager, open the USB Print and Storage Center. Check that the printer appears in the list of available devices. View the properties of the printer, and check that "auto-connect" is selected.

**A different sort of USB device that I plugged into the USB port is not showing up on my computer.**

Most USB devices other than disks and printers must be accessed via the USB Print and Storage Center.

1. Is the light on over the USB port that the device is plugged into? If not, try unplugging and re-plugging the device. Please check that the USB connector is firmly plugged into the Router.
2. Via the Belkin Router Manager, open the USB Print and Storage Center. Check that the device appears in the list of available devices.
3. Select the device and click the “Use” button. The device will be virtually connected to your computer until you choose to “Stop Using” the device, or another person requests use of the device.



## TROUBLESHOOTING, SUPPORT, AND WARRANTY

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### Technical Support

AUSTRIA	0820 200 766	<a href="http://www.belkin.com/de/networking/">www.belkin.com/de/networking/</a>	NORWAY	81 50 0287	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>
BELGIUM	07 07 00 073	<a href="http://www.belkin.com/nl/networking/">www.belkin.com/nl/networking/</a> <a href="http://www.belkin.com/fr/networking/">www.belkin.com/fr/networking/</a>	POLAND	00800 - 441 17 37	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>
CZECH REPUBLIC	239 000 406	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	PORTUGAL	707 200 676	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>
DENMARK	701 22 403	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	RUSSIA	495 580 9541	<a href="http://www.belkin.com/networking/">www.belkin.com/networking/</a>
FINLAND	0972519123	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	SLOVAKIA	08000 04614	<a href="http://www.belkin.com/networking/">www.belkin.com/networking/</a>
FRANCE	08 - 25 54 00 26	<a href="http://www.belkin.com/fr/networking/">www.belkin.com/fr/networking/</a>	SLOVENIA	0800 80510	<a href="http://www.belkin.com/networking/">www.belkin.com/networking/</a>
GERMANY	0180 - 500 57 09	<a href="http://www.belkin.com/de/networking/">www.belkin.com/de/networking/</a>	SOUTH AFRICA	0800 - 99 15 21	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>
GREECE	00800 - 44 14 23 90	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	SPAIN	902 - 02 43 66	<a href="http://www.belkin.com/es/networking/">www.belkin.com/es/networking/</a>
HUNGARY	06 - 17 77 49 06	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	SWEDEN	07 - 71 40 04 53	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>
ICELAND	800 8534	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	SWITZERLAND	08 - 48 00 02 19	<a href="http://www.belkin.com/de/networking/">www.belkin.com/de/networking/</a>
IRELAND	0818 55 50 06	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>	UNITED KINGDOM	0845 - 607 77 87	<a href="http://www.belkin.com/fr/networking/">www.belkin.com/fr/networking/</a> <a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>
ITALY	02 - 69 43 02 51	<a href="http://www.belkin.com/it/networking/">www.belkin.com/it/networking/</a>	OTHER COUNTRIES	+44 - 1933 35 20 00	<a href="http://www.belkin.com/it/networking/">www.belkin.com/it/networking/</a>
LUXEMBOURG	34 20 80 85 60	<a href="http://www.belkin.com/uk/networking/">www.belkin.com/uk/networking/</a>			
NETHERLANDS	0900-040 07 90 €0.10min	<a href="http://www.belkin.com/nl/networking/">www.belkin.com/nl/networking/</a>			

### **Belkin International, Inc., Limited 2-Year Product Warranty**

#### **What this warranty covers.**

Belkin International, Inc. (“Belkin”) warrants to the original purchaser of this Belkin product that the product shall be free of defects in design, assembly, material, or workmanship.

#### **What the period of coverage is.**

Belkin warrants the Belkin product for two years.

#### **What will we do to correct problems?**

##### *Product Warranty.*

Belkin will repair or replace, at its option, any defective product free of charge (except for shipping charges for the product). Belkin reserves the right to discontinue any of its products without notice, and disclaims any limited warranty to repair or replace any such discontinued products. In the event that Belkin is unable to repair or replace the product (for example, because it has been discontinued), Belkin will offer either a refund or a credit toward the purchase of another product from Belkin.com in an amount equal to the purchase price of the product as evidenced on the original purchase receipt as discounted by its natural use.

#### **What is not covered by this warranty?**

All above warranties are null and void if the Belkin product is not provided to Belkin for inspection upon Belkin's request at the sole expense of the purchaser, or if Belkin determines that the Belkin product has been improperly installed, altered in any way, or tampered with. The Belkin Product Warranty does not protect against acts of God such as flood, lightning, earthquake, war, vandalism, theft, normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low voltage disturbances (i.e. brownouts or sags), non-authorized program, or system equipment modification or alteration.

### **How to get service.**

To get service for your Belkin product you must take the following steps:

1. Contact Belkin International, Inc., at the phone number listed on page 56 within 15 days of the Occurrence. Be prepared to provide the following information:
  - a. The part number of the Belkin product.
  - b. Where you purchased the product.
  - c. When you purchased the product.
  - d. Copy of original receipt.

2. Your Belkin Customer Service Representative will then instruct you on how to forward your receipt and Belkin product and how to proceed with your claim.

Belkin reserves the right to review the damaged Belkin product. All costs of shipping the Belkin product to Belkin for inspection shall be borne solely by the purchaser. If Belkin determines, in its sole discretion, that it is impractical to ship the damaged equipment to Belkin, Belkin may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such equipment. The cost, if any, of shipping the equipment to and from such repair facility and of such estimate shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized. Whenever claims are settled, Belkin reserves the right to be subrogated under any existing insurance policies the purchaser may have.

### **How state law relates to the warranty.**

THIS WARRANTY CONTAINS THE SOLE WARRANTY OF BELKIN. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR, EXCEPT AS REQUIRED BY LAW, IMPLIED, INCLUDING THE IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SUCH IMPLIED WARRANTIES, IF ANY, ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

IN NO EVENT SHALL BELKIN BE LIABLE FOR INCIDENTAL, SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL OR MULTIPLE DAMAGES SUCH AS, BUT NOT LIMITED TO, LOST BUSINESS OR PROFITS ARISING OUT OF THE SALE OR USE OF ANY BELKIN PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state. Some states do not allow the exclusion or limitation of incidental, consequential, or other damages, so the above limitations may not apply to you.

## REGULATORY AND SAFETY INFORMATION

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### Declaration of Conformity with electromagnetic compatibility and electromagnetic interference

We, Belkin International, Inc., of Schiphol-Rijk, Netherlands, declare under our sole responsibility that the device, F9J1104, complies with Directives stated in our EU declaration which can be obtained from our website given below.

#### **Caution: Exposure to Radio Frequency Radiation.**

This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body

#### **CISPR 22 Interference Notice**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to the requirements of EN 55022 and EN 55024. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

### Europe – EU Declaration of Conformity

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC, the EMC Directive 2004/108/EC, and the low-voltage Directive 2006/95/EC. A copy of the European Union CE marking “Declaration of Conformity” may be obtained at the website: [www.belkin.com/doc](http://www.belkin.com/doc)

For information on product disposal please refer to

<http://environmental.belkin.com>

### General Safety Information:

- For indoor installation only
- For installation with supplied power adapter only
- The supplied power adapter is the product’s switch-off device. The base socket must be near the product and easily accessible.



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