

There seems to be no support page for my product

Locating the Model number on the product itself:

If you are having trouble locating the product model number on the product itself, you will be able to find it on the back or bottom. Typically it will be on the FCC sticker, in one of the upper corners. Most often, it will be in the upper right-hand corner.

Locating the product support page by its model number:

1. Begin by identifying the product for what it is.
(Is it a DSL Gateway, is it a VoIP device, is it a HomePlug Adapter or etc...)
2. At Actiontec.com select the Support option near the top of the page
3. Select the appropriate category of device (i.e. Wireless Routers, NAS Products...)
4. Then select the product by model number or by name
5. All Support material is available from this one product page
(There is Firmware, Drivers, Specs, FAQs, Manuals, Instructions and more)

If the Support page can not be located:

If you are having trouble locating the support page for a particular product, you should include the Archive section in your search. The Archive section includes older products that are beyond their warranty period, products that are no longer being actively developed and products that support technologies that have become obsolete.

If the Support page still can not be located:

The product that you are looking for may not be an Actiontec product, or it might be an Actiontec OEM (Original Equipment Manufacturer) product.

If it is a non-Actiontec product:

You will need to identify the device manufacturer and contact them for support.

If it is an OEM product:

You will need to contact the computer manufacturer for support.

OEM products:

The products that are the most likely to be an OEM, are ISA or PCI internal analog modems, Mini-PCI analog modems or Mini-PCI Network adapters. The Mini-PCI network adapters might be Wireless, Ethernet or Bluetooth.

NOTE: Actiontec developed some products specifically for system integrators. These products are sold as hardware only, and Actiontec does not maintain any software, firmware or support for them. They become the product of the manufacturer to which they are sold. The manufacturer that includes them as a part of their product will have all support that is available for that OEM product. Actiontec does not provide any support, documentation or software for OEM products.