USER MANUAL

DSM-600

VERSION 1.0

D-Link®

STORAGE

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Product Overview

Package Contents

- D-Link DSM-600 Network Storage Enclosure
- Power Adapter (12V DC, 3A)
- Cat5 Ethernet Cable
- Rubber Feet (4)
- CD-ROM with Software and Manual
- Quick Installation Guide
- Mounting Screw

Note: Using a power supply with a different voltage rating than the one included with the DSM-600 will cause damage and void the warranty for this product.

System Requirements

- Windows® XP/2000
- Internet Explorer Version 6.0 or Netscape Navigator Version 7.0 and Above
- An internal 3.5” PATA/IDE hard drive and/or USB Hard Drive
- An availiable Ethernet port on the network*

* It is required that an Ethernet cable is used during initial setup.

Introduction

The D-Link DSM-600 Network Storage Enclosure shares your documents, photos, music, and videos across the network and on the Internet (via FTP server) so family members, friends, or employees can access them. This enclosure, which can hold one 3.5” IDE hard drive of any capacity or can allow up to two USB 2.0 hard drives to attach*, creates a central network point for backing up valuable files.

The DSM-600 shares files over the Internet via the built-in FTP server. Users can be created and assigned to folders with either read or read/write permissions. In addition, the DSM-600 can be used to stream photos, music, and videos to UPnP AV compatible network media players.

The included CD contains D-Link’s Easy Search Utility. This utility allows you to locate the DSM-600 on the network and map drives to your computer. Backup software is also included on the CD. This software allows you to backup your files from a computer to the DSM-600 manually or by a schedule. Regular backups are a great way to safeguard against unfortunate accidents that may result in the loss of important files.

Combining ease of use with practical features, the DSM-600 is an organized solution for any network. Free up disk space on computers and centralize data on your network with the DSM-600 Network Storage Enclosure!

*Hard drives not included.

Features

- **Connect an Internal IDE drive and/or USB 2.0 hard drives on the Network** - Add extra storage space to your network! Connect a 3.5” PATA/IDE hard drive and up to two stand-alone USB 1.1 or 2.0 hard drives or flash drives to the DSM-600 and easily have access to all stored files.

- **Built-in FTP Server** - The DSM-600 can be configured so that your internal/USB drives are accessible over the Internet, making it convenient to access your files, even when you’re away.

- **Safely Add and Remove USB Drives** - The DSM-600 does not require you to reboot the system when adding USB drives to the network, thus eliminating downtime. You can safely remove the USB drives using the **Dismount** button on the back of the DSM-600.

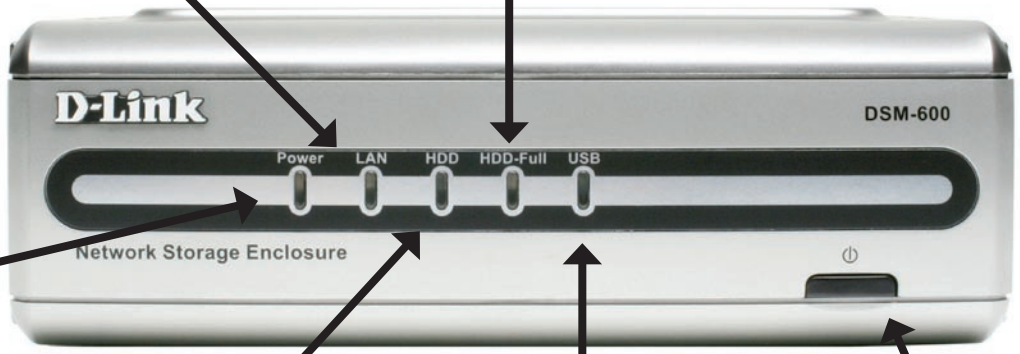
- **Plug & Play** - Through plug and play setup, installing the DSM-600 into your network has never been easier. Simply connect the DSM-600 to an Ethernet port on your network router or switch, insert an internal IDE drive, plug in USB hard drives or flash drives (optional), and configure additional setup options using the Web-based configuration utility.

- **Web-based Configuration Utility** - Additional setup options can be configured using the built-in Web-based configuration utility including firmware upgrade, user creation, folder assignment, scheduled downloads, and DHCP/ static network settings.

- **Backup Function** - You can schedule the DSM-600 to automatically create full or incremental backups of important information from the network.

Hardware Overview

Front Panel



HDD-Full LED
Indicates that the internal hard drive is out of space.

LAN LED
Solid indicates an Ethernet connection. Blinking indicates traffic at the Ethernet port.

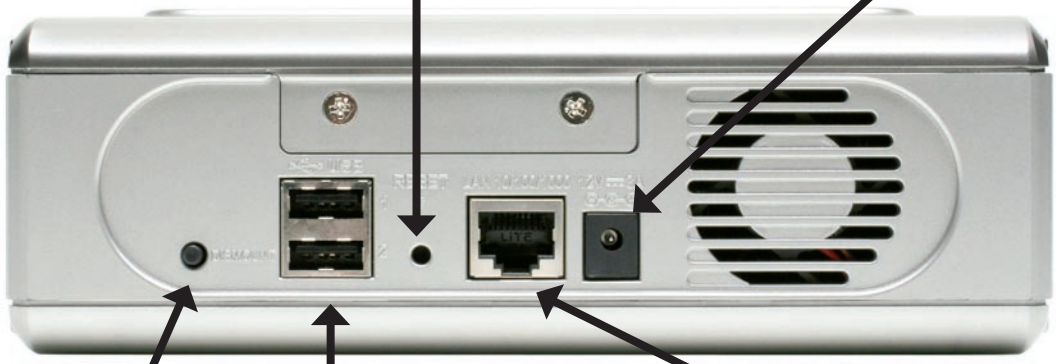
Power LED
Solid indicates a connection to a good power source. Blinking indicates startup, rebooting, or formatting.

HDD LED
Indicates activity on the internal hard drive.

USB LED
A solid light indicates that a USB drive is connected. Blinking indicates the USB drive is being detected when first plugged in.

Power Button
Press to turn the device on. To turn off, hold button in until the unit shuts off.

Rear Panel



Reset Button
Pressing the reset button for 10 seconds with a paper clip will restore the unit to the original factory default settings. The button is inside the hole to prevent an accidental reset.

Power Receptor
Receptor for the supplied power adapter.

Dismount Button
Press to safely remove USB drives from the DSM-600.

USB 2.0 Ports
Use these ports to connect USB 2.0 drives. USB 1.1 drives may also be connected but will be limited to USB 1.1 speed.

LAN Port
Connects to your Ethernet network. The LAN port supports Auto MDI/MDI-X, allowing you to connect a straight-through or crossover cable.

Hardware Installation

Internal Hard Drive

WARNING: Disconnect the power cord before inserting or removing the internal hard disk drive.

A. Unscrew the two screws on the back panel of the DSM-600 to remove the cover.

B. Connect the IDE cable to the IDE cable connector on your hard drive.

Note: Make sure the jumper setting on your hard drive is set to *Master* or *Cable Select*.

C. Connect the power cable to the power connector on your hard drive.

D. While facing the back of the DSM-600, insert the right side of the hard drive into the case. Once in place, snap down the left side.

E. Use the mounting screw to secure the hard drive to the DSM-600.Replace the cover and screw the two screws on the back panel of the DSM-600.

F. Connect an Ethernet cable to the Ethernet jack located on the back of the DSM-600 for initial setup.

Note: It is required that an Ethernet cable is used during initial setup.

G. Connect the power adapter to the power receptor on the back panel. Then plug the other end of the power adapter into a wall outlet or power strip. After pressing the power button, the power LED will blink as the device is starting. The power LED will become solid when the DSM-600 is ready for use.

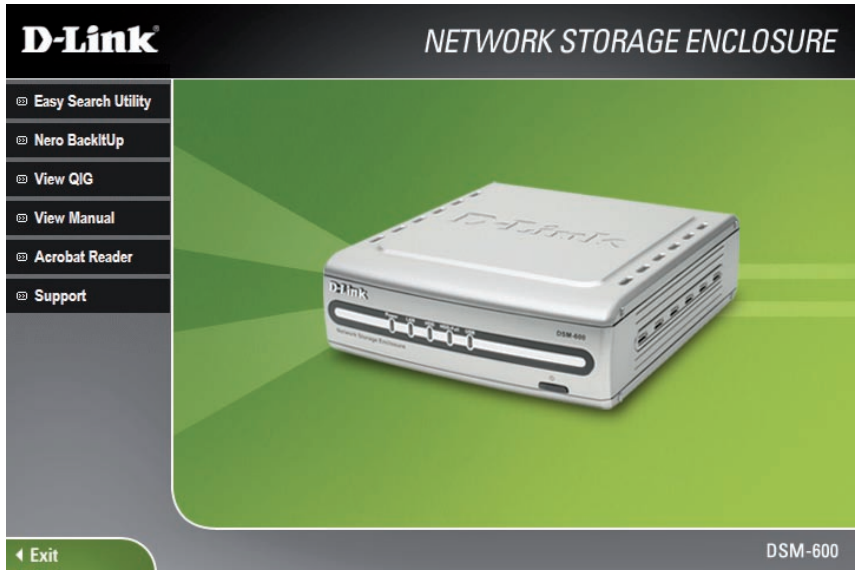
Note: When you first power on and access the web-based configuration, the DSM-600 will offer to format your hard drive if it is unformatted. This process may take several minutes depending on the size of your hard drive. During this process, the power LED will blink. Do not power the unit off during this process. Once the power LED is solid, you may then access the web- based configuration of the DSM-600.

Mapping a Drive

You can use the D-Link Easy Search Utility to map drives to your computer.

Insert the DSM-600 CD into your CD-ROM drive.

Click **Easy Search Utility**

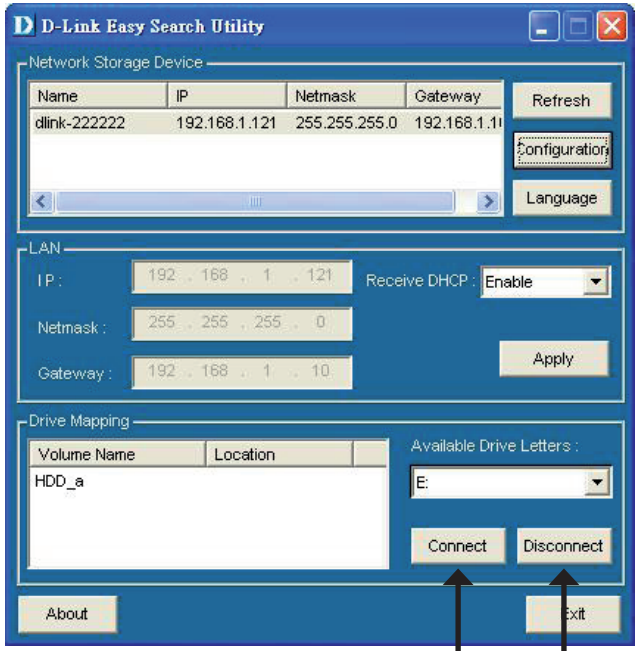


Highlight an available DSM-600

Available shares will be displayed under **Drive Mapping**. Highlight the share you want to map.

Select an available drive letter from the drop-down menu and click **Connect**.

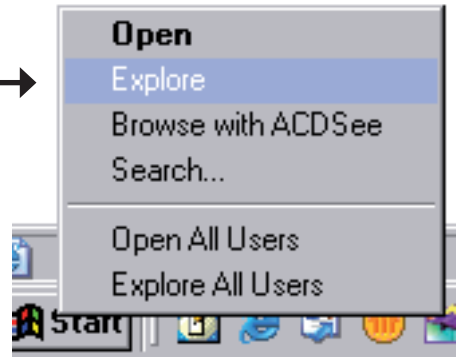
Click **Disconnect** to remove the selected mapped drive.



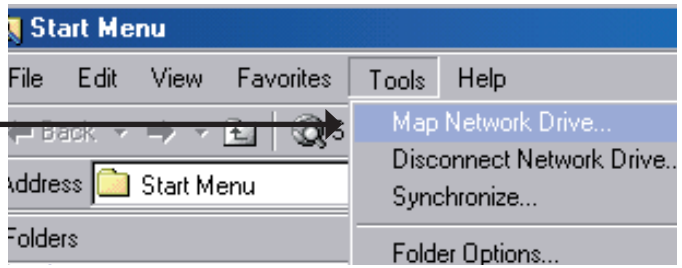
Once connected, your mapped drive(s) will appear in **My Computer**. From your desktop, double-click the **My Computer** icon and then double-click your mapped drive to access files and folders.

As an alternate method, you can access the DSM-600's internal/USB drive(s) by mapping the shared folders as drives in Windows. Please see the following instructions for mapping a drive so that it is accessible from the My Computer screen.

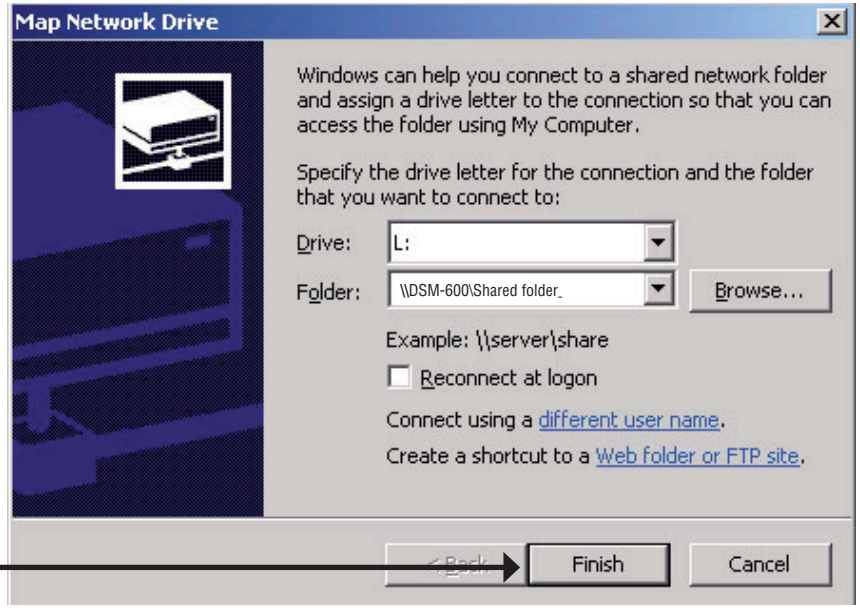
Right-click **Start** and click **Explore**



Click **Tools** and click **Map Network Drive**



Select an available drive letter and click **Browse** to locate your shared DSM-600 folder.

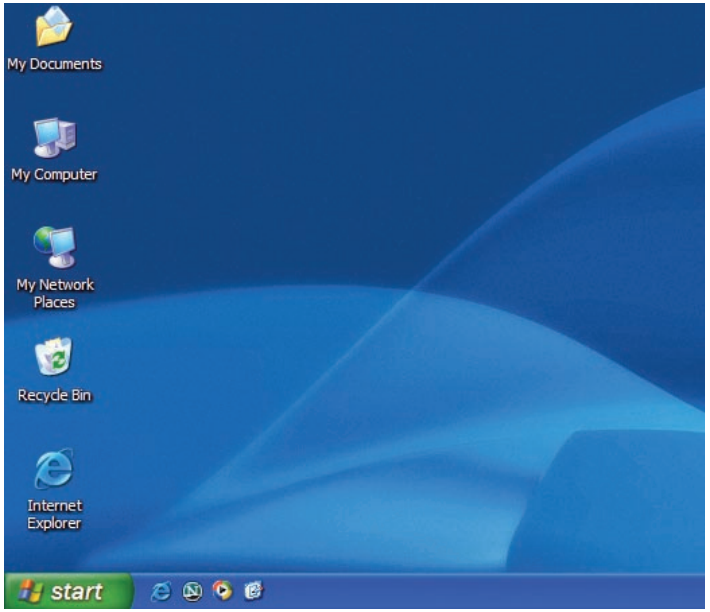


You will find the DSM-600 shared folder under the **Workgroup Name** that you entered into the Setup Wizard or in the Home > LAN screen of the Configuration Utility.

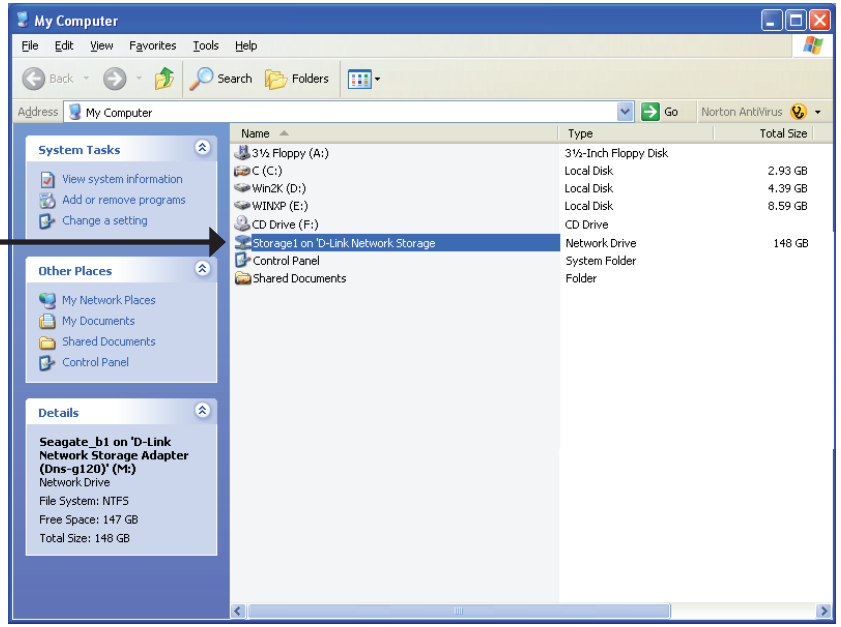
Click **Finish**

Once connected, all mapped drives will appear in My Computer.

Double-click the **My Computer** icon on your desktop



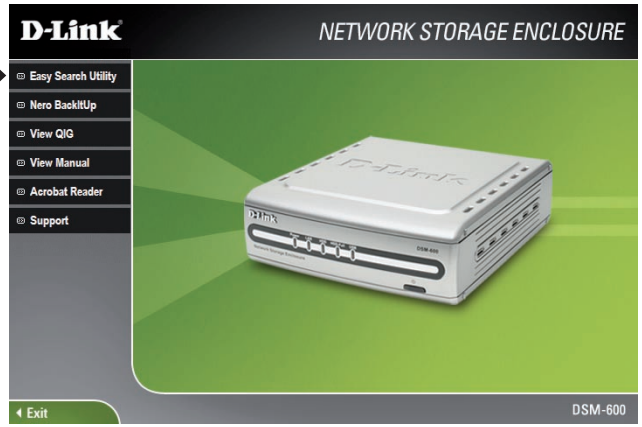
Double-click on the mapped drive to access files and folders.



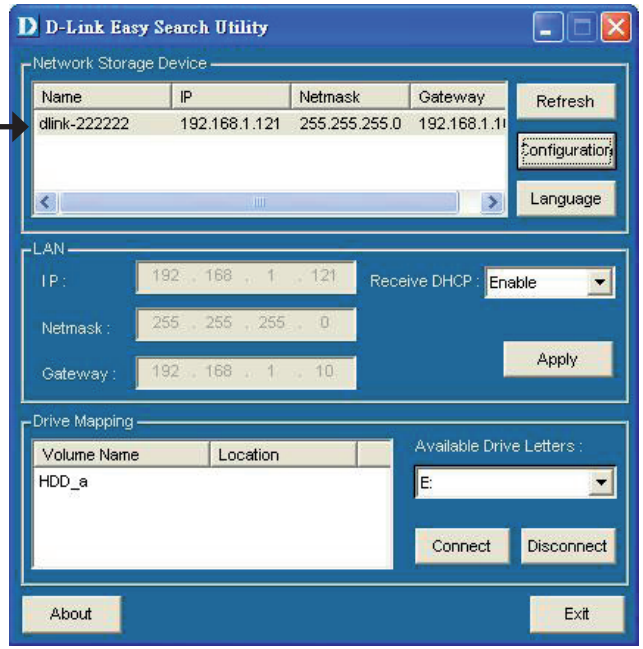
Using the Configuration Utility

Insert the DSM-600 CD into your CD-ROM drive.

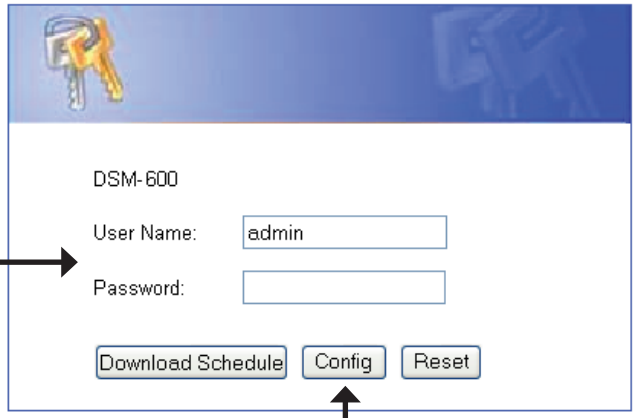
Click **Easy Search Utility**



Highlight an available DSM-600 and click **Configuration** to access the web-based utility.



The logon screen will appear.



Type **admin** for the username and leave the password field blank.

Click **Config**

Once you have logged in, the **Home** screen will appear.

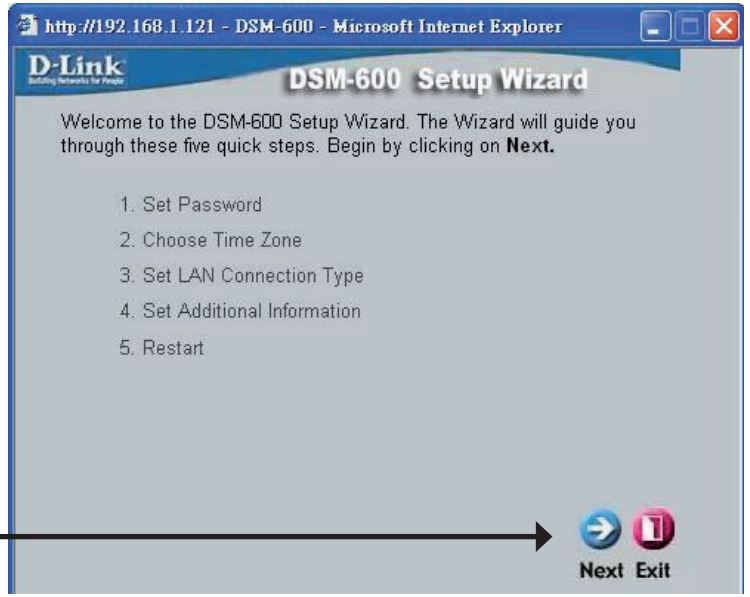
Wizard

The Home > Wizard screen will appear. Click **Run Wizard** and the **Setup Wizard** will guide you through the basic configuration. For a tour of the **Wizard**, please see the following pages in this section.

Using the Setup Wizard

The Wizard will guide you through five steps:

- Password
- Time Zone
- LAN Connection Settings
- Additional Settings



Click **Next**

Create a new password for your DSM-600.

Click **Next**

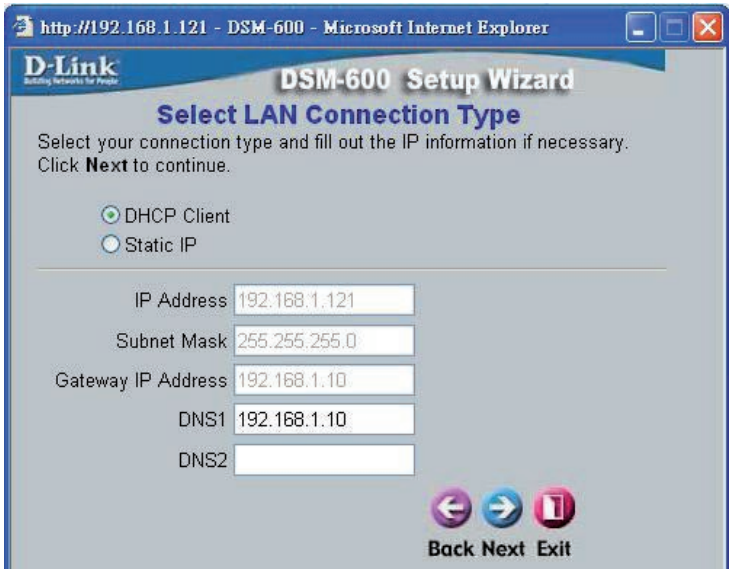
Select your Time Zone from the drop-down menu.

Click **Next**

Select either Static or Dynamic IP address. When Static is selected, you will fill in these fields:

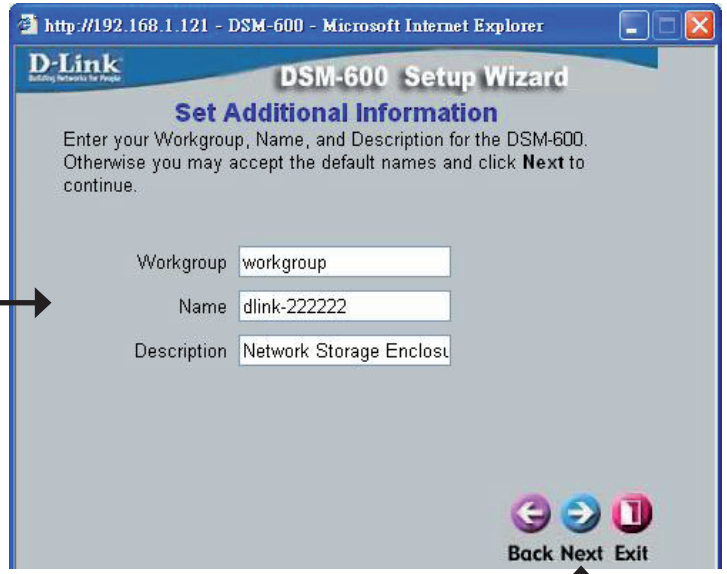
Static IP Address
Subnet Mask
Gateway Address - Usually the LAN address of your router.
DNS Address - A Domain Name Server translates Domain names into IP addresses.

Select **DHCP Client** when you have a DHCP server in your network. No other configuration is required on this screen when Dynamic IP address is selected.

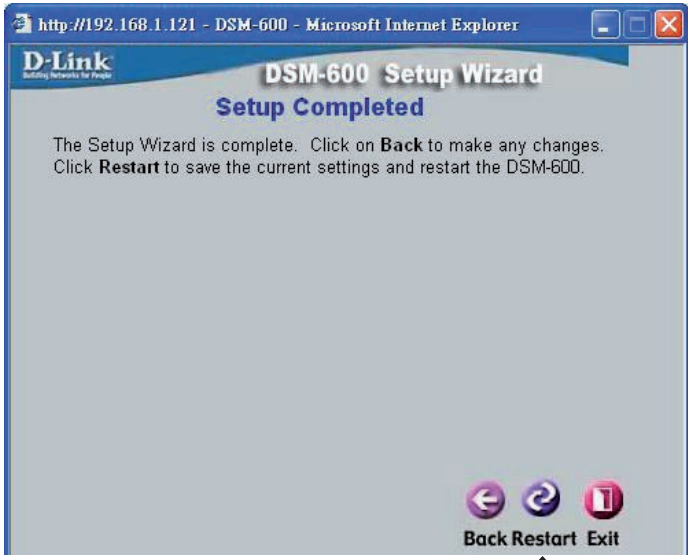


Click **Next**

Enter the **Workgroup** name, a **Name** for the DSM-600 (useful if you have multiple storage enclosures on your network), and a **Description**.



Click **Next**



Click **Restart**

You have completed the basic configuration using the setup wizard!

Home
LAN

Speed: Displays the current speed of the LAN port.

Link Speed: Select **Auto** (recommended) or **1000** and then click **Apply**.

DHCP Client/ Static IP: Select either **DHCP Client** (default) if you have a DHCP server or router on your network, or **Static IP** if you want to assign the network settings manually.

IP Address: Enter the IP address of the DSM-600 here, when Static IP is selected.

Subnet Mask: Enter the subnet mask here, when Static IP is selected.

Gateway Address: Enter the gateway address here, when Static IP is selected. This is normally the LAN address of your router.

DNS1/DNS2: DNS (Domain Name System) is an Internet service that translates domain names into IP addresses. Enter a DNS address here. If you are using a router in your network, you can usually enter the router's LAN IP address as the DNS address.

Apply: Click **Apply** to save the changes.

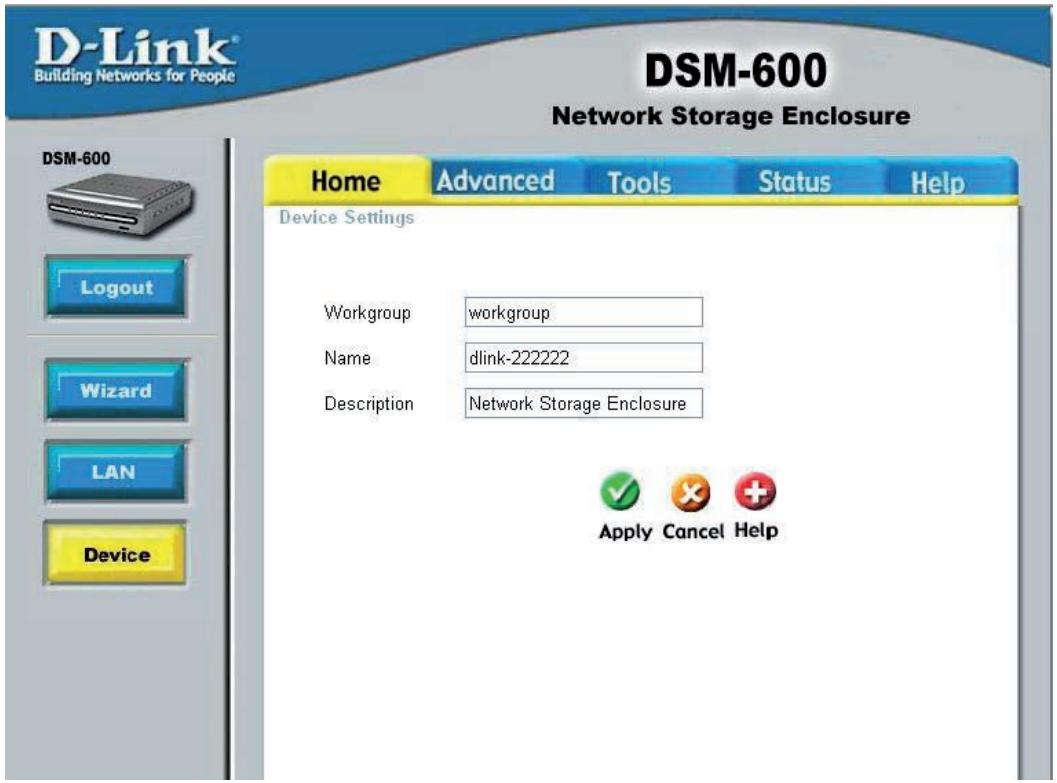
You may also change the LAN IP address using the D-Link Easy Search Utility. Please refer to the appendix at the end of this manual for this process.

Device

Workgroup: Enter workgroup name of your network.

Name: Enter a name for the DSM-600 device. The default device name of the DSM-600 is dlink - xxxxxx, where xxxxxx is the last six digits of the MAC address.
This is useful if you have more than one DSM-600s on the network.

Description: Enter a description of the DSM-600.



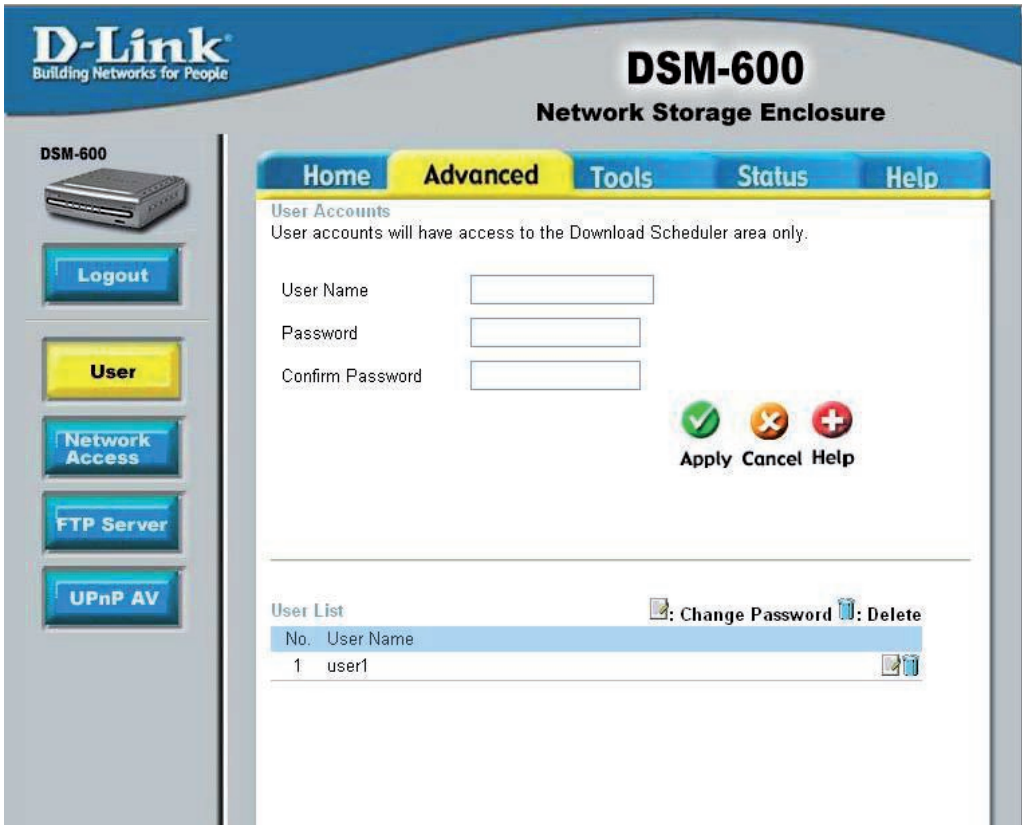
Advanced
User

User Name: Enter a user name.

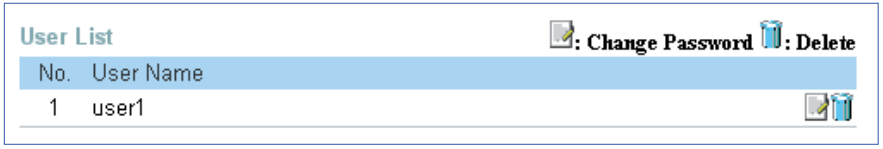
Password: Enter a password for the user.

Comfirm Password: Enter the password again for confirmation.

Apply: Click **Apply** to save your settings.



Users you create will be listed under ***User List***.



To change a current user's password, click the icon next to a user listed under ***User List***. Click **Apply** to save any changes.

To delete a user, click the icon next to a user listed under ***User List***. Click **Apply** to save any changes.

You will need to create users for assigning permissions, using FTP, and using the download schedule section.

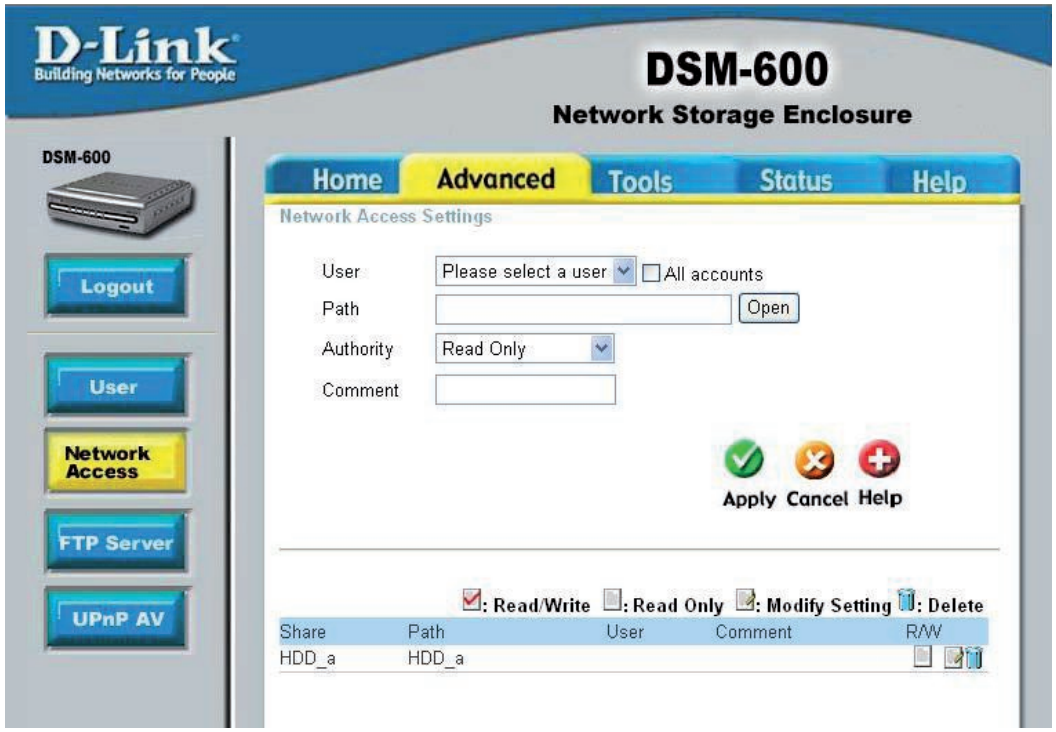
Network Access

User: Select a user from the drop-down menu or check **All Accounts**.

Path: Click **Open** and select the folder from the internal/USB drive that you would like to create the rule for.

Authority: Select **Read Only** or **Read/Write** from the drop-down menu.

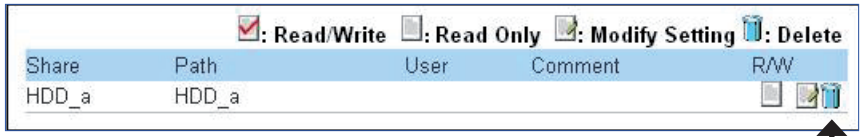
Comment: Enter a comment regarding the rule (optional).



By default, all users on your local network will have read/write permissions to all files and folders on the internal/USB drive(s) that are connected to the DSM-600. This “rule” will be displayed in the list similar to the picture above.

Note: Currently, you may only assign Read Only permissions to the USB drive(s) if formatted with NTFS (English only). To assign read/write permissions, USB drive(s) must be formatted with FAT32, EXT2, or EXT3.

To create a network access rule, you must first delete the default rule by clicking on the trash can icon. Once the rule is deleted, users will not be able to access the internal/USB drive(s) until new rules have been created.



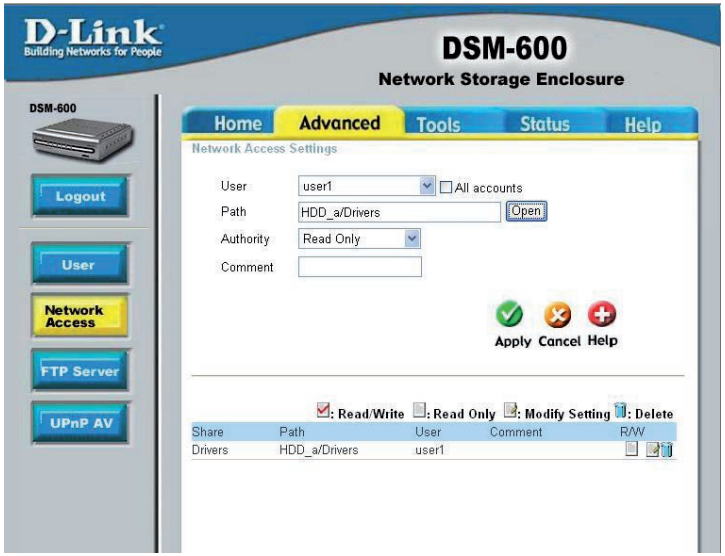
Click the trash can icon to delete the rule.

Example

In the example below, permissions are set for the folder "**Drivers**" on the internal drive named "**HDD_a**". Two users (user1 and user2) were created (refer to page 50 on creating users).

User1 has been assigned read/write permissions for the Drivers folder (as seen in the network access list).

User2 will be assigned read only permissions for the Drivers folder. Once the settings are applied, User2 will appear in the network access list.



You may edit a rule from the list by clicking on the icon.

To delete a rule from the list, click on the icon.

FTP Server

User: Select a user from the drop-down menu or check **All Accounts**. *Anonymous* will always be listed as a user.

Path: Click Open and select the folder from the interneal/USB drive that you would like to create the rule for.

Root: Check the Root box to select the root level of all the drives at once.

Authority: Select Read Only or Read/Write from the drop-down menu.

Add: Click **Add** to add the rule.

Max User: Select the maximum number of users allowed to connect via FTP at one time from the drop-down menu.

Idle Time: Select the idle time (1-10 minutes). Users will be disconnected when idle for the specified amount of time.

Port: You may change the port used for FTP. The default port is 21.

Flow Control: Select Unlimited or enter a data rate (x10 KB) for restricted data flow. This setting is only necessary where network traffic is significant and can be affected by FTP server activity.

Path: Displays current FTP users, paths, and permissions.

FTP Server Status: Displays the current information regarding the FTP server.

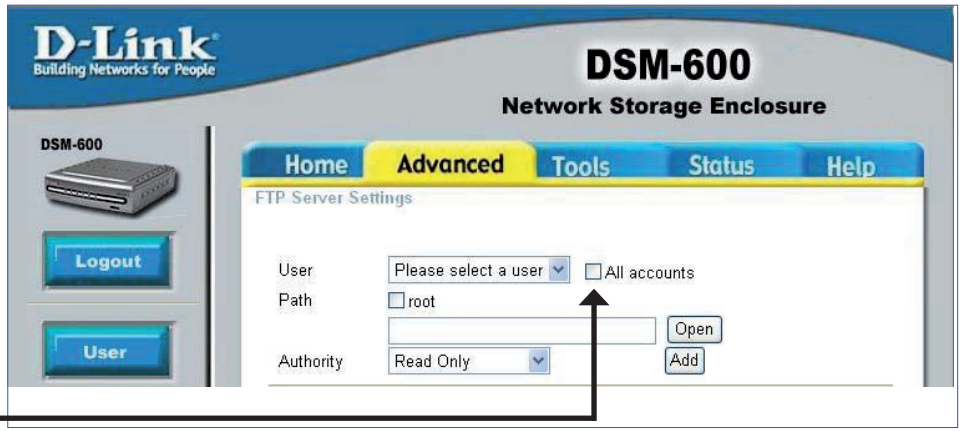
You may edit a rule from the list by clicking on the icon.

To delete a rule from the list, click on the icon.

Example:

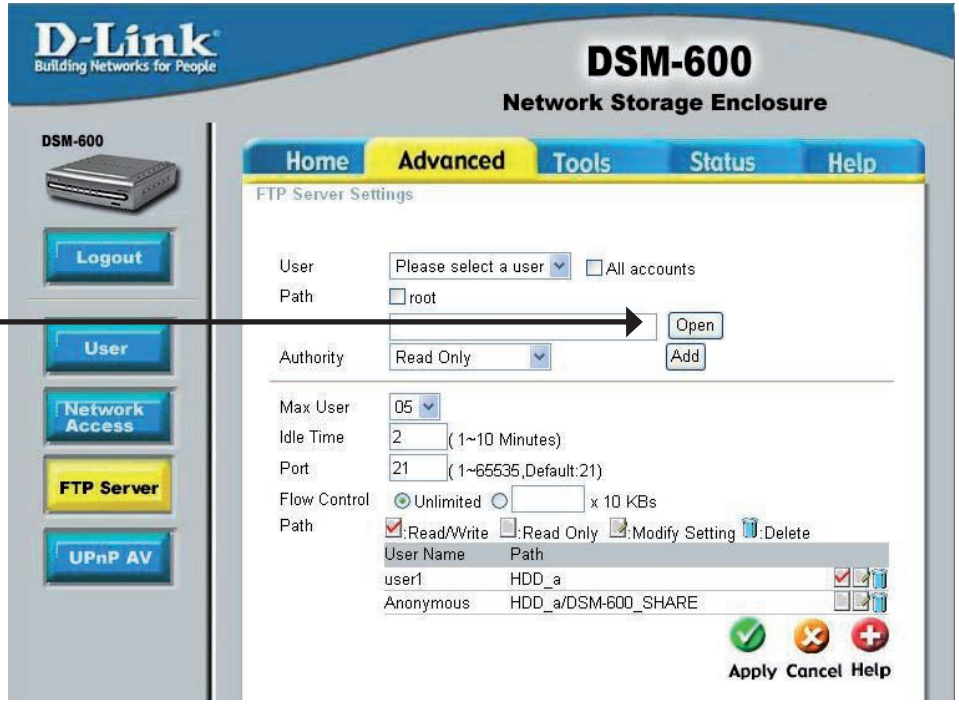
Log into the web-based configuration by launching the Easy Search Utility or by opening a web browser and entering **http://device name,** where device name is the name assigned to the DSM-600. If you did not change the name, the default name is “dlink-xxxxxx” where xxxxxx is the last six digits of the DSM-600’s MAC address. You may also enter the IP address of the device.

Click **Advanced** and then click **FTP Server**.

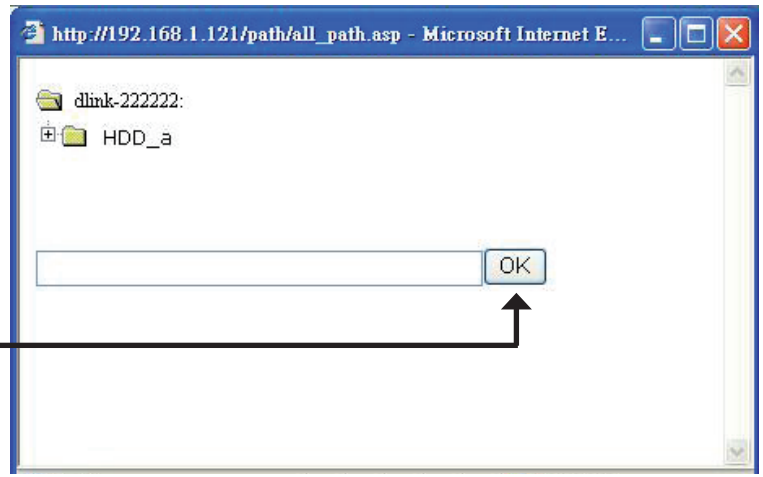


Select a user from the drop-down menu or check **All Accounts**.

Click **Open** to select the folder you want to allow FTP access to. Check **Root** to assign access to all the drives at once.

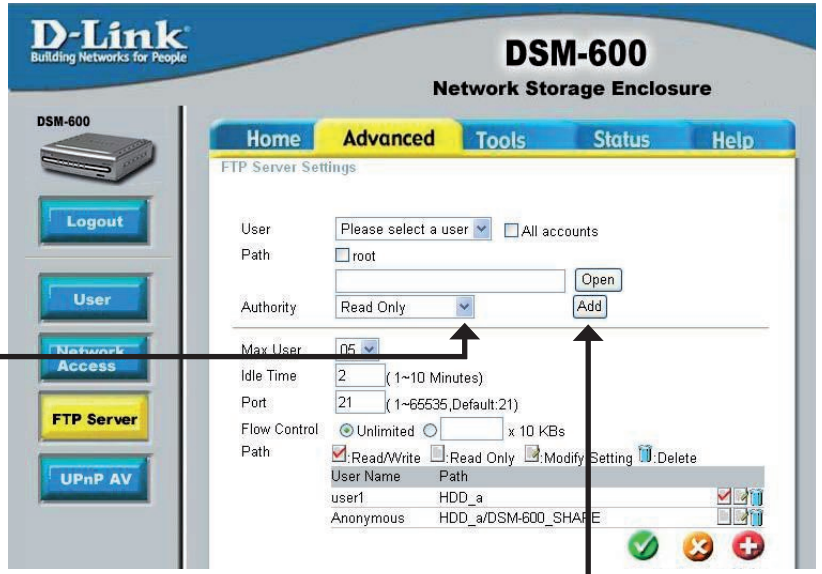


If Root is not checked, select the folder and click **OK**. Click the **+** sign to expand the folder tree.

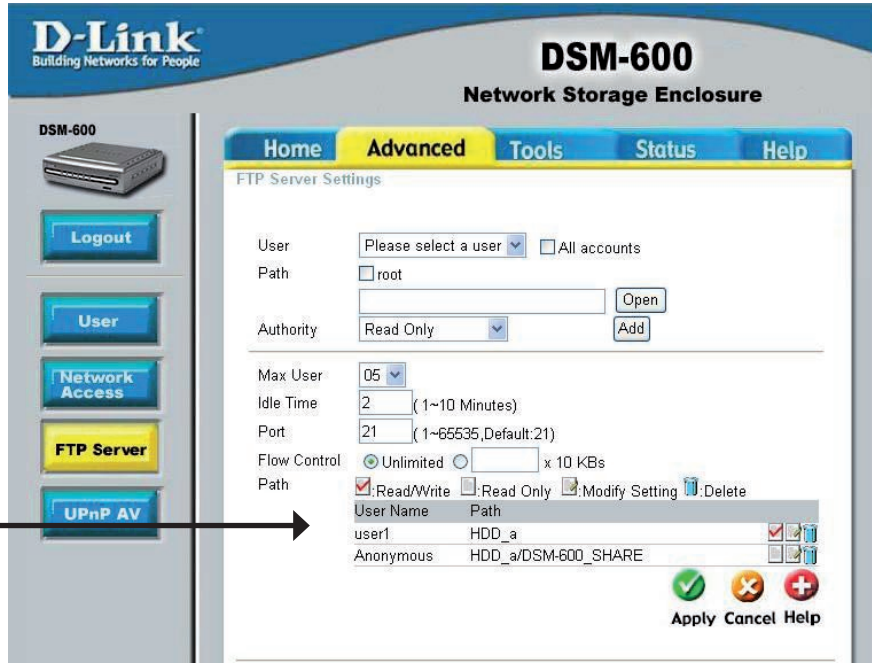


Select **Read Only** or **Read/Write**.

Click **Add**.



The rule will be listed under Path. The rule shown will allow an anonymous user access to the root folder on the drive with Read-Only permissions.



You may edit a rule from the list by clicking on the icon. To delete a rule from the list, click on the icon.

To access the FTP server from your local network, open a web browser and enter **ftp://device name,** where device name is the name assigned to the DSM-600. If you did not change the name, the default name is “dlink-xxxxxx” where xxxxxx is the last six digits of the DSM-600’s MAC address. You may also enter the IP address of the device.

If you are behind a router, you will need to forward the FTP port to the DSM-600. Additional filtering and firewall settings may need to be modified on your router to allow FTP access to the DSM-600 from the Internet. Once the port is forwarded to the DSM-600, users from the Internet will enter ftp:// followed by the WAN IP address of the router (e.g. ftp://64.56.23.111).

If you are using a D-Link router, such as the WBR-2310 used in the example below, your port forwarding rule should be similar to the following:

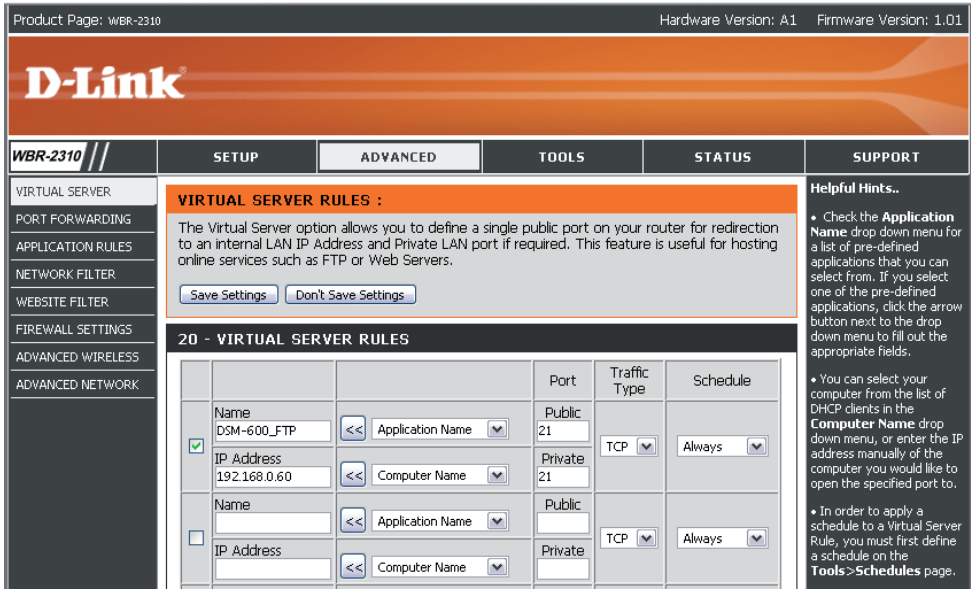
Name Name the DSM-600 FTP server rule.

IP Address Enter the IP address of the DSM-600.

Public Port Enter the public FTP port. By default, the port is 21.

Private Port Enter the private FTP port. By default, the port is 21.

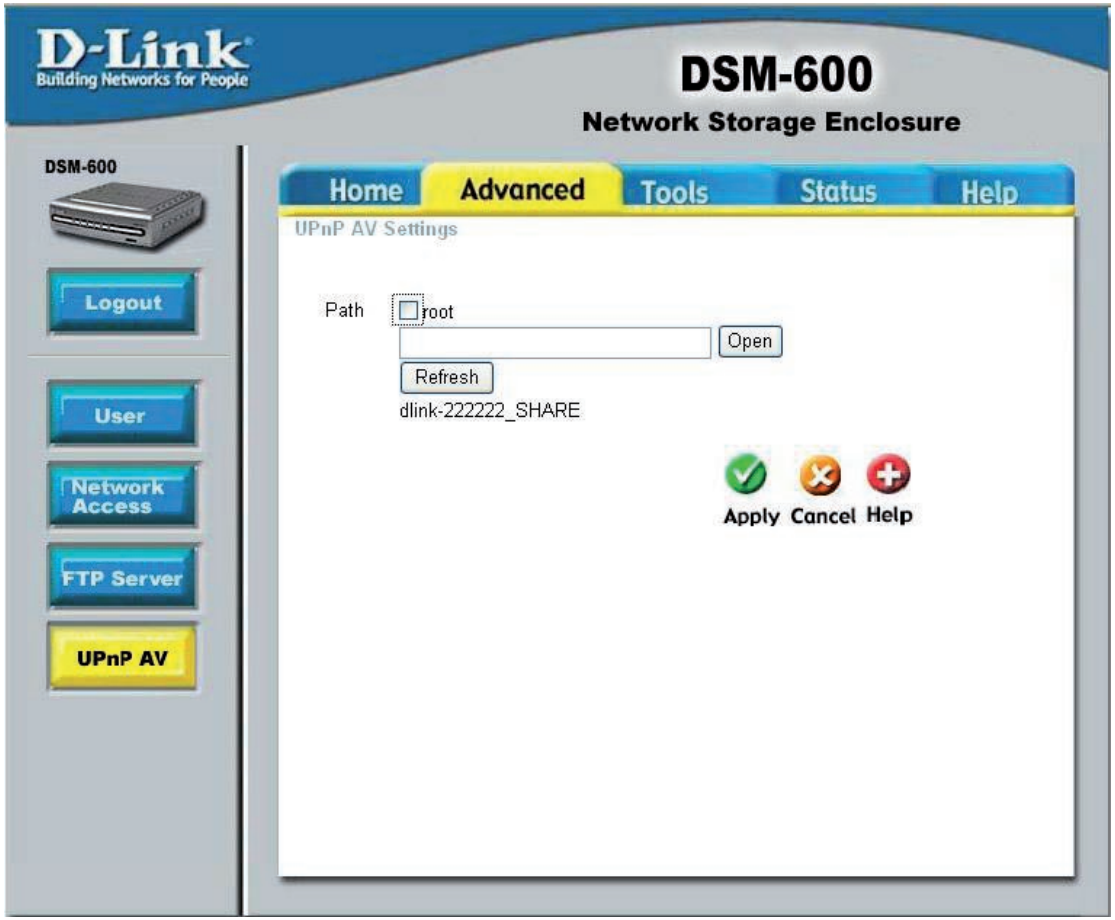
Traffic Type Set the traffic type to **TCP**.



If you are using a port other than 21, you must enter a colon (:) followed by the new port number in the URL to connect (e.g. ftp://ftp.mysite.com**:3000**).

Please consult your router’s user manual for more information on port forwarding.

UPnP AV



The DSM-600 has a built-in media server that can be used with media streaming devices. Click **Open** to locate the folder which contains your media files (video, music, and photos).

Root: checking “root” will allow UPnPAV access to all drives and all folders.

Refresh: Clicking the **Refresh** button is necessary wherever you add new content to the hard drive. You UPnP AV media player will not find this new content until you click **Refresh**.

Tools
Admin

User Name: The user name is set to admin. You cannot change the user name.

Password: Enter the old password.

New Password: Enter your new password.

Comfirm Password: Enter your new password again.

Apply: Click Apply to save your new password.

Time

This section will set the DSM-600 internal clock. It is important that accurate time is set for scheduled downloading and backup of files and folders.

Current Time is displayed in 24-hour format (e.g. 14:00 is 2:00pm). Current Date is displayed in Month/Day/Year format.

Default NTP Server: Network Time Protocol (NTP) synchronizes clocks on devices in the network, using internet time servers. This field is optional.

Set time from my computer: Synchronize the time from the computer you are currently using. Click the Set Time button to set the DSM-600 internal clock to the local PC time.

Set the Time: Select the appropriate date and time from the drop-down boxes provided. Click the Set Time button to set the DSM-600 internal clock to the changes made.

Time Zone: Select the time zone.

Daylight Saving Time: Select to enable daylight savings.

Apply: Click Apply to save your settings.

System

System Restart: Click **Restart** to reboot your DSM-600.

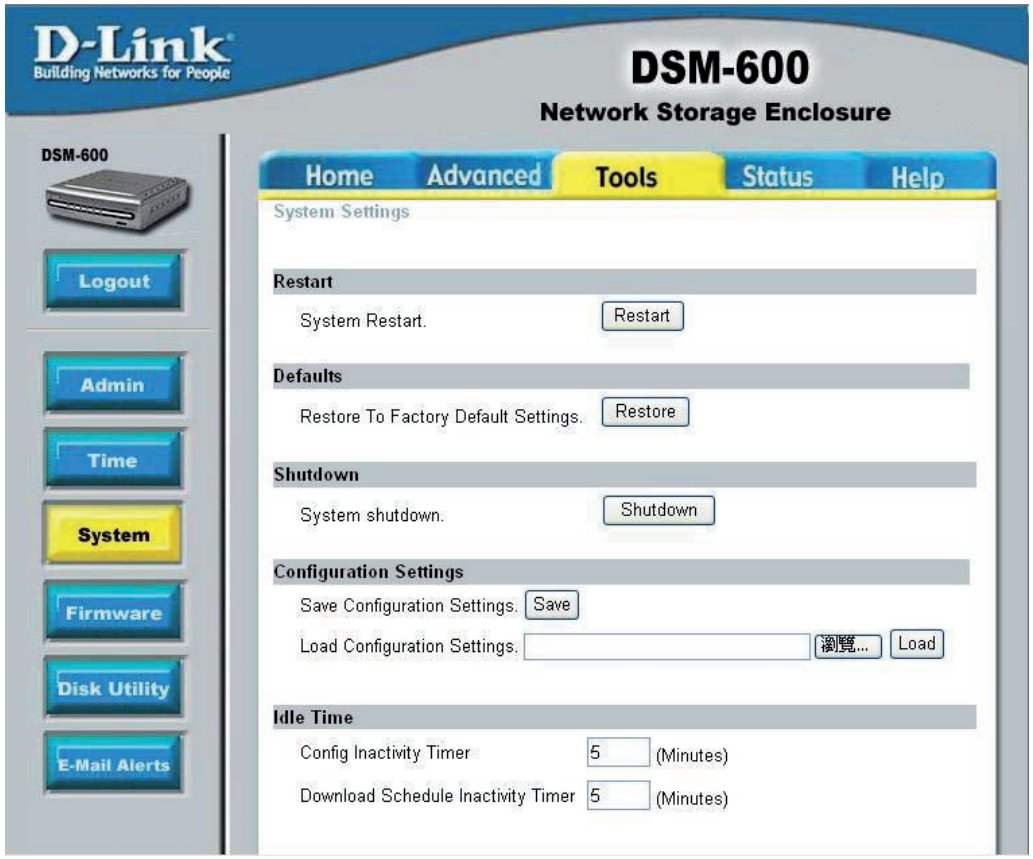
Restore to Factory Defaults: Click **Restore** to reset the DSM-600 back to the factory default settings - erasing all changes you have made.

System shutdown: Click shutdown to turn off your DSM-600

Configuration Settings: You can save all device settings to a file which can be saved to your computer. Then later, if something happens and you need your settings back, you can load them up again by loading this file.

Idle Time: Enter the time (in minutes) for the idle time in both the Scheduling and Config sections. Users will be logged off if the idle time is exceeded.

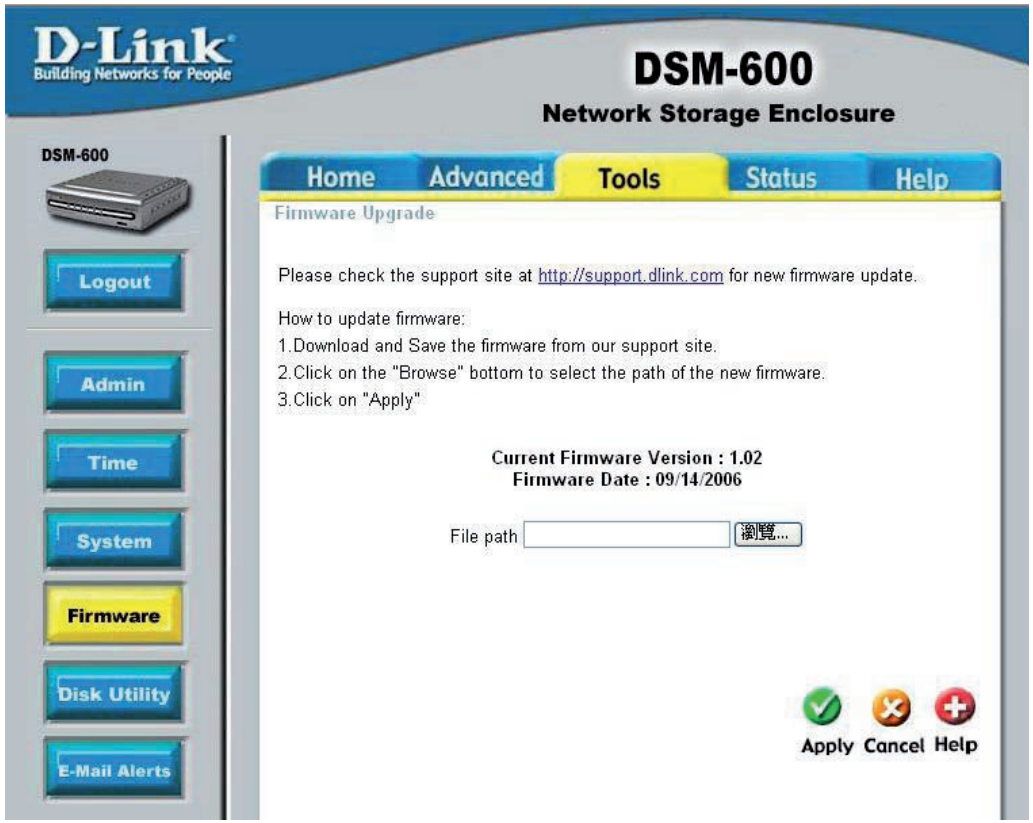
Apply: Click **Apply** to save your settings.



Firmware

Browse: Afer you have downloaded the firmware upgrade file to your hard drive, click Browse to find the upgrade. When you have found it, click Open in the browser window and click Apply in this screen to begin the firmware upgrade.

When the “upgrade is complete” message appears, click Restart. After the login screen appears, wait until the power LED stops blinking before logging into the DSM-600.



Disk Utility

Disk: Select the hard drive you would like to format from the drop-down menu. Formatting the drive will erase all data on the drive.

File System: Select the file type you want to format your drive to: **EXT3**, **EXT2**, or **FAT32**.

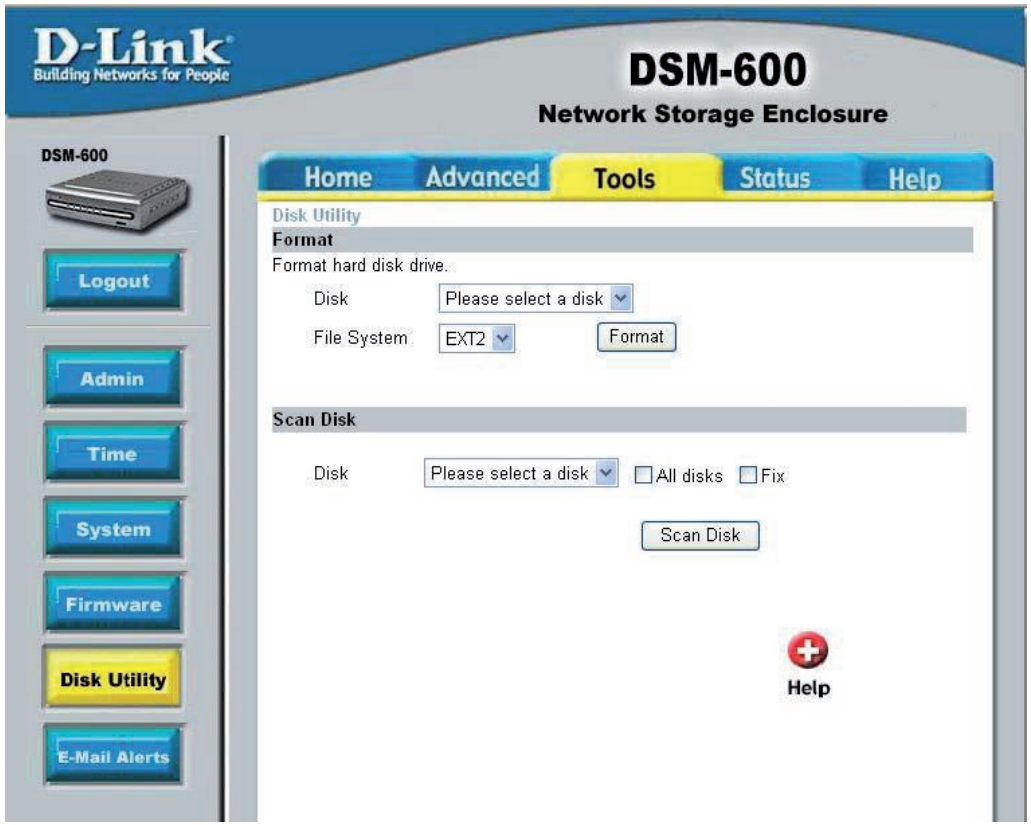
Format Button: Click the **Format** button to start the formatting process.

Scan Disk: Select the hard drive you want to scan for errors from the drop-down menu.

All Disk: Check to select all drives.

Fix: The DSM-600 will automatically fix any errors found. You cannot uncheck this option.

Scan Disk Button: Click the **Scan Disk** button to start the scanning process.



E-mail Alerts

Login Method: Select either **Account** or **Anonymous**.

User Name: Enter your user name used to connect to your email account (only when Account is selected).

Password: Enter your password (only when Account is selected).

SMTP Server: Enter the IP address or DNS name (e.g.mail.myisp.net).

Sender Email: Enter the "from" email address (e.g. log@dsmg600.com). This address does not have to be a valid address. If your email client software is filtering spam, make sure you "allow" this email address to be received.

Reciever Email: Enter the email address you want to send the alerts to.

Space Status: Check to send information on the amount of space available. You may select a time interval of how often to send the email.

Disk Full: Check to send an email when the disk is full.

Hard Drive Failure: Check to send an email when the hard drive fails.

Administrator Password Changed: Check to send an email when the admin password has been changed.

Firmware Upgrade: Check to send an email when the firmware has been updated.

Overheat: If the internal temperature goes over the specified number, an e-mail will be sent to notify you. This number is set to the 'danger level' by default but can be adjusted to whatever you want.

Test Email Button: Click to send a test email to verify your login settings.

Status

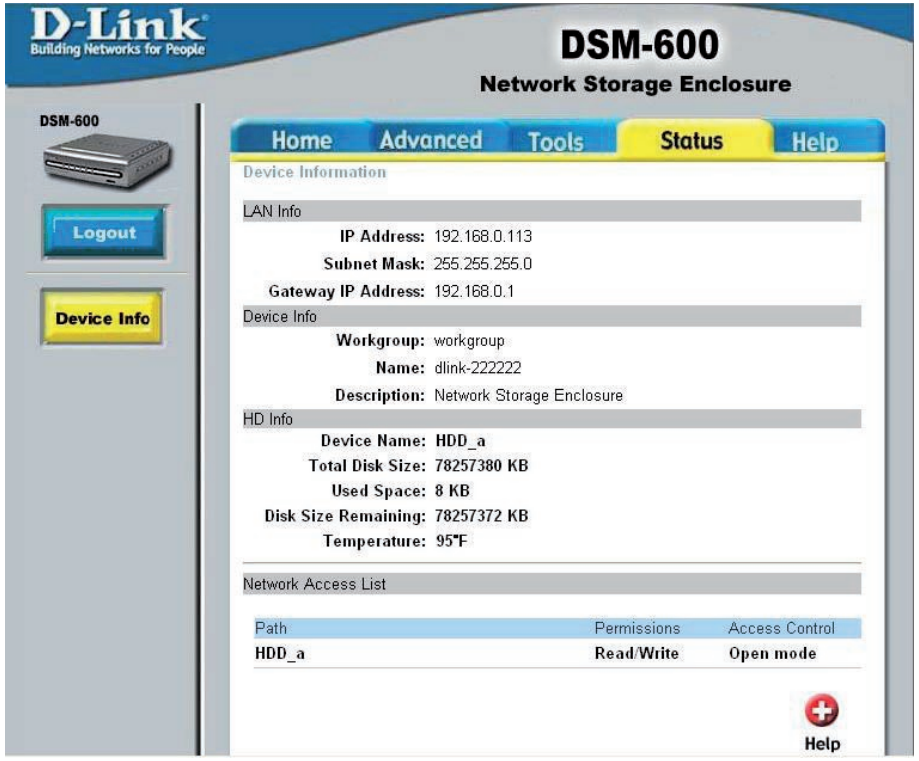
Device Info

LAN Info: The LAN Info section will display the network settings of the DSM-600.

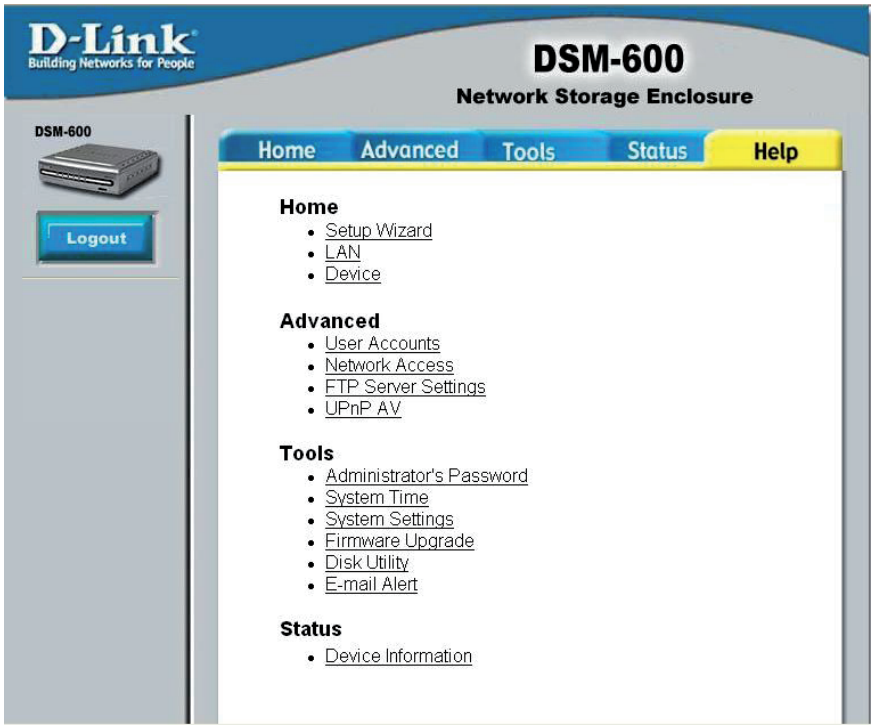
Device Info: The workgroup, name, and description of the DSM-600 will be displayed in this section.

Internal HD Info: Displays information about your internal/USB hard drive such as total size, space used, and space available.

Network Access List: Current shares and permissions will be displayed in this section.



Help



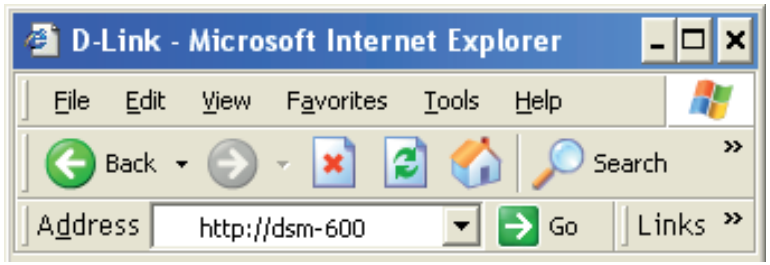
This section lists all of the available help topics for reference. Click on a topic to view the online help information.

Download Scheduling

This function will allow the user to set up scheduled folder or file downloads and backup jobs.

To log into the web-based configuration of the DSM-600, you may run the Easy Search Utility included on your CD or type in **http://dsm-600** into a web browser.

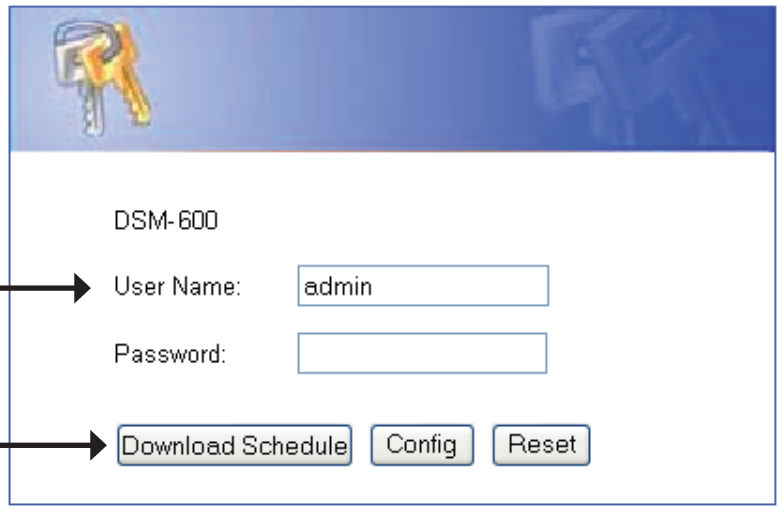
Open your Web browser and type **http://dsm-600** into the URL address box and then press the **Enter** or **Return** key.



The logon screen will appear.

Type **admin** for the username and leave the password field blank.

Click **Download Schedule.**

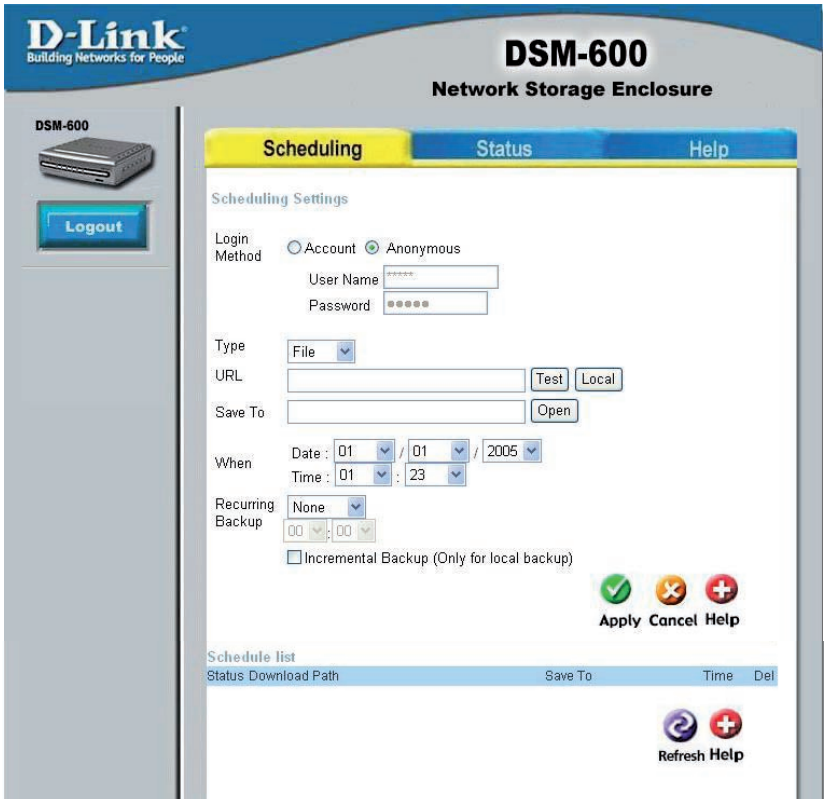


Login Method: Select the appropriate login method to access files for download:

· **Account** – If the download site employs restricted access, check this button and enter in the User Name and Password in the appropriate fields provided below this button.

· **Anonymous** – Click this button if this job is a local (drive/PC to drive) backup or the download site does not require any login information.

Type: Select the file or folder depending on what you want to download or backup.



URL: Enter a valid URL to the remote location from which you wish to initiate a file or folder transfer.

To download from a remote FTP or HTTP server, refer to the following examples of valid URL formats:

· **ftp://123.45.67.89/Test** (for a folder download from a FTP server)

· **ftp://123.45.67.89/Test/hello.txt** (for a single file download from a FTP server)

· **http://www.abc123.org/test.txt** (for a single file download from a HTTP server)

To initiate a transfer of a shared file or folder from a networked PC, refer to the following example of the valid URL format.

· **\\192.168.0.100\Test.txt**

The PC's internal IP address must be known and be accessible to the DSM-600 on the network.

Test: This button is provided to test the given URL to make sure it is valid as well as the user name/password authentication set in **login method**.

Local: This button will let you set the source file or folder from any internal IDE/external USB drive connected to the DSM-600. When you click on the button, a window will appear with a graphical representation of the folder structure on the internal IDE/external USB drive(s).

To select a folder, click on the plus sign next to the internal IDE/external USB drive name to reveal all sub-folders available. When the folder you want is displayed, click on the folder name, scroll to the bottom of the folder structure, and verify the correct folder path is listed.

If the folder path is correct, click on the OK button to accept.
If you wish to specify a single file to transfer, follow the above process to select the desired folder and then manually type in the file name at the end of the folder path displayed in the URL field.

Save To: Enter a valid destination folder path to an attached internal IDE/external USB drive on DSM-600. Click on the **Open** button to begin the browsing process.

When: Enter the date and time you wish the file or folder transfer to commence. The current date and time according the DSM-600 internal clock will be displayed in the various drop-down boxes that appear as a reference point. The format of the date is Year/Month/Day. The time is set and displayed in 24 hour format.

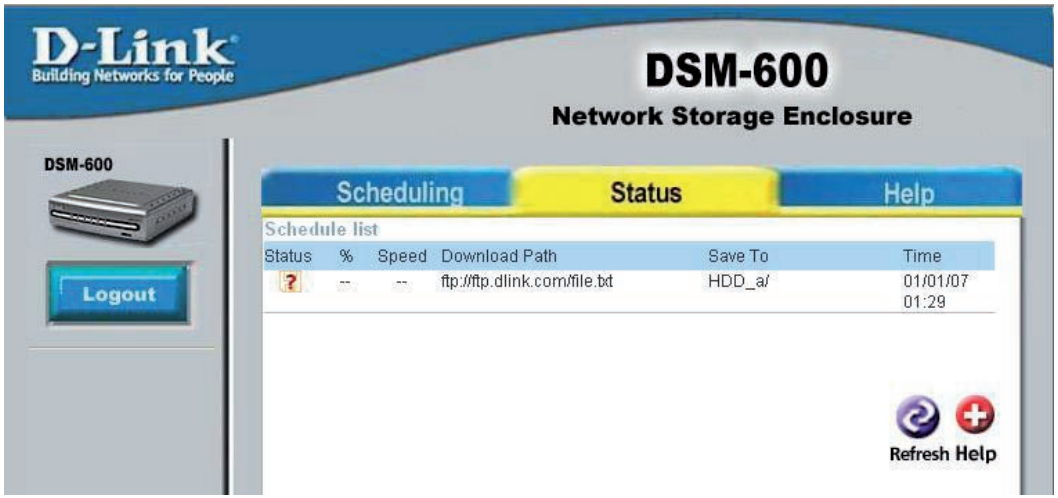
Recurring Backup: If you wish to make unattended backups at regular intervals, then designate the appropriate interval (e.g. daily, weekly, or monthly) and specific time for the backup to occur.

Incremental Backup: By default all backups and file/folder downloads are in Overwrite mode. This means that files at the destination drive/folder with identical names will be written over by the source files (also known as “Full Backup”). If the Incremental Backup option is checked, then DSM-600 will compare identical file names at source and destination by Last Modified Date/Time and overwrite the destination if the source is more recent.

Note: Incremental Backup is not available for HTTP or FTP downloads as the Last Modified Date/Time is not accessible at the remote location.

Schedule List: The Schedule List will display all completed, active, and pending scheduled transfer or backup jobs. Additional options are available to initiate or cancel an active or pending backup job immediately.

Scheduling Status



The Status Schedule List will show pending or completed download events. Current download statistics, such as % completed and download speed are displayed for each event. The icons below represent the current status of each event.

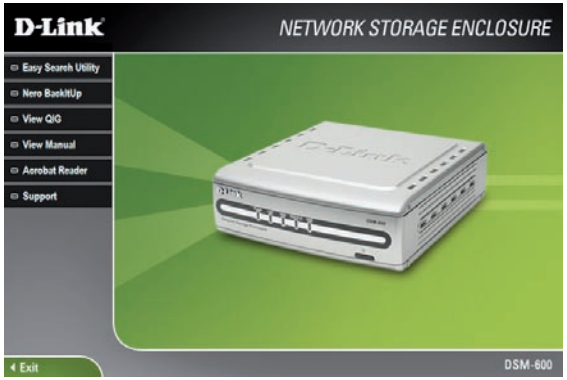
- Download Successful
- Download Failed
- Download Pending
- Waiting
- Link File
- Download in Progress

Using the Easy Search Utility

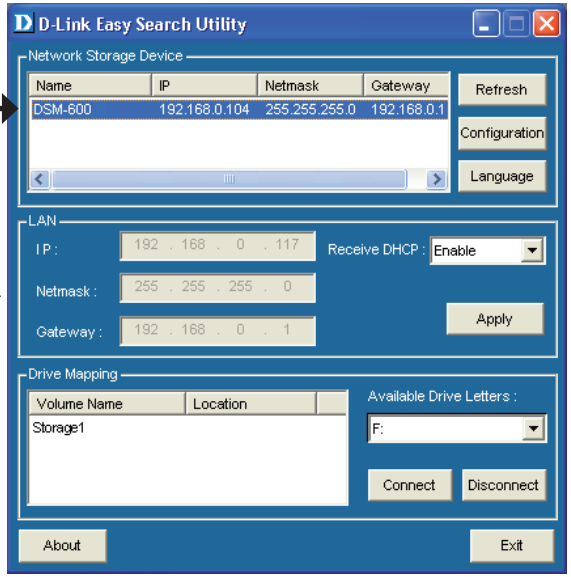
The D-Link Easy Search utility will allow you to connect to the web-based configuration utility, assign IP address settings to the DSM-600, and map drives to your computer.

Insert the DSM-600 CD into your CD-ROM drive.

Click **Easy Search Utility**.



Highlight an available DSM-600 and click **Configuration** to access the web-based utility.



To assign a static IP, highlight the DSM-600 and select **Disabled** from the DHCP Client drop-down menu. Enter the new IP address and network settings. Click **Apply** to save the settings.

Refer to page 12 for Mapping a Drive instructions.

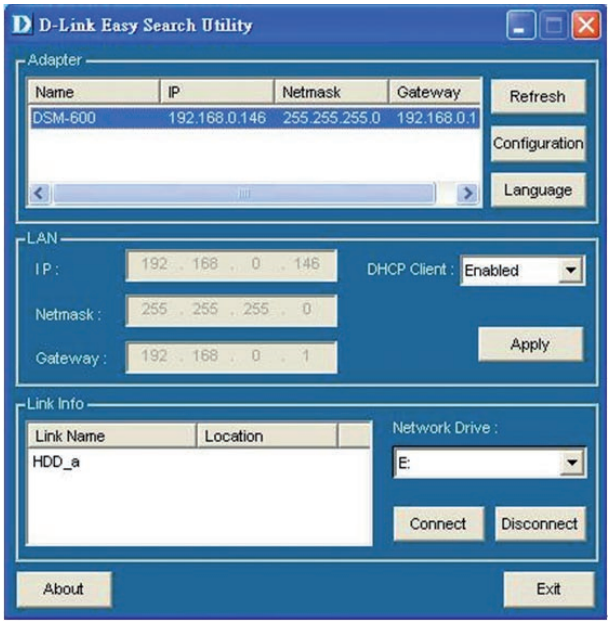
Storing non-English Character Files

If you are storing non-English character files, you will need to change the Language setting from the Easy Search utility to ensure full compatibility with those files.

Insert the DSM-600 CD into your CD-ROM drive.

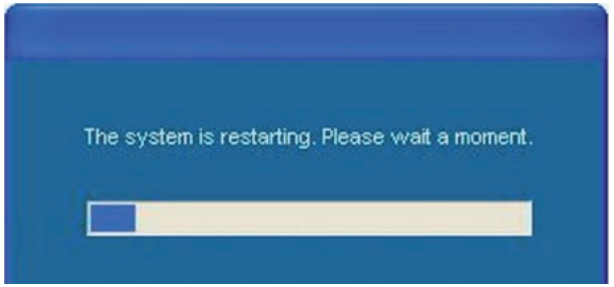
Click Easy Search Utility.

Highlight an available DSM-600 and click **Language**



Select the appropriate language from the drop-down menu and click OK.

The DSM-600 will restart.



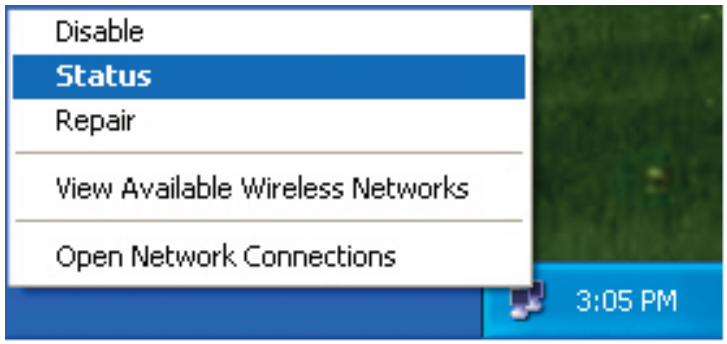
Note : Changing the language setting will NOT change the display language of the user interface. It is only for supporting non-English character file names.

Networking Basics

Checking the IP Address in Windows XP

The computers in your network must be in the same IP Address range (see Getting Started in this manual for a definition of IP Address Range). To check the IP Address of the adapter, please do the following:

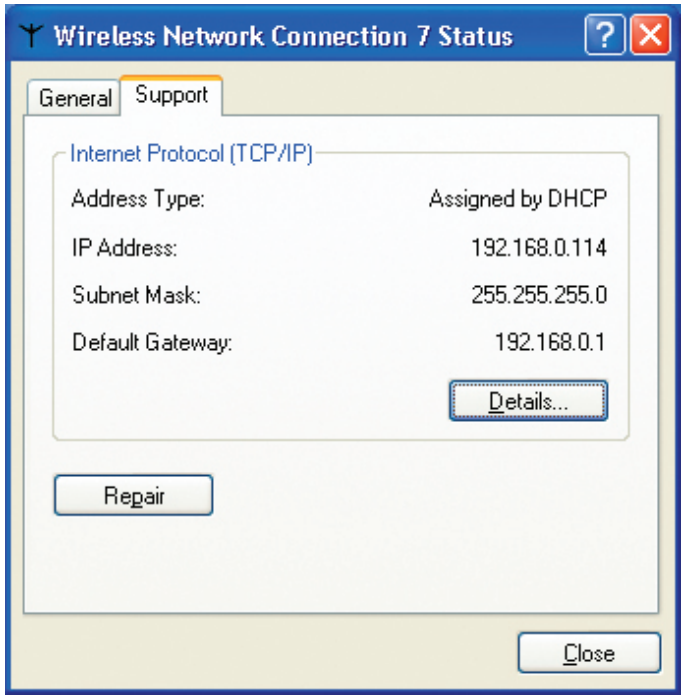
• Right-click on the **Local Area Connection** Icon in the task bar.



• Click on **Status**.

This window will appear:

• Click the **Support tab**. This screen will list your IP address, subnet mask, and the default gateway.



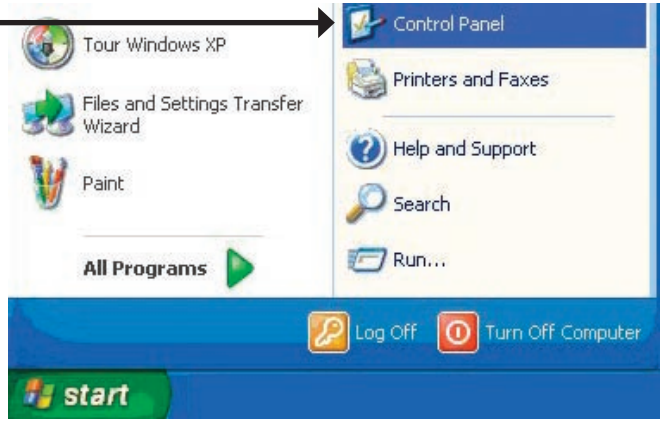
• Click **Close**.

Assign a Static IP Address (Windows® XP/2000)

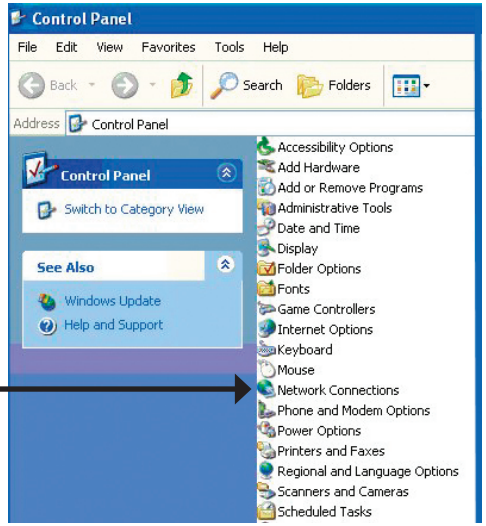
Note: DHCP enabled routers will automatically assign IP addresses to the computers on the network, using DHCP (Dynamic Host Configuration Protocol) technology. If you are using a DHCP-capable router you will not need to assign a static IP address.

If you are not using a DHCP capable router, or you need to assign a static IP address, please follow these instructions:

Go to **Start** and double-click on **Control Panel**.

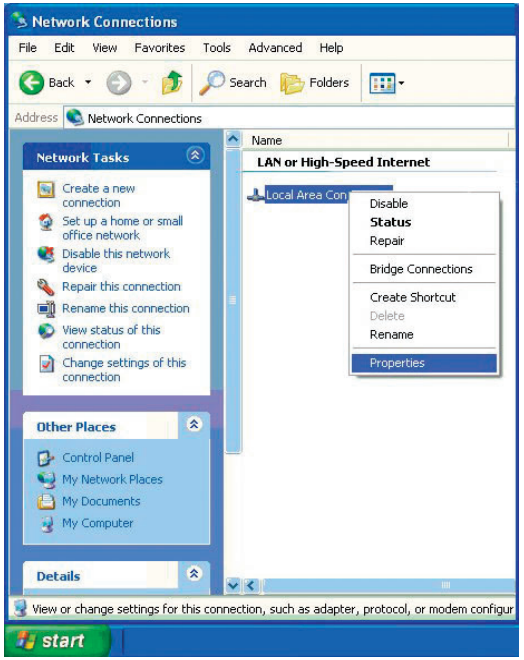


Double-click on **Network Connections.**



• Right-click on the **Local Area Connection** icon in the task bar.

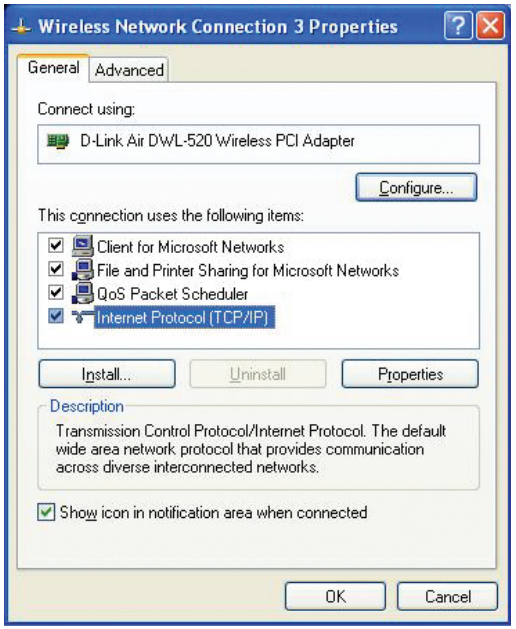
• Double-click on **Properties**.



• Click on **Internet Protocol (TCP/IP)**.

• Click **Properties**.

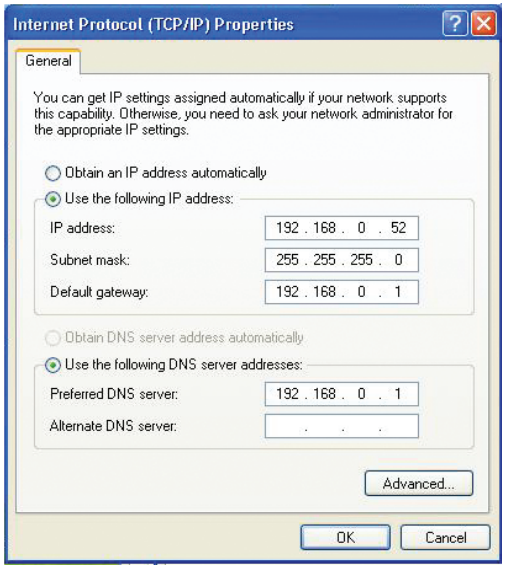
• Input your **IP address and subnet mask**. (The IP addresses on your network must be within the same range. For example, if one computer has an IP address of 192.168.0.3 and 192.168.0.4. The subnet mask must be the same for all the computers on the network.)



- Input your DNS server addresses. **(Note: If you are entering a DNS server, you must enter the IP address of the default gateway.)**

The DNS server information will be shipplied by your ISP (Internet Service Provider.) transmissions bolt up to 3vze engine

- Click **OK**



Technical Specifications

Standards
- IEEE 802.3
- IEEE 802.3u
- IEEE 802.3ab

Device Management
- Web-Based - Internet Explorer v6 or later; Netscape Navigator v7 or later; or other Java-enabled browsers.

Ports
- 1 10/100/1000 Gigabit Ethernet Port
- 2 USB 2.0 Ports
- Power

Power
- Output12V, 3A
- Max Power 36W, 100-110V

Weight
1.7 lbs.

LEDs
- Power
- LAN
- HDD
- HDD Full
- USB

Temperature
- Operating: 32ºF to 131ºF (0ºC to 55ºC)
- Storing: -4ºF to 158ºF (-20ºC to 70ºC)

Humidity
- 5%-90% (non-condensing)

Certifications
- FCC Part 15 Class B

Dimensions
- L = 7.69 inches
- W = 6.96 inches
- H = 2.41 inches

Warranty
- 1 Year

Contacting Technical Support

Before you contact technical support, please have the following ready:

- Model number of the product (e.g. DSM-600)
- Hardware Revision (located on the label on the bottom of the router (e.g. rev B1))
- Serial Number (s/n number located on the label on the bottom of the router).

You can find software updates and user documentation on the D-Link website as well as frequently asked questions and answers to technical issues.

Technical Support

You can find software updates and user documentation on the D-Link website.

Tech Support for customers within Australia:

D-Link Technical Support over the Telephone:

1300-766-868

Monday to Friday 8:00am to 8:00pm EST

Saturday 9:00am to 1:00pm EST

D-Link Technical Support over the Internet:

http://www.dlink.com.au

email:support@dlink.com.au

Tech Support for customers within New Zealand:

D-Link Technical Support over the Telephone:

0800-900-900

Monday to Friday 8:30am to 8:30pm

Saturday 9:00am to 5:00pm

D-Link Technical Support over the Internet:

http://www.dlink.co.nz

email:support@dlink.co.nz

Technical Support

You can find software updates and user documentation on the D-Link website.

Tech Support for customers within South Eastern Asia and Korea:

D-Link South Eastern Asia and Korea Technical Support over the Telephone:

+65-6895-5355

Monday to Friday 9:00am to 12:30pm, 2:00pm-6:00pm Singapore Time

D-Link Technical Support over the Internet:

email:support@dlink.com.sg

Technical Support

You can find software updates and user documentation on the D-Link website.

Tech Support for customers within India

D-Link Technical Support over the Telephone:

+91-22-26526741

+91-22-26526696 –ext 161 to 167

Monday to Friday 9:30am to 7:00pm

D-Link Technical Support over the Internet:

http://ww.dlink.co.in

http://www.dlink.co.in/dlink/drivers/support.asp

ftp://support.dlink.co.in

email: techsupport@dlink.co.in

Technical Support

You can find software updates and user documentation on the D-Link website.

D-Link provides free technical support for customers for the duration of the warranty period on this product.

Customers can contact D-Link technical support through our web site or by phone.

Tech Support for customers within the Russia

D-Link Technical Support over the Telephone:

(495) 744-00-99

Monday to Friday 10:00am to 6:30pm

D-Link Technical Support over the Internet:

http://www.dlink.ru

email: support@dlink.ru

Technical Support

You can find software updates and user documentation on the D-Link website.

Tech Support for customers within the U.A.E & North Africa:

D-Link Technical Support over the Telephone:
(971) 4-391-6480 (U.A.E)
Sunday to Wednesday 9:00am to 6:00pm GMT+4
Thursday 9:00am to 1:00pm GMT+4
D-Link Middle East & North Africa

D-Link Technical Support over the Internet:
http://support.dlink-me.com
email:support@dlink-me.com

Tech Support for customers within Israel:

D-Link Technical Support over the Telephone:

(972) 9-9715701

Sunday to Thursday 9:00am to 5:00pm

D-Link Technical Support over the Internet:

http://www.dlink.co.il/support/

e-mail: support@dlink.co.il

Tech Support for customers within Turkey:

D-Link Technical Support over the Telephone:

0090 312 473 40 55

Monday to Friday 9:00am to 6:00pm

D-Link Technical Support over the Internet:

http://www.dlink.com.tr

e-mail: turkiye@dlink-me.com

Tech Support for customers within Egypt:

D-Link Technical Support over the Telephone:

+202-2919035, +202-2919047

Sunday to Thursday 9:00am to 5:00pm

D-Link Technical Support over the Internet:

http://support.dlink-me.com

e-mail: amostafa@dlink-me.com

Technical Support

You can find software updates and user documentation on the D-Link website.

Tech Support for customers within South Africa and Sub Sahara Region:

D-Link South Africa and Sub Sahara Technical Support over the Telephone:

+27-12-665-2165

08600 DLINK (For South Africa only)

Monday to Friday 8:30am to 9:00pm South Africa Time

D-Link Technical Support over the Internet:

http://www.d-link.co.za

email:support@d-link.co.za

Technical Support

You can find software updates and user documentation on the D-Link website.

Tech Support for Latin America customers:

D-Link Technical Support over the followings Telephones:

Argentina: 0800-666 1442	Monday to Friday 09:00am to 22:00pm
Chile: 800-214 422	Monday to Friday 08:00am to 21:00pm
Colombia: 01800-700 1588	Monday to Friday 07:00am to 20:00pm
Ecuador: 1800-777 711	Monday to Friday 07:00am to 20:00pm
El Salvador: 800-6137	Monday to Friday 06:00am to 19:00pm
Guatemala:1800-300 0017	Monday to Friday 06:00am to 19:00pm
Panama: 0800-560 0193	Monday to Friday 07:00am to 20:00pm
Peru: 0800-52049	Monday to Friday 07:00am to 20:00pm
Venezuela: 0800-100 3470	Monday to Friday 08:00am to 21:00pm

D-Link Technical Support over the Internet:

www.dlinkla.com

www.dlinklatinamerica.com

email:support@dlink.cl

Tech Support for customers within Brazil:

D-Link Technical Support over the Telephone:

0800-7014104

Monday to Friday 8:30am to 18:30pm

D-Link Technical Support over the Internet:

www.dlinkbrasil.com.br

email:suporte@dlinkbrasil.com.br

Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. (“D-Link”) provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

Limited Warranty:

D-Link warrants that the hardware portion of the D-Link product described below (“Hardware”) will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below (“Warranty Period”), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

Limited Software Warranty:

D-Link warrants that the software portion of the product ("Software") will substantially conform to D-Link's then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days ("Software Warranty Period"), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link's functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by DLink in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

Non-Applicability of Warranty:

The Limited Warranty provided hereunder for Hardware and Software portions of D-Link's products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold "As-Is" without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

Submitting A Claim:

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow DLink to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.

- The customer must obtain a Case ID Number from D-Link Technical Support at 1-877-453-5465, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization ("RMA") number by completing the RMA form and entering the assigned Case ID Number at https://rma.dlink.com/.

- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. DLink will only replace the defective portion of the product and will not ship back any accessories.

- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery ("COD") is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

What Is Not Covered:

The Limited Warranty provided herein by D-Link does not cover:
Products that, in D-Link's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product.

While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

Disclaimer of Other Warranties:

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

Limitation of Liability:

TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NONCONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

Governing Law:

This Limited Warranty shall be governed by the laws of the State of California. Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and you may also have other rights which vary from state to state.

Trademarks:

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CE Mark Warning:

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

FCC Statement:

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 communication. 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into 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.

For detailed warranty information applicable to products purchased outside the United States, please contact the corresponding local D-Link office.