Sagemcom

F@st 5260
User Guide

v2.0 (March 2014)
2532584659-B

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Chapter 1: Product Overview

Thank you for choosing Sagemcom. The F@st 5260 router is built with a host of features to deliver maximum speed and performance:

- **Wireless-AC technology.** Using the latest 802.11 ac wireless technology, the router provides you with maximum speed and range without the hassle of cumbersome wires.

- **Double your bandwidth.** The dual-band feature supports next-generation technology while providing compatibility for legacy devices. Designed to avoid wireless interference, the router ensures high WiFi speeds and smooth, reliable connections for gaming, HD video streaming and file transfers.

- **Security.** Protect your network from intruders using WPA2 encryption and an SPI firewall.

- **Customizable to your needs.** Sagemcom's Web GUI allows you to easily tailor your router settings and manage your devices.

- **Parental controls.** The F@st 5260 router enables you to easily control access to the Internet.

- **Built-in USB ports and DLNA media server.** Easily plug-in your USB storage devices or printer and share them throughout your network.

- **Gigabit Connections.** Transfer files at blazing fast speeds with Gigabit Ethernet technology.

- **IPv6 enabled.** Built with IPv6 technology, the F@st 5260 supports next-generation networks.

This chapter will quickly familiarize you with your hardware and review important information which you will need to install your router.

Package Contents

- F@st 5260 router (referred throughout the guide as F5260).
- a power adapter
- an Ethernet cable
- WiFi configuration stickers
- Quick Install Guide
- Safety Sheet

Hardware Overview

Front view

Indicator lights

There are 6 indicator lights located at the top right-hand corner of your router. See the icon descriptions below to understand what each light indicates.

Power

- **Solid Green**. Router is powered on.
- **Solid Red**. Firmware is upgrading.
- **Off**. Device is powered off or factory reset button was held down for more than 15s.

USB
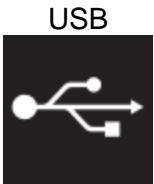
- **Solid Green.** Storage or printer device is connected by USB.
- **Flashing Green.** USB storage device is in use.
- **Off.** No devices are connected by USB.

WPS

- **Solid Green**. WPS (WiFi Protected Setup) is enabled and ready for use.
- **Flashing Green**. WPS Push Button pairing is in progress.
- **Off**. WPS (WiFi Protected Setup) is disabled. (Default. To enable, login to Web GUI).

Wireless

- **Solid Green.** Wireless network is ready.
- **Flashing Green.** Transmitting or receiving wireless data.
- **Off.** Wireless network is disabled.

LAN

- **Solid Green**. Connected to least one LAN (Local Area Network) Ethernet link.
- **Flashing Green.** Transmitting or receiving data over LAN Ethernet.
- **Off**. No LAN Ethernet links.

Internet/WAN

- **Solid Green.** Device has a WAN Internet IP address and is ready to use.
- **Solid Red.** Device has a Wide Area Network (WAN) Ethernet link, but no WAN IP address**.**
- **Flashing Green.** Transmitting or receiving data over WAN Ethernet link.
- **Off.** Device has no WAN Ethernet link**.**

Back view

Label
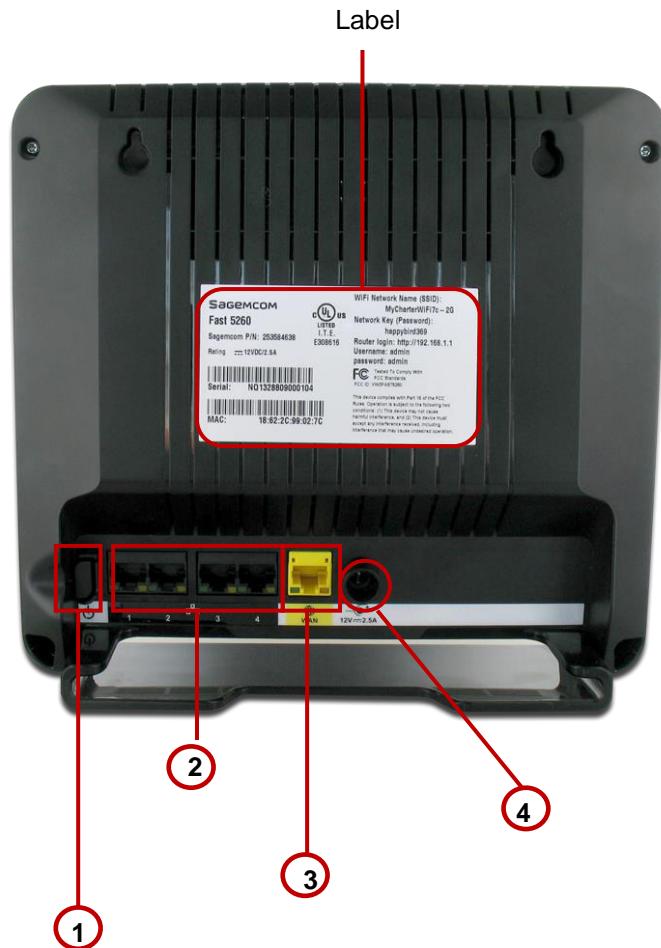
The back side of your router contains a number of items:

1. **Power Switch**. Turns your router on or off completely.

2. **LAN Network Ports**. Connects to your devices using network cables (aka Ethernet cables).
3. **Internet port (or WAN Network port)**. Connects to the modem using the provided Ethernet cable.

4. **Power Input**. Connects to the provided power adapter.

Each network port is flanked with a pair of indicator lights. See the descriptions below to understand what each type of light indicates.
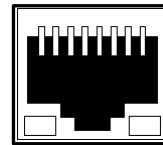
Off. No Ethernet link present.
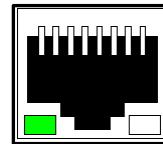
Solid Green LED. Ethernet link present.
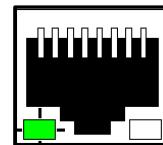
Flashing Green LED. Passing Ethernet traffic.
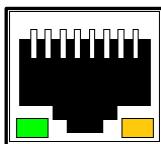
Solid Orange LED. Gigabit Ethernet link present.
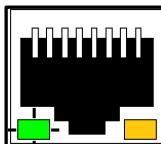
Solid Orange LED with Flashing Green LED. Gigabit Ethernet link present with and passing Ethernet traffic.

Side View

USB Port:	Connects to your storage and printing devices.
Reset Button:	**Press and release** to reboot.
	Press and hold for 15 seconds or more for factory reset.
WPS Button:	**Press and hold** for 5 seconds until WPS light flashes to enable WPS push-button pairing mode.

NOTE:

WPS push-button pairing mode must be enabled through the Web UI before use.

The WPS button applies to both 2.4 GHz and 5 GHz according to which is enabled.

Label

The label is located on the back of your router. It contains important information such as your SSID and router login username and password as well your MAC address which you will need to set up your router.

Preset WiFi SSIDs and Password

Sagemcom

Fast 5260

Sagemcom P/N: 253584638

Rating ⎓ 12VDC/2.5A

c(UL)us LISTED I.T.E. E308616

WiFi Network Name (SSID): MyCharterWiFidc−2G

Network Key (Password): mellowsquirrel011

Router login: http://192.168.1.1
Username: admin
Password: admin

Serial: NQ1328809000011

MAC: 18:62:2C:98:F6:DC

FC Tested To Comply With FCC Standards
FCC ID: VW3FAST5260

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

WAN MAC Address

Serial Number

Router Web GUI Access information

Router Positioning

The F5260 router provides network access from anywhere within range of your wireless (WiFi) network. However, WiFi signal strength diminishes over distance and as it passes through the construction material of your home (e.g. walls, metal and water).

For best results, follow the guidelines below.

- Improve range by positioning your router at a central location and minimizing the number of walls or ceilings between your router and network devices.

- Ensure optimum reception by positioning your device so that the signal moves straight through drywall or open doorways instead of at an angle.

- Maintain wireless signal strength by positioning your router away from glass, metal, water, mirrors, brick and concrete.

- Avoid signal interference by keeping your router away from electrical devices (e.g. microwaves, baby monitors and wireless headsets).

- Keep your router and its cables accessible by placing it in an open area near a power outlet.

Wall Mounting (optional)

The F5260 router can be optionally mounted on the wall. Before you mount the unit on the wall, write down the required information from the label.

1. The unit is mounted with the top of the unit facing up. Ensure that the wall you use is smooth, flat, dry, and sturdy.

2. The unit is mounted using two M3x20 or equivalent compact head screws (20mm length and 3mm in diameter).

3. Install the two screws 5 1/4 inches (135 mm) apart approximately 3/4 inches (20 mm) below the desired top of the unit per the following figure.

4. Adjust the screws in the wall leaving their heads extending approximately 1/8 inch to 3/16 inch (3.5 mm - 4 mm) from the wall surface.

5. Carefully align the screw heads in the keyholes on the back of the unit and gently push it onto the wall moving it downward to secure it in the narrow portion of the keyhole slots.
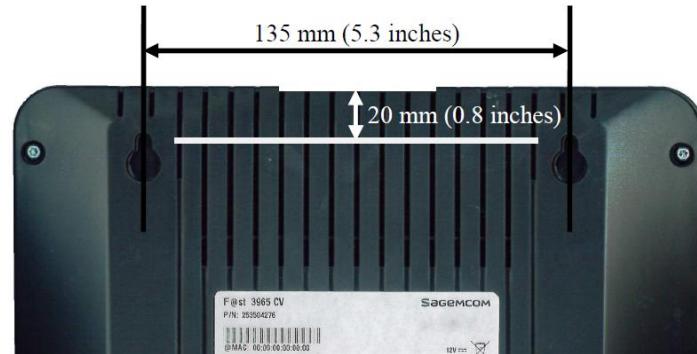
Chapter 2: Getting Started

Before you begin

This chapter will outline the procedures required for installing and configuring your router.

Installing your router is comprised of two parts:

- installing the hardware; and
- configuring the router through the Web GUI.

Before you begin, please review the system requirements outlined below and write down the router information located on the router's label.

> **NOTE:**
>
> Some Internet Service Providers (ISP) require that you login to their web portal to enable your Internet connection. Should you require more information, please contact your ISP.

System Requirements

Wireless Network Requirements:

- WPA or WPA2 security enabled device

Web-based Graphic User Interface Requirements:

Computers with:

- Windows®, Macintosh or Linux-based operating system

Supported browsers:

- Internet Explorer 8 and higher
- Mozilla Firefox 26 and higher
- Safari 6 and higher
- Chrome 32 and higher

For mobile:

- Safari on IOS5 and higher
- Google Chrome 32 and higher

Router and Account Information

For future use, print this page and write your router information below.

Network Name (SSID):	
Network Password:	
Guest Network Name:	
Guest Network Password:	
Web GUI Address:	
Web GUI Username:	
Web GUI Password:	

Install your Wireless Router

NOTE:

If there is an Ethernet cable currently connecting your modem to another device, disconnect the Ethernet cable from the device before you install your router.
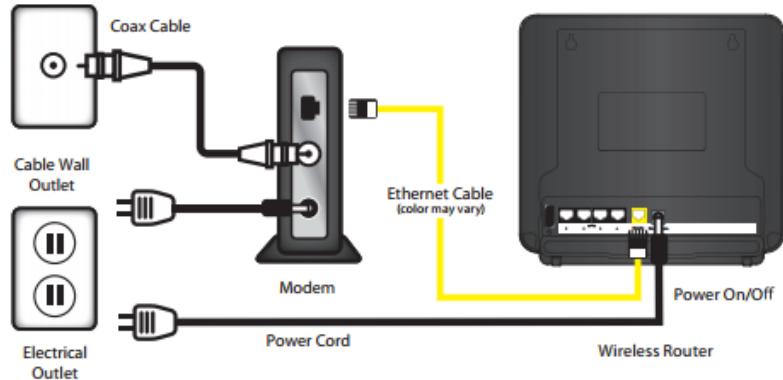
1. Unplug your modem.

2. Re-plug your modem. Wait approximately 2 minutes until your modem turns on.

3. Connect one end of the Ethernet cable to your modem. Connect the other end to the yellow Internet port on your router.

4. Connect the power adapter to the power input of your router, then plug it in. Press the power switch.

5. The router is ready to use when the following indicator lights are solid green:

6. After installing the hardware, you can now connect to the Internet.

   a. On your device (PC, laptop, phone, tablet, etc.) open the software utility that manages WiFi connections.

   b. Find the Network Name (SSID) as listed on the label of your router.

NOTE:

When searching on your device, 2 network names that may appear:
- MyCharterWiFixx-2G
- MyCharterWiFixx-5G
  (where xx is specific to your router)

If you see the name ending in '5G', your device is 5GHz-capable. Connecting to the '5G' network may provide a better experience.

   c. Enter the password listed on the label of your router. You should now be connected to the Internet.

If you wish to customize your router settings further, see the instructions below.

Configure your Wireless Router

The F5260 can be easily configured to meet your wireless needs. This section provides instructions on how to:

- Connect to the Web GUI
- Change your network name and password
- Configuring your WiFi
- Enabling WPS
- Change your local access password
- Change your time zone
- Customize your device lists
- Set up parental controls
- Set up a guest network

Configuration of your router begins with logging into your Web GUI.

Login to the Web GUI

1. Open your web browser. Go to http://192.168.1.1

2. Enter the router login username and password listed on the back of your router (you can change this later).
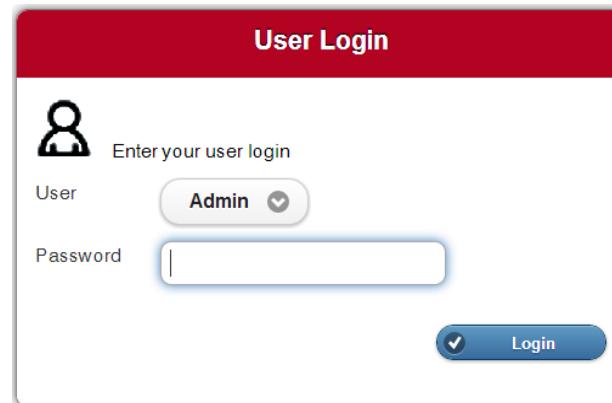
The default username and password are as follows:
Username: Admin
Password: admin

3. Your router's home page (or dashboard) should now appear.
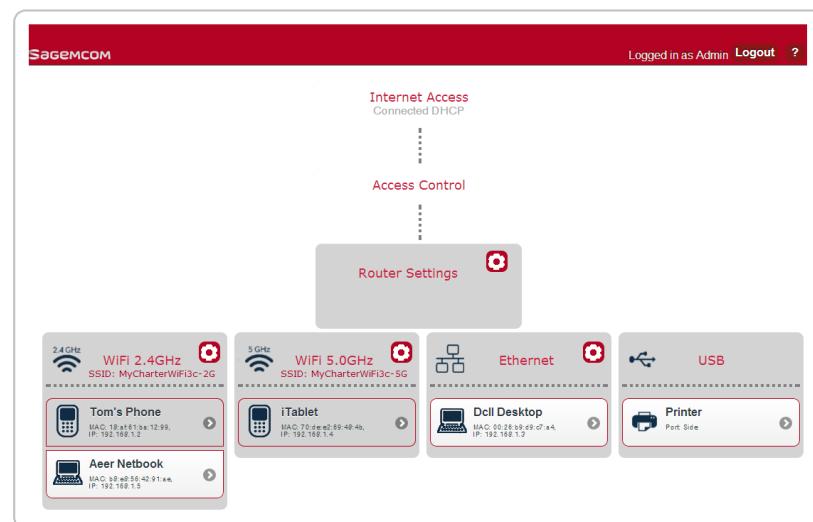
A tour of your Web GUI Dashboard

Internet Access
Connected DHCP

Provides status and information configuration about your Internet connection.

**Access Control**

Provides access to Parental Controls, Passwords and Firewall.
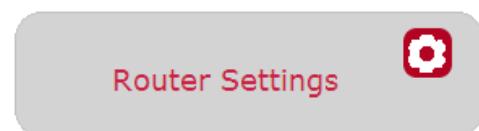
Router Settings ⚙

Configures router reset and local network settings.

2.4 GHz
📶 **WiFi 2.4GHz**
SSID: MyCharterWiFi3c-2G ⚙

Configures 2.4GHz WiFi and Guest network settings.

Tom's Phone
MAC: 19:af:61:ba:12:99,
IP: 192.168.1.2 ❯

Aeer Netbook
MAC: b9:e8:56:42:91:ae,
IP: 192.168.1.5 ❯

Devices connected to 2.4GHz WiFi appear below the dotted line.

Throughout the dashboard, devices highlighted in white are currently active. Inactive devices are grayed out.

5 GHz
📶 **WiFi 5.0GHz**
SSID: MyCharterWiFi3c-5G ⚙
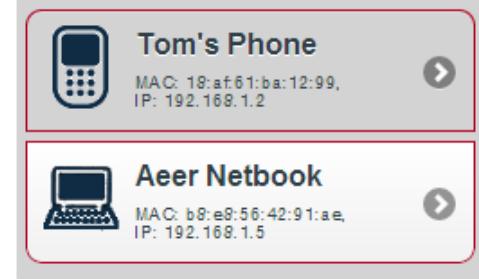
Configures 5 GHz and Guest network settings. Devices connected to 5GHz WiFi appear below the dotted line.
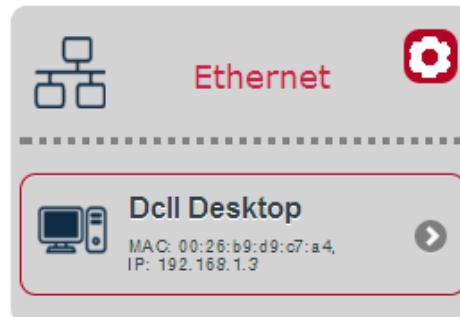
Ethernet ⚙

Provides statistics on LAN Ethernet ports.

Dcll Desktop
MAC: 00:26:b9:d9:c7:a4,
IP: 192.168.1.3 ❯

Devices connected by Ethernet appear below the dotted line.

USB

Configures or safely removes USB-connected devices.

Printer
Port Side ❯

A Tour of your Web GUI (Mobile Edition)

You may also access the Web GUI through your mobile device (mobile phone, tablet, etc.). The mobile version of the Web GUI allows you to access the same controls as the PC version. The dashboard will appear condensed as follows to fit your mobile screen.
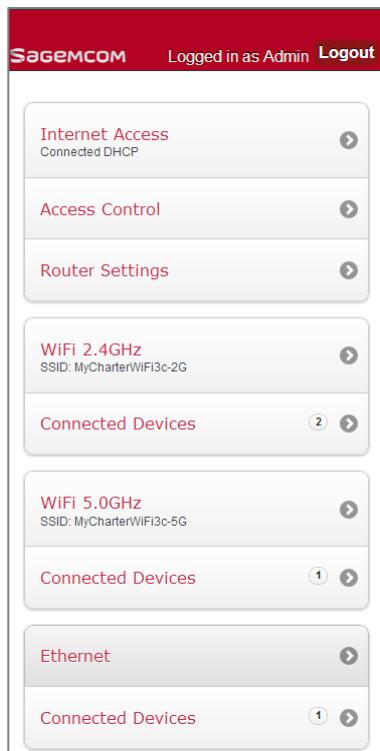
Change your Local Access Password

Your local access username and password provides access to your Web GUI account. Do not share this information as it

allows users to change your router settings or disable your Internet connection.

1. Log in to the Web GUI.

2. Click on Access Control.

3. Click on User tab.

4. Ensure "Admin" is selected as user.

5. Enter new password under "New Password" field.

6. Confirm new password under "Confirm Password" field.

7. Click Ok.

Change your Wireless Network Name and Password

Your wireless (WiFi) network name and password provides Internet access to your network. Provide this information to users whom you wish to access to your wireless Internet connection.
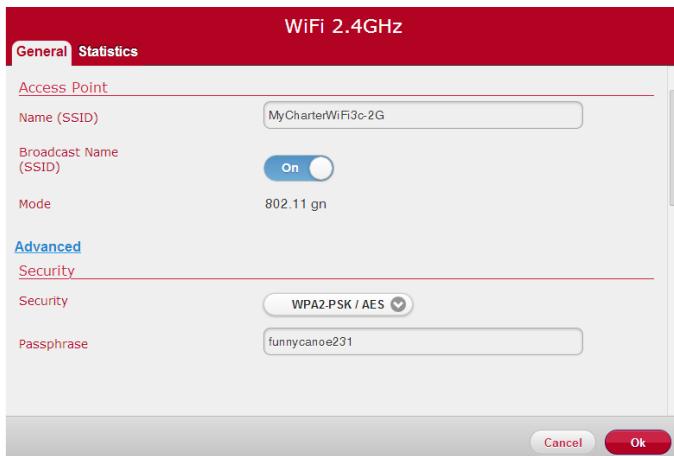
1. Log in to the Web GUI.

2. Select the network to be configured by clicking on its Gear icon.

3. Under the General tab, in the Access Point section, enter the new network name in the "Name (SSID)" field.

4. In the Security section, you can select the security encryption mode. The default is WPA2-PSK / AES. It is highly recommended that you retain the default setting unless you have devices that do not support WPA2.

5. Enter the new password in the "Passphrase" field.

6. Click Ok.

Configuring your WiFi Network

The following procedures will review how to:
- turn your WiFi on and off;
- broadcast your SSID
- change your WiFi channel

Turn your WiFi on / off

1. Log in to the Web GUI

2. Select the network which you wish to turn on or off. Note: By default, both the 2.4GHz and 5GHz WiFi networks are enabled.

3. In the General Tab, under the Activation section:
- slide the Enable switch to On to power the network on; the Wireless indicator light should turn a solid green.
- slide the Enable switch to Off to power off the network.
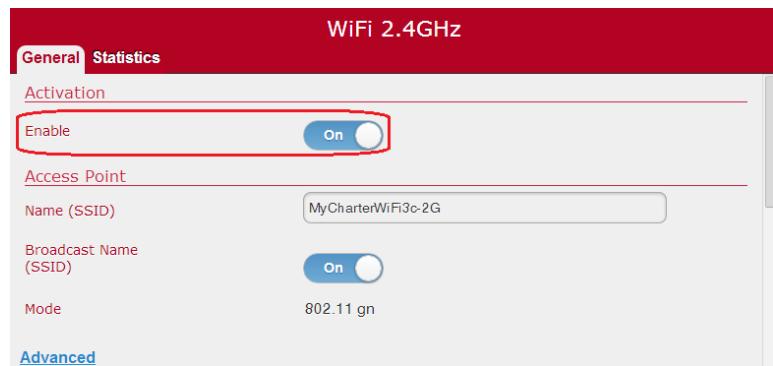
4. Click Ok.

Broadcasting your network name (SSID)

Broadcasting your network name (SSID) allows you to more easily detect and identify your WiFi network. By default, your SSID Broadcast is enabled. Should you wish stop broadcasting your SSID, follow the instructions below:

1. Log in to the Web GUI

2. Select the network you wish to stop broadcasting.

3. In the General Tab, under the Access Point section, slide the Broadcast Name (SSID) switch to Off. Should you wish to turn it on again, slide the switch to On.

4. Click Ok.

Change the WiFi Channel
You may wish to change your WiFi network channel to avoid other WiFi networks or interfering devices such as microwaves. If you select "Auto" the router will select the best available channel for your wireless network.

1. Log in to the Web GUI

2. Select the network for which you wish to change the WiFi channel.

3. In the General Tab, under the Access Point section, click on Advanced.
4. Under Channel, open the pull-down menu and select a channel you wish to switch to.
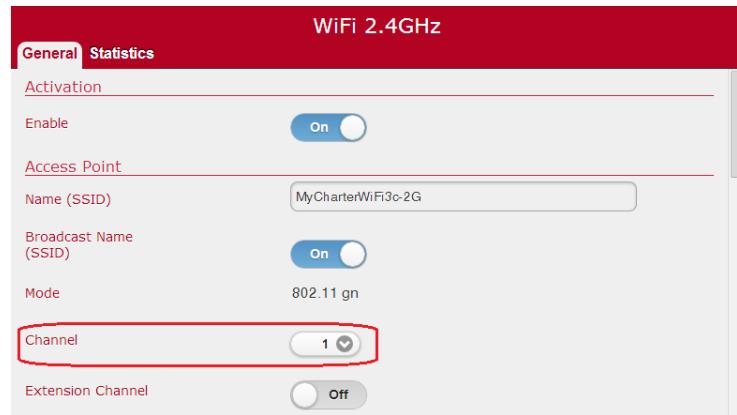
5. Click Ok.

Enabling WPS Push Button pairing

WPS (WiFi Protected Setup) push button pairing provides an easy way to join devices to your WiFi network with the push of a button. By default, WPS is disabled. To enable it, follow the instructions below:
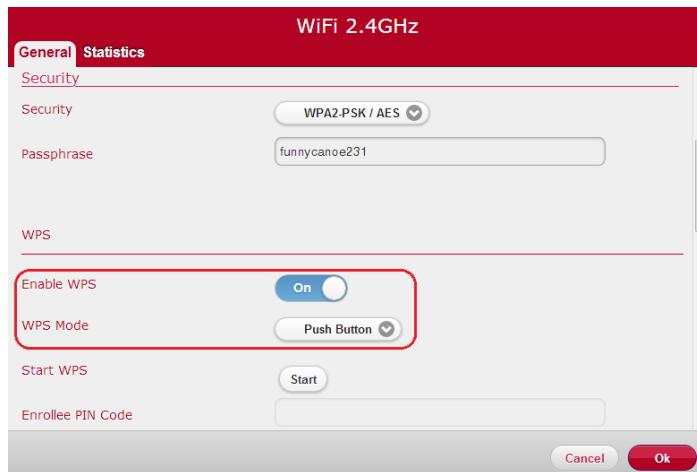
1. Log in to the Web GUI.

2. Select the network you wish to configure. You should enable WPS on both WiFi networks to easily pair devices to either network using the WPS button.

3. In the General Tab, under the Security section, click on Advanced.

4. Slide the Enable WPS switch to On.

5. Under WPS Mode, leave the selection to the Push Button default.

6. Click Ok.

7. Prior to adding a device, you may now press the WPS button located on the side panel of your router to enable easy pairing. **Press and hold** the WPS button for 5 seconds until WPS light flashes to enable WPS push-button pairing mode. If your device supports WPS pairing, it should connect as soon as you select the WiFi network name.

Change your time zone

You may wish to change your time zone to ensure that times for parental controls are administered accurately. The default time zone is Central time with automatic adjustment for daylight savings time enabled.
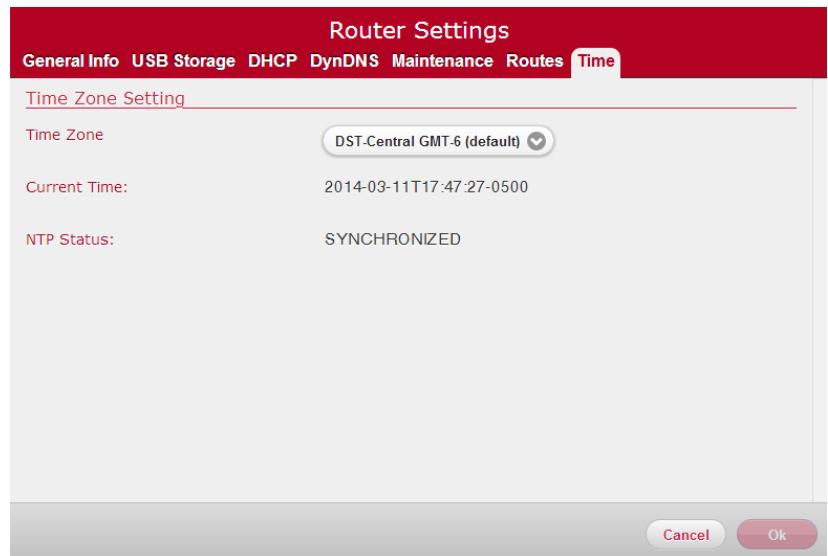
1. Log in to the Web GUI.

2. Click on Router Settings.

3. Click on Time tab.

4. Under Time Zone, select your time zone from the pull-down menu.
   - DST Enabled options automatically adjust for daylight savings time
   - DST Disabled options can be used where daylight savings time is not followed.

5. Click Ok.

Customize your Device List

Customizing your device list allows you to change the name and icon of your devices to help you easily identify what is connected to your network.

1. Log in to the Web GUI.

2. Search for the device to be configured under the network it is connected to. Remember: devices highlighted in white are currently active and inactive devices are gray.

3. Select the device you wish to customize by clicking on the right arrow.

4. Type the name your wish to appear in the "Friendly Name" field to identify your device.

5. Under the Device tab, click on the pull-down menu beside "Device Icon".
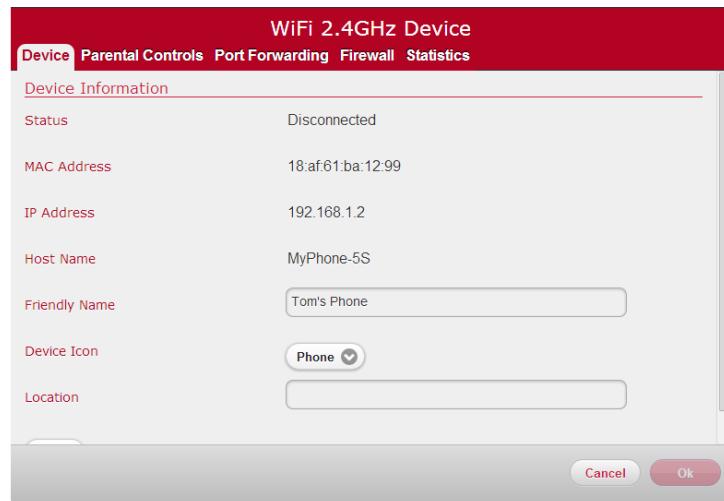
6. Select the desired icon for your device.

7. Click Ok.

How to set up Parental Controls

Parental Controls can be configured to:
- Limit access to the Internet at certain times on particular devices;
- Block certain websites across all devices.
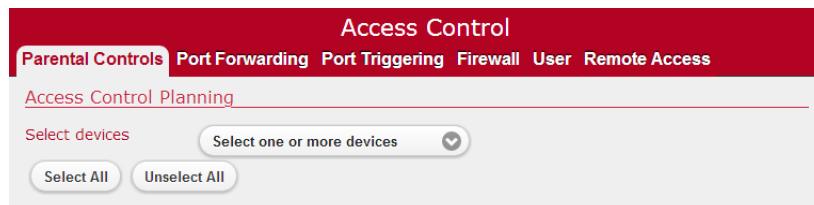
To begin:

1. Log in to the Web GUI.

2. Click on Access Control.

3. Select Parental Control tab.

Limit Internet Access times
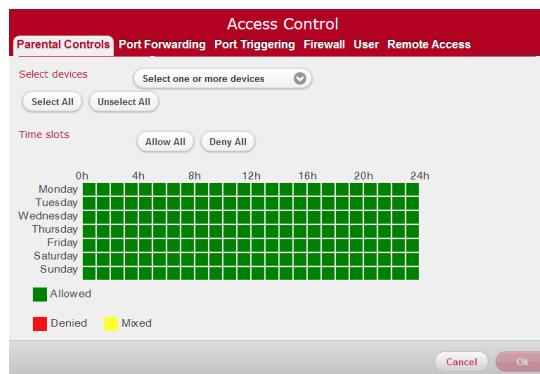
1. Under Access Control Planning, click on pull-down menu beside "Select devices". Or, click on Select All to select all devices.

2. Review Internet Access schedule. Click and drag across a block of time during which you want to limit Internet access.

3. Click Ok.

Blocking Web Sites
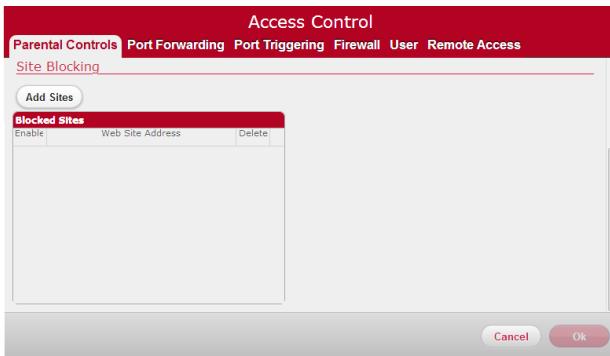
1. Under Site Blocking, click on Add Sites button.

2. Type or copy/paste website address you wish to block.

3. Click Add.

4. Click Ok.

NOTE:

Entering a site on the blocked sites list prohibits **all** devices connected to your network from accessing the site at all times of the day.

How to set up your guest network

Provide guests with Internet access while limiting their access to local resources by setting up a separate guest wireless network.
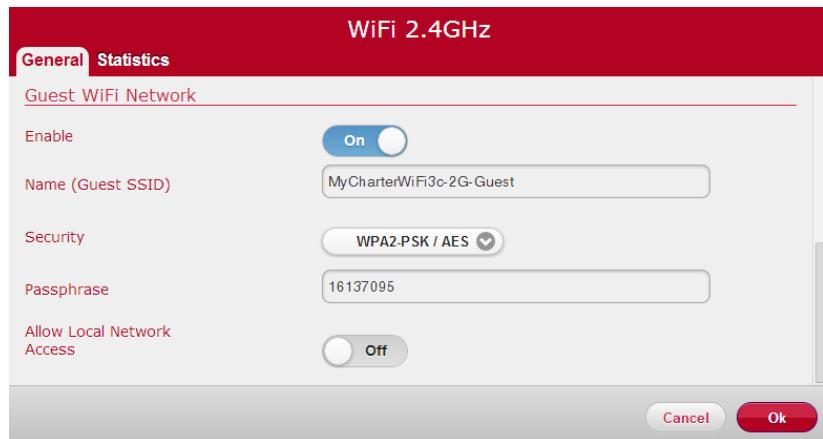
1. Log in to the Web GUI.

2. Select the network (2.4 GHz or 5 GHz) in which you wish to configure Guest network access. For the convenience of guests, configure Guest network access on both WiFi networks.

3. Under General tab, scroll down to Guest WiFi network section.

4. Under Enable, slide tab from "Off" to "On".

5. Enter desired guest network name under then "Name (Guest SSID)" field.

6. Enter guest network password under "Passphrase" field.

7. Leave "Allow Local Network Access" at "Off" mode.

8. Click Ok.

Chapter 3: USB Sharing

The router allows you to share storage and media files as well as printers and multi-function devices with others on your network. This chapter will provide instruction on how to:

- share files using a USB storage device;
- share a printer or multi-function device.

USB Storage

Files may be shared within your network by connecting a USB storage device (e.g. flash drive, external hard drive, etc.) to your router. All users connected to your network will be able to view, add, modify and delete any files on your storage device.

Connecting a Storage Device

To connect USB hard drive or flash drive, attach it to the USB port located on the side panel of the router. The USB indicator light will turn on when the device is recognized.

NOTE:

- The F5260 supports USB 2.0.
- The following file systems are supported: FAT16, FAT32, NTFS, Ext2, Ext3, HFS, HFS+
- Some file systems function as read only depending on the permissions configured on your storage device.

WARNING:

To safeguard your data, ensure that you:

- Always keep a second copy (backup) of all data; and

- stop the USB storage device **<u>BEFORE</u>** removing it from your router.

Enabling File Sharing
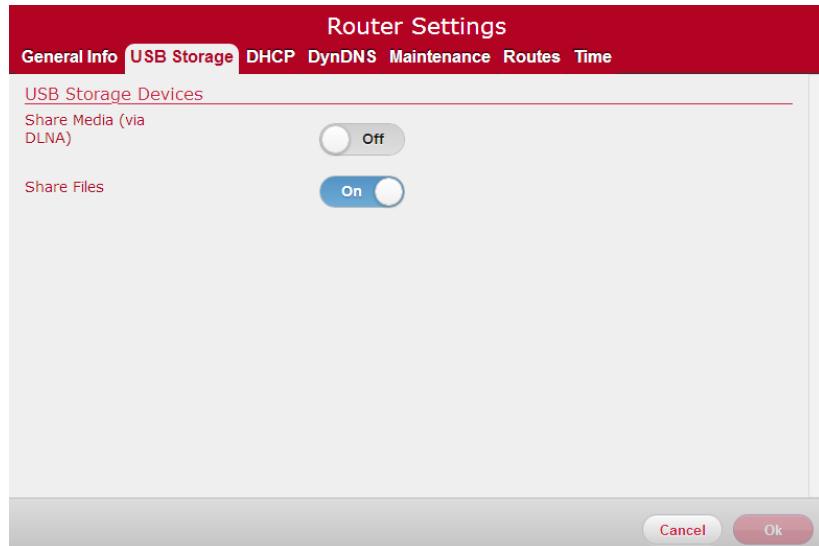
File sharing is enabled by default. Should you need to enable it manually:

1. Login to the Web GUI.

2. Click on Router Settings.

3. Select USB Storage tab.

4. In the Share Files field, slide the tab to ON.

5. Click Ok.

Media Sharing

Enabling DLNA (Digital Living Network Alliance) allows you to play media files such as pictures, music and movies through media devices such as game consoles, mobile video players and other network connected devices.
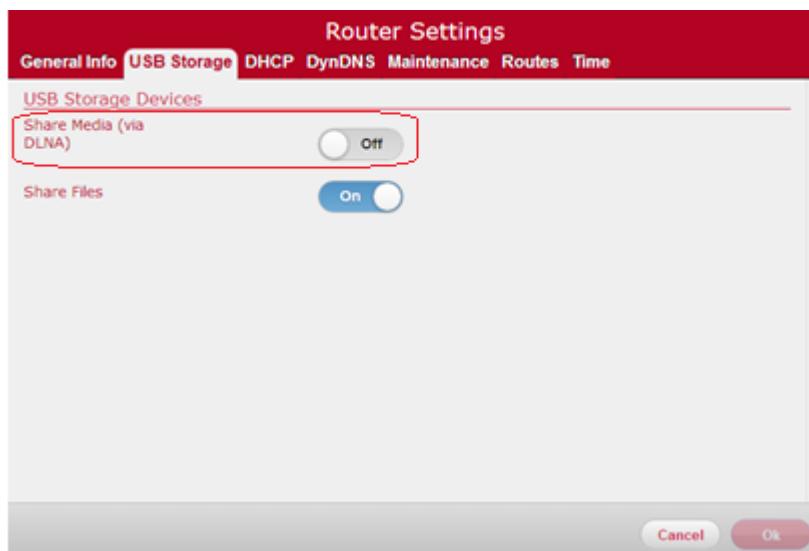
DLNA is off by default. To enable DLNA:

1. Login to the Web GUI.

2. Click on Router Settings.

3. Select USB Storage tab.

4. In the Share Media (via DLNA) field, slide the tab to ON.

5. Click Ok.

Safely Disconnecting a Storage Device

WARNING:

To safeguard your data, ensure that you:

- Always keep a second copy (backup) of all data; and

- stop the USB storage device **BEFORE** removing the USB connection.

To safely disconnect a USB storage device from your router, you must first eject it. Please wait at least 5 minutes after connecting a USB storage device before ejecting it from your drive.

To safely disconnect a USB storage device from your router:

1. Log in to the Web GUI.

2. Under USB section, select the device you wish to eject.

3. Under Eject Device, click the Eject button.
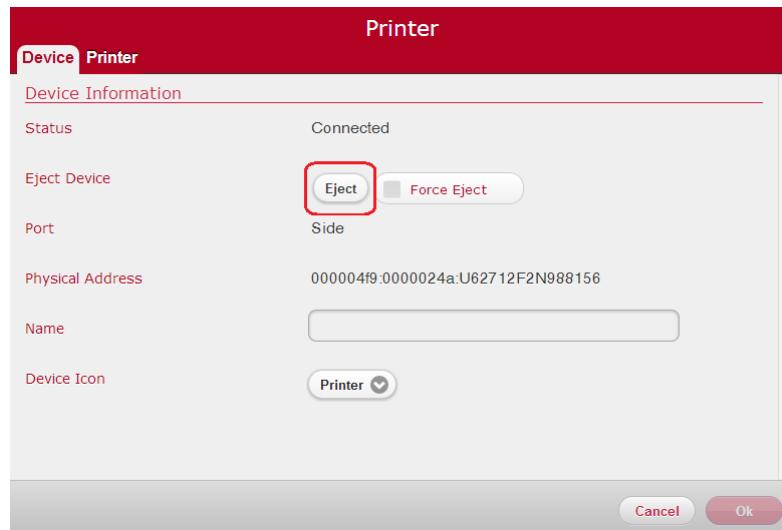
4. You will receive the following message if the device ejected safely:
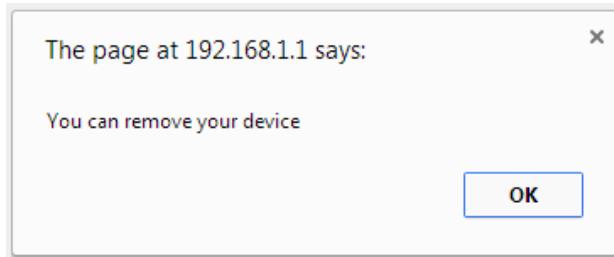
5. **IF** the eject button does not work, check the Force Eject checkbox. Then click on the Eject button again.

6. Click Ok.

Deleting a Device

After you eject the device, it will remain on your dashboard. If you want to remove it from the dashboard:

1. Click on the device.

2. Under the Device tab, scroll down to the bottom of the page and click on the Delete button.
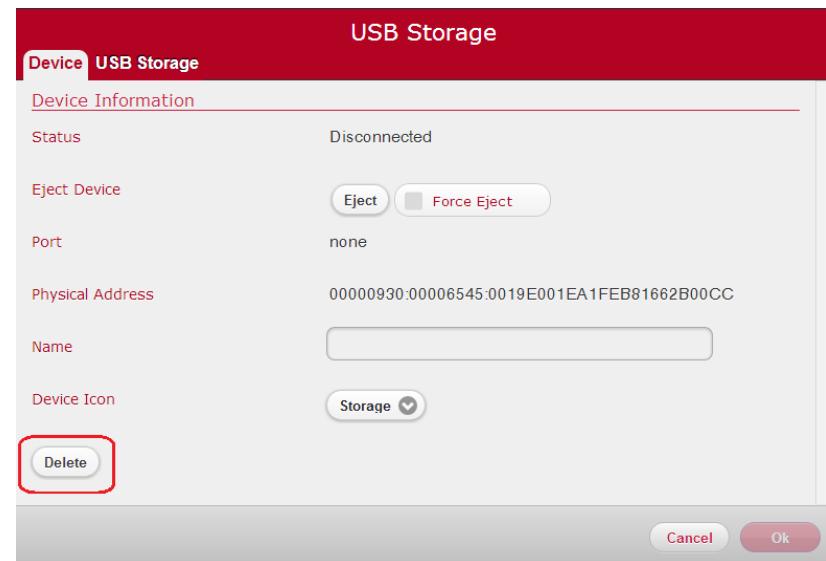
3. You will then be taken back to the Web GUI dashboard and the device will no longer appear.

Accessing Shared Files

If you wish to access USB storage devices that are connected to your router, please follow the instructions below according to your type of computer.

For Windows:

1. Connect a USB storage device to your Router's USB port.

2. Open Windows Explorer.
   - Click on the Start menu.
   - Select All Programs and click Accessories.
   - Click on Windows Explorer.

3. Once open, enter \\192.168.1.1 in the address bar. Your window will now show your connected USB storage device.

> **WARNING:**
>
> To safely disconnect a USB storage device, please ensure that you follow the directions outlined in this manual (p. 17). It is your responsibility to create data backups prior to using USB storage devices with your Wireless Router.

For Mac:

1. Connect a USB drive to your router.

2. On your Mac, click on Go, then Connect to Server.

3. Type smb://192.168.1.1 under Server Address.

4. Click Connect.

5. You will be asked for your Mac password. Please enter the password and click Connect.

6. A window will appear with the contents of your USB drive.

7. You can locate the USB storage device under Computer.

> **WARNING:**
>
> To safely disconnect a USB storage device, please ensure that you follow the directions outlined in this manual (p. 17). It is your responsibility to create data backups prior to using USB storage devices with your Wireless Router.

Printer Sharing

Printers may be shared within your network by connecting a USB printer device to your router. All users connected to your network will be able to use the device attached to your router.

Connecting a Printer

Printer sharing is enabled by default. To connect a printer, attach it to the USB port located on the side panel of the router (there is only one USB port). The USB indicator light will turn on when the device is recognized.

NOTE:

Check your printer's specifications to ensure that it supports IPP/1.1 as not all USB printers support this protocol.

Ensure the printer driver supports your operating system.

To ensure that your printer driver is working properly on a PC, you can connect the printer to the PC directly before attempting to install the printer over the network.

Configuring a Printer (PC)

Windows XP

1. Start the Add Printer Wizard:
   - Click Start.
   - Select Settings → Printers and Faxes → Add Printer. OR
   - Select Control Panel → Printers and Faxes → Add Printer.

2. Choose "A network printer, or a printer attached to another computer". Click Next.

Add Printer Wizard
Local or Network Printer
The wizard needs to know which type of printer to set up.

Select the option that describes the printer you want to use:

○ Local printer attached to this computer
  ☑ Automatically detect and install my Plug and Play printer
● A network printer, or a printer attached to another computer

ⓘ To set up a network printer that is not attached to a print server, use the "Local printer" option.

< Back   Next >   Cancel

3. Choose "Connect to a printer on the Internet or on a home or office network".
   - Enter the URL: http://192.168.1.1:631/IPP
   - Click Next.

The specific URL may vary for different models of printer. Please refer to printer manufacturer's documentation. Some common printer URLs are:
   - http://192.168.1.1:631/
   - http://192.168.1.1:631/IPP/
   - http:// 192.168.1.1:631/IPP/port1

NOTE:

This step will fail if your printer is not connected or does not support IPP.

You may also have to power-cycle your printer when changing USB hosts.

4. Choose correct printer driver. Click Ok.

If the printer was previously installed on this PC, then the driver should appear in the list under the proper manufacturer and printer name.

NOTE:

Check the bottom of the list for your manufacturer. Printers are not always listed alphabetically.

If your driver does not appear, you will need to locate the correct driver and click Have Disk to install it.

5. (Optional). You can choose to set this printer as your system Default Printer. Click Next.

6. If everything is configured correctly, the Wizard will display the message, "You have successfully completed the Add Printer Wizard." Click Finish to complete.

Windows 7

1. Start the Add Printer Wizard:
   - Click Start.
   - Select Devices and Printer → Add Printer. OR
   - Select Control Panel → Devices and Printer → Add Printer.
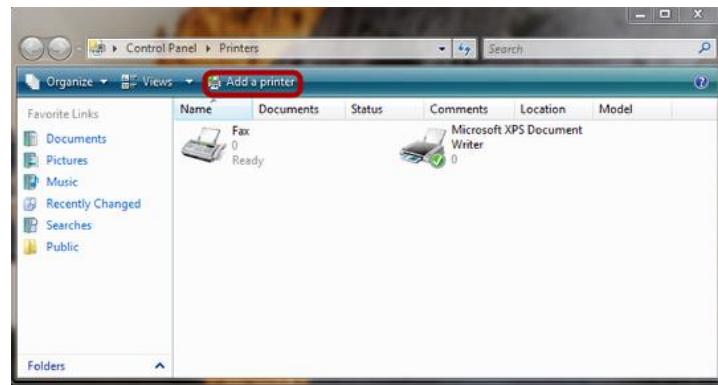
2. Choose "Add a network, wireless or Bluetooth printer". Click Next.
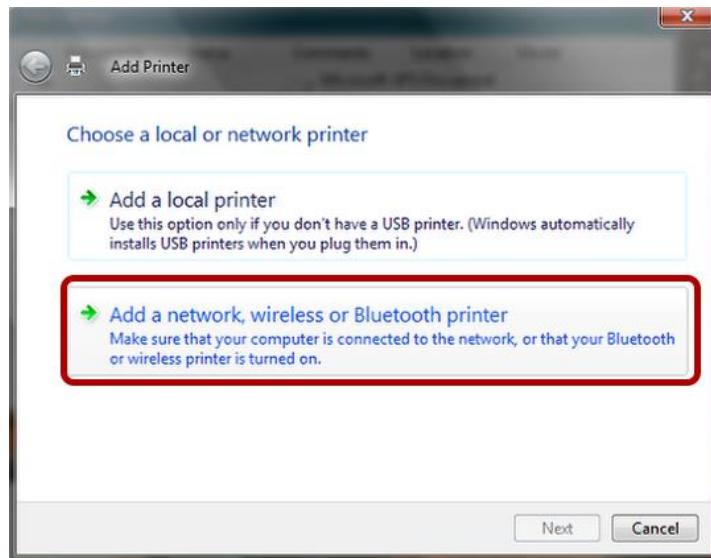
3. Skip the search by clicking "The printer that I want is not listed."

4. Choose "Select a shared printer by name".
   - Enter the URL: http://192.168.1.1:631/IPP
   - Click Next.
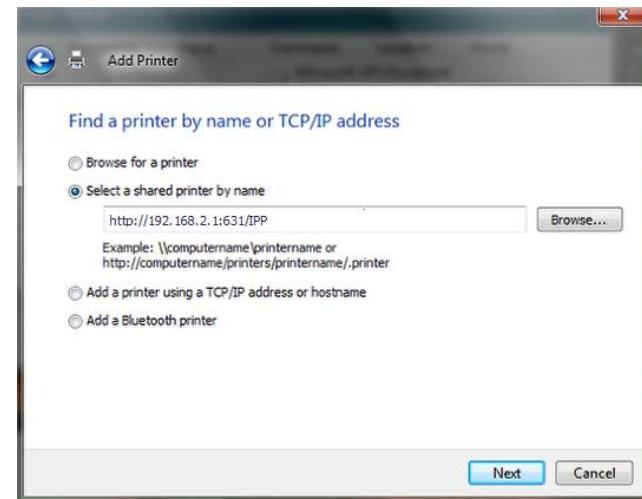
The specific URL may vary for different models of printer. Please refer to printer manufacturer's documentation. Some common printer URLs are:
   - http://192.168.1.1:631/
   - http://192.168.1.1:631/IPP/
   - http:// 192.168.1.1:631/IPP/port1

NOTE:
This step will fail if your printer is not connected or does not support IPP. You may also have to power-cycle your printer when changing USB hosts.

5. Choose correct printer driver. Click Ok.
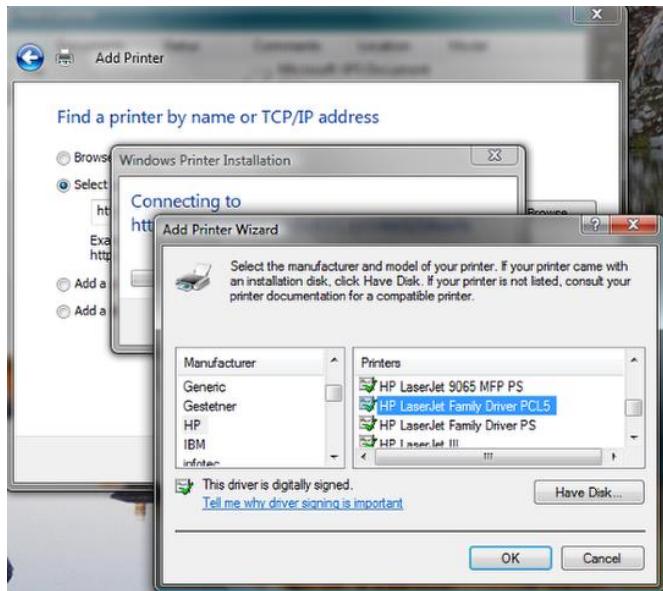
If the printer was previously installed on this PC, then the driver should appear in the list under the proper manufacturer and printer name.

NOTE:

Check the bottom of the list for your manufacturer. Printers are not always listed alphabetically.

If your driver does not appear, you will need to locate the correct driver and click Have Disk to install it.

6. (Optional). You can choose to set this printer as your system Default Printer by selecting the checkbox next to "Set as default printer". Click Next.

7. If everything is configured correctly, the Wizard will display the message, "You have successfully completed the Add Printer Wizard." Installation can be verified using the "Print Test Page" button. Click Finish to complete.

Configuring a Printer (MAC)

1. In the "Print & Fax" dialog, click + to add a printer.

2. Click the IP tab.
   - Change the protocol to IPP.
   - Set address to http://192.168.1.1:631/IPP
   - Set Queue name to (blank).
   - Under Print Using, choose "Select a device driver to use".
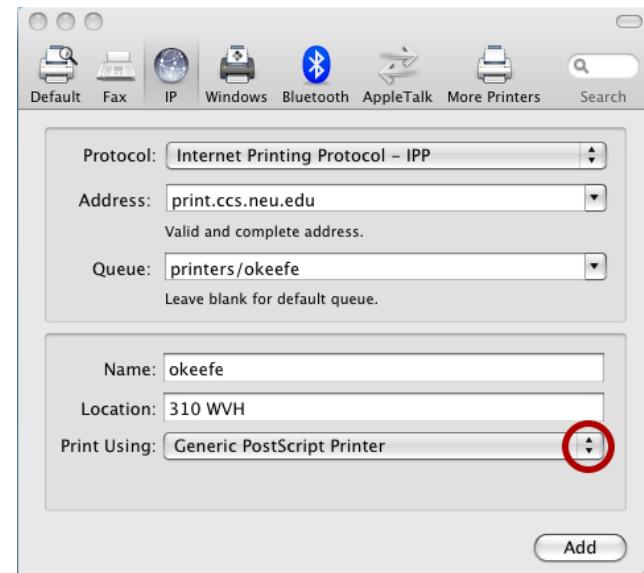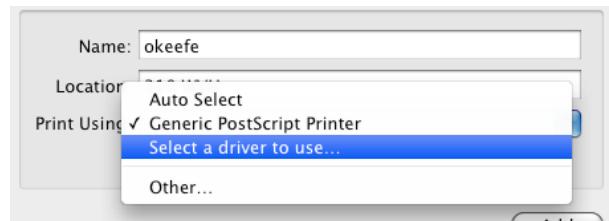
The specific URL may vary for different models of printer. Please refer to printer manufacturer's documentation. Some common printer URLs are:

- http://192.168.1.1:631/
- http://192.168.1.1:631/IPP/
- http:// 192.168.1.1:631/IPP/port1

NOTE:

This step will fail if your printer is not connected or does not support IPP.

You may also have to power-cycle your printer when changing USB hosts.

3. Locate and select your printer's specific driver. Click Add.
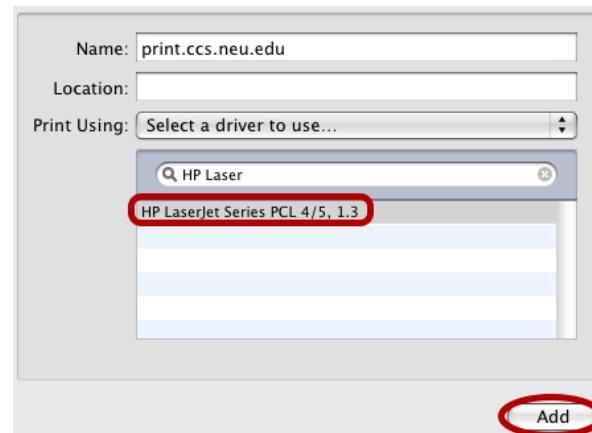
4. If everything is in order, the printer will be listed. The status will read as "Idle" and will be lit as green.

Chapter 4: Administration

Rebooting your router

Occasionally, your router may encounter difficulties in connecting to the Internet and you may need to reboot your router. There are two ways you can do this:

- through the Web GUI or
- using the reset button.

Web GUI
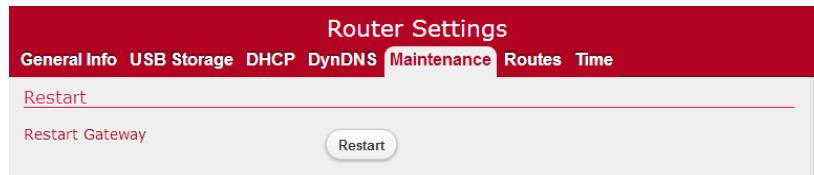
1. Log in to the Web GUI.

2. Click on Router Settings.

3. Select Maintenance tab.

4. Click on Restart button.

Reset Button

The reset button is located on the left side panel of the router. Press and hold the button for less than 15 seconds, then release.

Press and hold for 15 seconds or more for factory reset.

Back Up and Restore Router Configuration

Should you ever reset your router to its factory defaults, any customized settings would be lost. Follow the directions below to backup and restore your router settings.
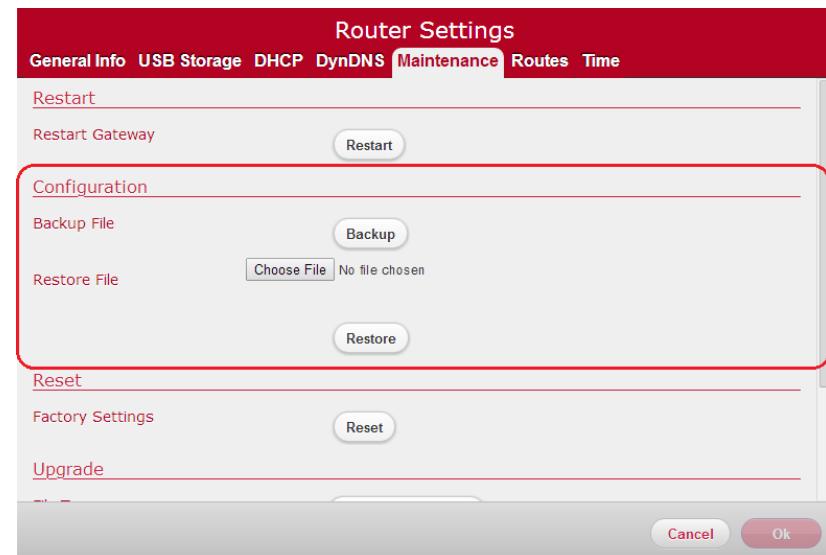
Back Up Router Configuration

1. Log in to the Web GUI.

2. Click on Router Settings.

3. Select Maintenance tab.

4. Under Configuration section, click on "Backup" button.

Restore Router Configuration

1. Log in to the Web GUI.

2. Click on Router Settings.

3. Select Maintenance tab.

4. Under Configuration section, select file to restore under "Restore File".

5. Click Restore button.

6. Click Ok.

Upgrade Router's Firmware

The F5260 automatically searches and installs upgrades which may add features or fix issues in your router.

> **IMPORTANT:**
>
> While the firmware is upgrading, the Power indicator light will turn a solid red. Do NOT interrupt the upgrade process as it may permanently damage the router.

Use the following instructions to manually upgrade the firmware if required.
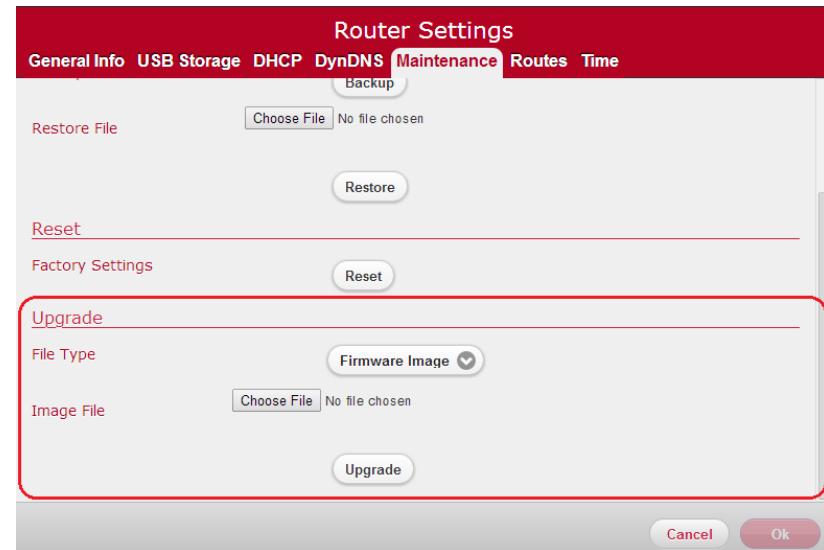
1. Log in to the Web GUI.

2. Click on Router Settings.

3. Select Maintenance tab.

4. Under the Upgrade section, select File Type from pull-down menu.

5. Choose file under Image file.

6. Click Upgrade.

7. Click Ok.

Restore Factory Defaults

There are two ways to restore factory defaults:

- through the Web GUI or
- the reset button

> **CAUTION:**
>
> Restoring Factory Defaults will erase customized router settings. Ensure that you backup customized settings before continuing.
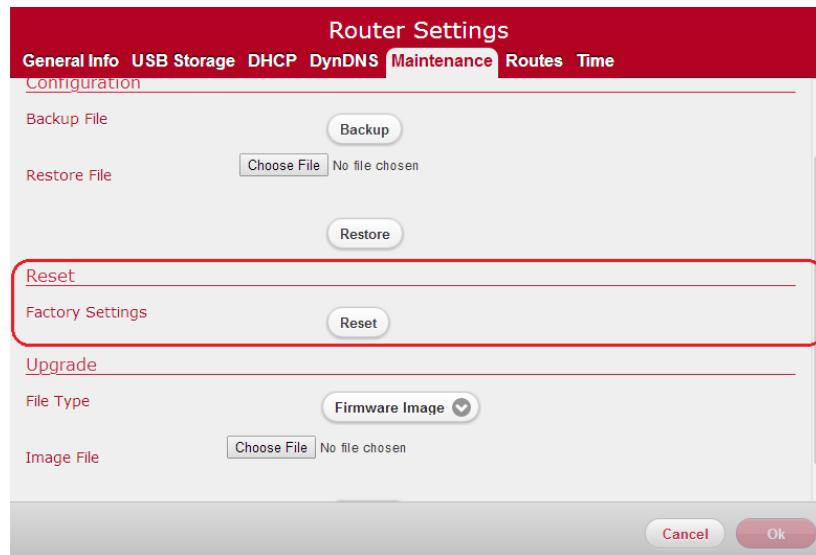
1. Log in to the Web GUI.

2. Click on Router Settings.

3. Select Maintenance tab.

4. Under Reset section, click on Reset button. The router will reboot to complete the factory reset.

5. Click Ok.

Reset Button

The reset button is located on the left side panel of the router. Press and hold the button for 15 seconds or more for factory reset.

Note: The Power indicator light on the right hand side of the front of the router will turn off to indicate that the factory reset function is being performed. The router will then reboot to complete the factory reset.

Chapter 5: Troubleshooting

This chapter provides information on how to resolve some common problems you may encounter with your router.

Problem 1: Indicator lights are not turning on.

There are a number reasons as to why an indicator light would be inactive. Please review the icons below to resolve issues you may be experiencing.

The Power indicator should be a solid green when the router is powered on. If the Power indicator light is off:

- Check the Power Switch on the back panel of the router and ensure that it is switched on.

- Check the provided Power Adapter. If it is plugged in and there is power running through it, then its indicator light should be a solid green.

- Check the electrical outlet that the Power Adapter is plugged into to see if it is providing power. You can check this by plugging another device into it.

The USB indicator light is off by default. It will only turn on if a USB device is connected to your router. If the USB indicator light is off **and** you have a USB device attached to it:

- Check your USB device and ensure that it is powered on and it supports USB 2.0 or USB 1.1.

- For printers: Unplug and re-plug the printer. Some printers need to be turned on and off after changing the hosts to which they are connected. If it remains unchanged, check to ensure that the printer supports IPP (Internet Printing Protocol), which is required to share the printer within your network.

- For storage devices: Unplug and re-plug the device. Some disk drives require external power to connect by USB. Should this be the case, ensure that your drive is connected. Otherwise, please ensure that your device is not drawing more than the maximum current allowed by the USB 2.0 standard.

The WPS indicator light is off by default. It will only turn on if you have enabled WiFi Protected Setup on your network through the Web GUI. **Note:** The WPS light applies to both 2.4 GHz and 5 GHz according to which is enabled.

- For instructions on how to the WPS (WiFi Protected Setup), please see p.15.

The Wireless (WiFi) indicator light will turn on when the wireless network is ready for use. If the Wireless indicator light is off:

- Login to the Web GUI. Check to see that one or more of the wireless networks are turned on. For instructions on how to turn your WiFi on, please see p. 13.

The LAN indicator light is off by default. It will turn on if you plug any device into the LAN Ethernet ports located on the back of the router. If the Wireless indicator light is off **and** you have a device attached:

- Check the Ethernet cable attaching the device to the router and ensure that they are securely fastened. If both ends are secure, try replacing the cable.

The WAN indicator light should be a solid green when the router is connected to the modem. If:

- The indicator light is off, check that both ends of the Ethernet cable connecting the router to the modem is securely fastened. If both ends are secure, try replacing the cable.

- The indicator light is red, reboot your modem and wait a few minutes. Some ISPs (Internet Service Provider) require that the MAC address of your router is registered in their portal. Refer to your ISP.

- The indicator light is green but there is still no Internet access, restart your network. Check the WAN IP address of your router to see if it registers as 192.168.100.x. If this is the case, check your modem as it may have difficulties contacting the network.

Problem 2: The Internet stopped working.

Try one of the following solutions:

- Check to see if your WiFi signal is on. If it is off, login to Web GUI and check that your wireless network is enabled.

- Restart your computer and attempt to reconnect to your WiFi.

- Check cables.
  - → Check and tighten the coaxial cable connection from the wall to the back of your modem. Verify that the coaxial connectors are not damaged at each end. The connector's metal pins should be intact and straight.
  - → Ensure that one end of the Ethernet cable is plugged into the Ethernet port on the back of the modem and that the other end is connected to the WAN/Internet (yellow) port on the back of your router.

- If you still cannot reconnect, restart your network:
    → Turn both the modem and the router off. If you are using a battery backup, you will also need to disconnect the battery from the modem.
    → Wait 2 minutes.
    → Turn modem on. Wait two minutes.
    → Turn router on. Wait two minutes.

- If you still cannot connect, refer to your ISP.

Problem 3: The Internet is slow.

Try one of the following solutions:

- Reboot your router. Refer to p. 27 "Rebooting your router" for instructions.

- Check your WiFi band. Most devices including your router works on the 2.4 GHz band (e.g. microwave ovens, baby monitors, and other electronic devices). Reposition your router away from other electronic devices to avoid interference.

- On your device: If you see the network name ending in -5G, your device is 5GHz-capable. Connecting to the '5G' network may provide a better experience.

- Change the WiFi channel used on your device. For instructions, please see p. 14.

- Reposition your device to be within 10 feet of your router. Connection speed decreases as you move farther away from the router. By repositioning your device, you can determine whether the performance is related to wireless range.

Problem 4: The WiFi signal drops.

- Check to see if another device is using the 2.4 GHz band or a material such as glass, water or metal are causing interference. If so, reposition your router away from the item. Refer to p. 6 "Router Positioning".

Problem 5: Cannot connect wireless device to router.

Try one of the following solutions:

- Ensure that your device's WiFi is enabled and that the WiFi light is green. If it is not, refer to p.13 to enable WiFi.

- Ensure that your device supports WPA2 encryption. If not, refer to p.13 to change the encryption mode.

- Verify that you are connecting to the correct network by checking the SSID (name of network) and its password.

Problem 6: Locked out of the Web GUI.

- Restore factory defaults on your router. Refer to p. 29 for instructions.

- Thereafter, login to the Web GUI using the default username and password listed on the router label.

- Refer to p. 11 to change your local access password.

Appendices

Appendix A: Technical Specifications

Sagemcom F@st 5260 Specifications

Model Name	Sagemcom F@st 5260
Ethernet Port Speed	IEEE 802.3 Ethernet: 10-BASE-T, 100-BASE-T, 1000-BASE-T
Wireless Standards	5GHz: IEEE 802.11ac 2.0, 802.11n, 802.11a 2.4GHz: IEEE 802.11n, 802.11g, 802.11b
Wireless Frequencies	2400MHz – 2483.5MHz 5150MHz to 5350MHz 5470MHz-5850MHz (excluding 5600MHz – 5650MHz)
Wireless Security Support	WEP, WPA, WPA2, WPA2-Enterprise with RADIUS
Ports	Power, USB, Ethernet WAN, Ethernet LAN (1-4)
Buttons	Reset, WiFi Protected Setup, Power Switch

LEDs	Front: WAN/Internet, LAN/Ethernet, WiFi, WiFi Protected Setup, Power Back: Internet WAN, Ethernet LAN (1-4)
UPnP	Supported
DLNA	Supported
Storage File System Support	FAT16, FAT32, NTFS, Ext2, Ext3, Hfs, Hfs+
Printer Protocol	IPP
Browser Support	Internet Explorer 8 or higher, Firefox 26 or higher, Chrome 32 or higher, and Safari 4 or higher

Sagemcom F@st 5260 Physical Characteristics

Dimensions	8.7" x 2.6" x 8.1" (220 x 65.4 x 206 mm)
Weight	1.17 lbs (529 g)
Power	Input: 100V to 120V ~60Hz Output: 12V DC @ 2.5A
Environmental Characteristics	Temperature 32°F to 104°F (0 °C to 40 °C) Relative humidity 20 % to 90 %, non-condensing Altitude 6562 ft (2000m)

Appendix B: Notification of Compliance

Federal Communications Commission (FCC) Statements

This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received,
including interference that may cause undesired operation.

Modifications:

You are cautioned that changes or modifications not expressly
approved by the party responsible for compliance could void
your authority to operate the equipment.

FCC Responsible Party: Sagemcom USA
                            14651 N. Dallas Parkway
                            Suite 900
                            Dallas, TX 75254
                            Phone: 972-674-4100

Radio Frequency Interference Statement

Note: This equipment has been tested and found to comply
with the limits for a Class B digital device, pursuant to Part 15
of the FCC Rules. 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

to correct the interference by one or more of the following
measures:

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

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits
set forth for an uncontrolled environment. This transmitter
must not be co-located or operating in conjunction with any
other antenna or transmitter.

This device produces radio frequency energy in the 2.4 GHz
and 5 GHz spectrums. The antenna must be positioned to
keep a minimum distance of 20 cm (0.65 ft) from the radiating
element to any nearby person.

www.sagemcom.com