

How to upgrade the firmware on your NetComm NB5540 Wireless Firewall Router.

This guide will show you how to upgrade the firmware on your NB5540 Wireless Firewall Router. ***Please read the entire document before proceeding with the upgrade.***

It is recommended that you check your current firmware version before attempting to upgrade your unit. If you have the latest version of the firmware and are experiencing no problems with the unit, it is recommended that you do not upgrade.

Why should I upgrade?

New Firmware often includes fixes, patches and improvements to your products function. By upgrading firmware you may solve a particular connection problem or add a new feature that you would like to use. To see what improvements are made in the firmware read the releasenotes.txt file contained in the Zip archive.

Use the check list below to ensure you have everything ready before you upgrade;

Check List

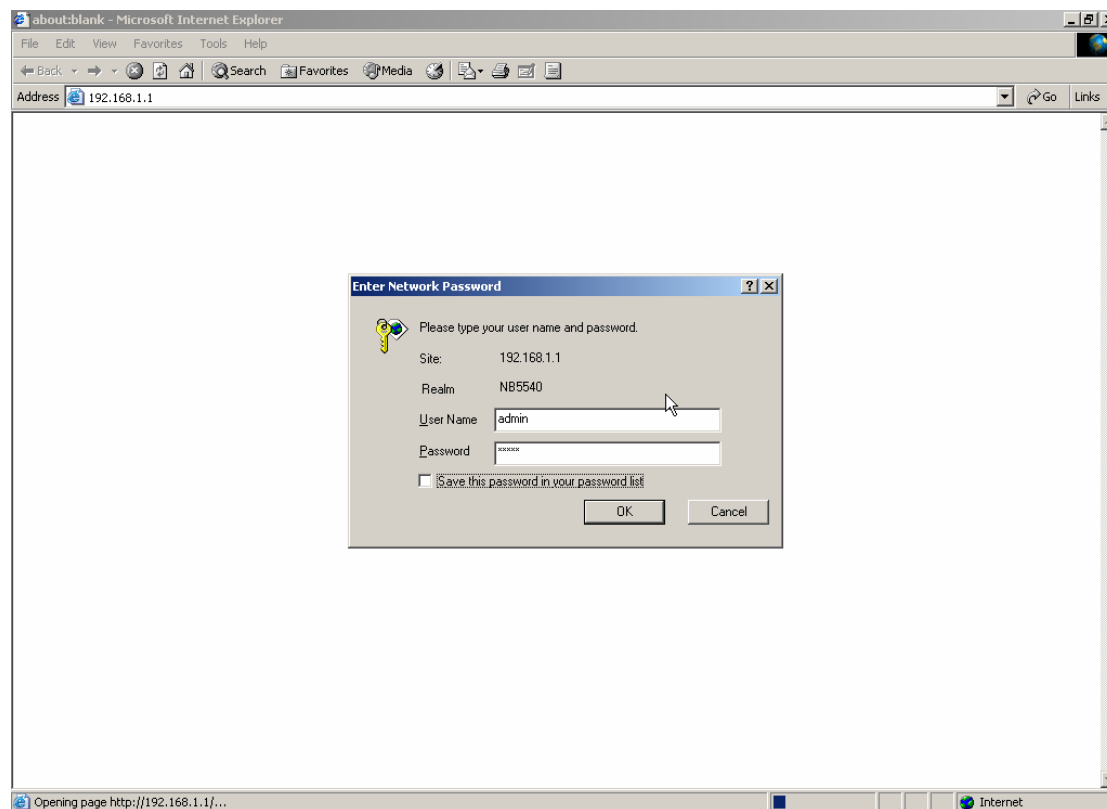
- A Windows (98 or greater) computer with an Ethernet Network socket. • Your NB5540 and power supply
- A Ethernet Network cable (UTP)
- The Zip file archive containing the TFTP.EXE file and the BIN file.

Checking your current firmware version

It is recommended that you check your current firmware version before attempting to upgrade your unit. If you have the latest version of the firmware and are experiencing no problems with the unit, it is recommended that you do not upgrade.

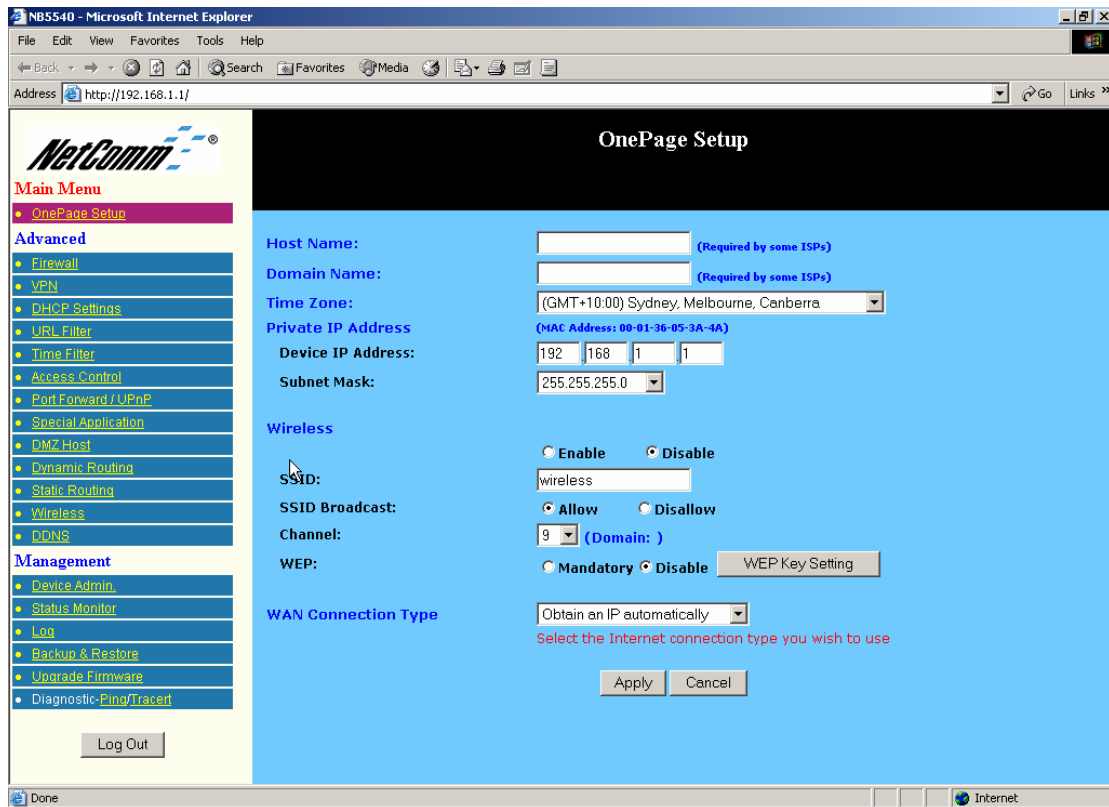
To check your current firmware version;

1. Connect the NB5540 to your computer and access the web-based configuration page using your web browser. The default IP address is 192.168.1.1, as shown in the screenshot below:

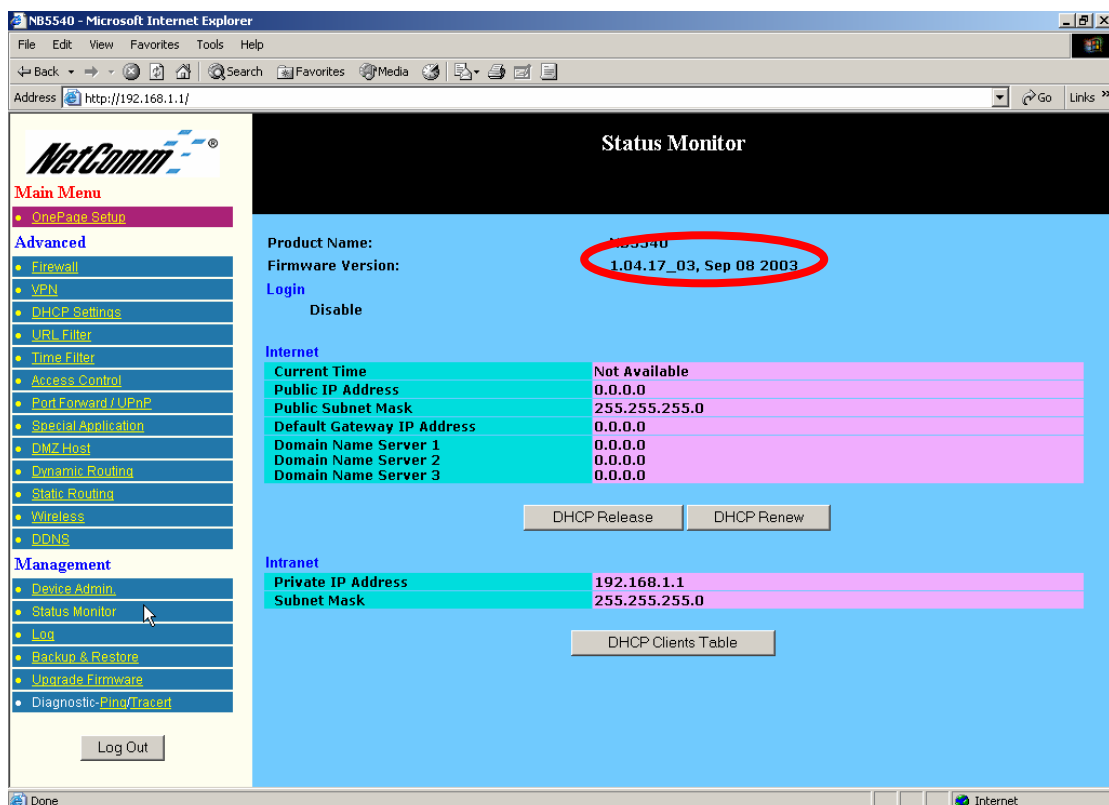


Note: It is not necessary to enter a Username and the default Password is 'admin'. If you have changed your Admin password you will need to enter that password instead.

2. If you've successfully entered the correct username and password into the field shown, the OnePage Setup screen will appear. Click on **Status Monitor** from the left hand menu.



3. This Status screen will show you your current firmware version, if your firmware version matches the firmware version included in the ZIP file, you have the most up-to-date version. It is recommended that you do not upgrade if you are not experiencing problems.



To upgrade your NB5540

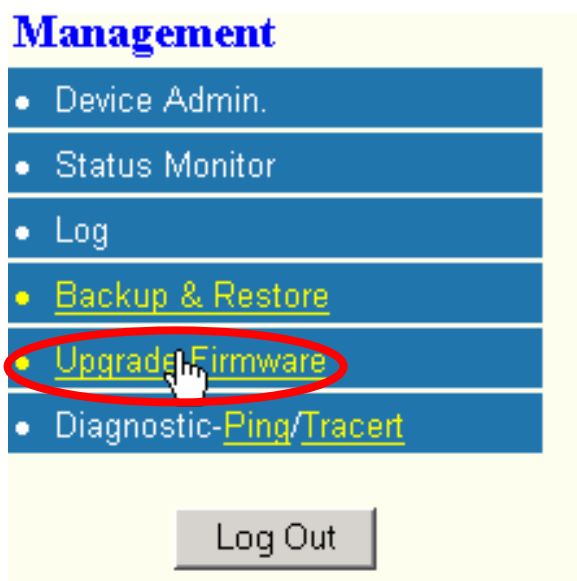
You should have a ZIP file containing the firmware *.BIN file, a file called **TFTP.exe**, the **releasenotes.txt** file and this document.

Important:

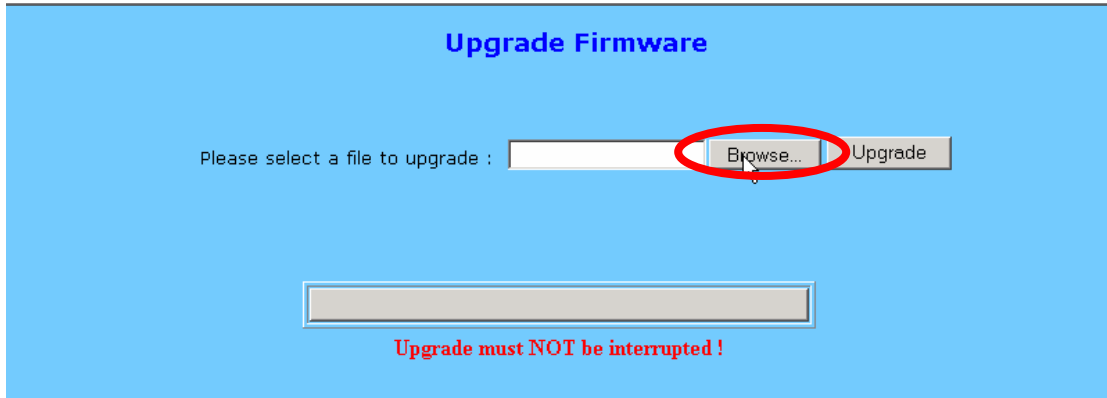
- If the upgrade fails at any time the unit will go into recovery mode, which means its IP address will be set back to 192.168.1.1 and the Diag light will flash continuously, ensure that your PC is set to an address in the same subnet (IE 192.168.1.2) and run the firmware upgrade again.
- **Do not** power down your router or computer while the firmware upgrade is being performed as this may result in damage to your unit that may not be covered under warranty.
- **Do not** have any anti virus programs running while the upgrade is being performed, these programs may not allow the use of .bin files and may halt the upgrade process.
- It is recommended to close down any tasks running on your PC and in the background to minimise the possibility of interruption to the upgrade process.
- It is highly recommended (but not essential) that your PC be issued with a static IP address while performing the upgrade.

Steps to upgrade the NB5540

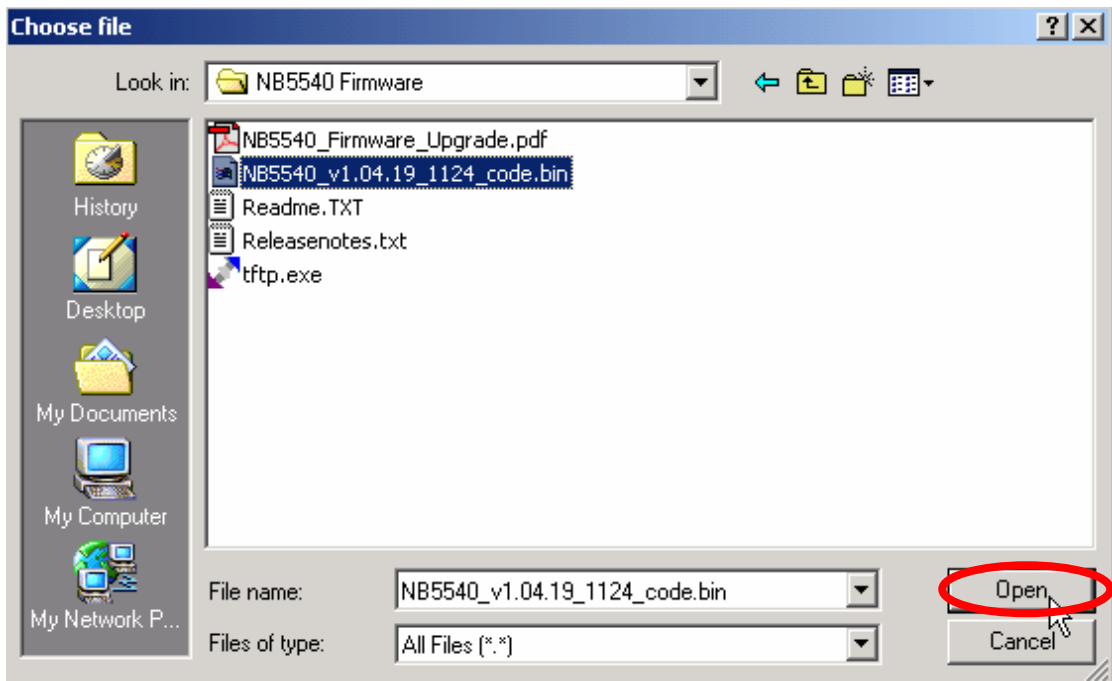
1. Extract the files contained in the ZIP file to an easily findable location (i.e. the Desktop).
2. Connect the NB5540 to your computer and access the web-based configuration interface using your web browser. The default IP address is 192.168.1.1. (The default password is “admin”).
3. Once the configuration page is open, click on the “Upgrade Firmware” link, as shown below:



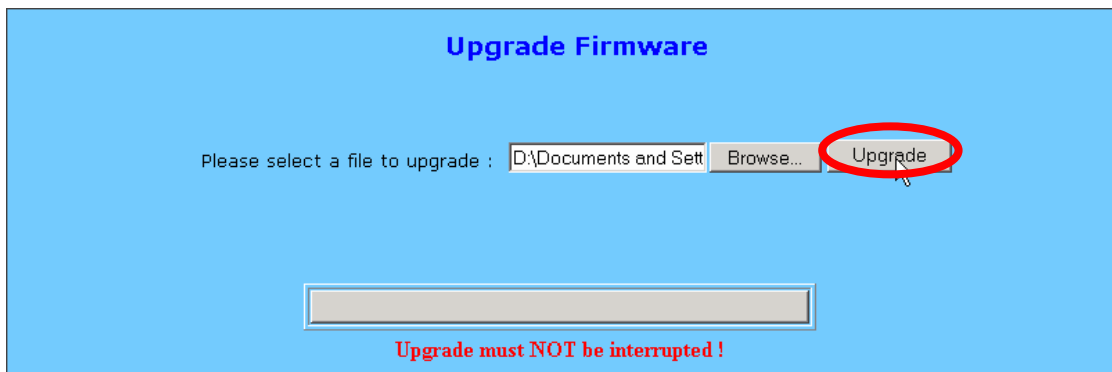
4. The “Upgrade Firmware” will launch in a new window. Click on “Browse”.



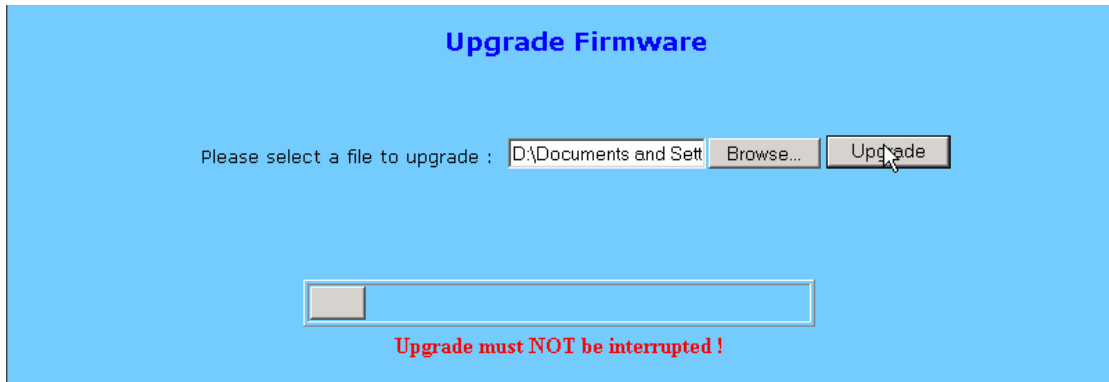
5. A dialog box will open. Browse to the location where you saved the firmware files, and point to the *.bin file that was included in the firmware package, then click “Open”.



6. After clicking “Open”, the location of the firmware file will be listed in the text box next to the “Browse” button as shown below. Click on “Upgrade” to begin the firmware upgrade process.



7. The progress bar at the bottom will steadily fill up during the upgrade process.



7. Once the upgrade process is complete, the screen below will be shown, and the unit will reboot. Click on the “Continue” button to close the window.

Settings are successful.



If you see the screen above, you have successfully upgraded the firmware on your NB5540. After a quick reboot your NB5540 should be operational. You may need to reconfigure the NB5540 to connect to your ISP service.

If the upgrade fails at any time it may revert to recovery mode, this is usually indicated by the following symptoms:

- *You can not access the configuration page.*
- *You can not Ping the router on the IP address it had before the upgrade*
- *The DIAG light is blinking continuously*

If the unit has gone into recovery mode, its LAN IP address will revert back to 192.168.1.1, with a subnet mask of 255.255.255.0. To get the unit out of this mode - ensure that your PC is set to an address in the same subnet (IE 192.168.1.2 or above) and attempt to upgrade the firmware again using the alternate method listed in Appendix A of this document.

Appendix A: Upgrading your NB5540 using TFTP.exe

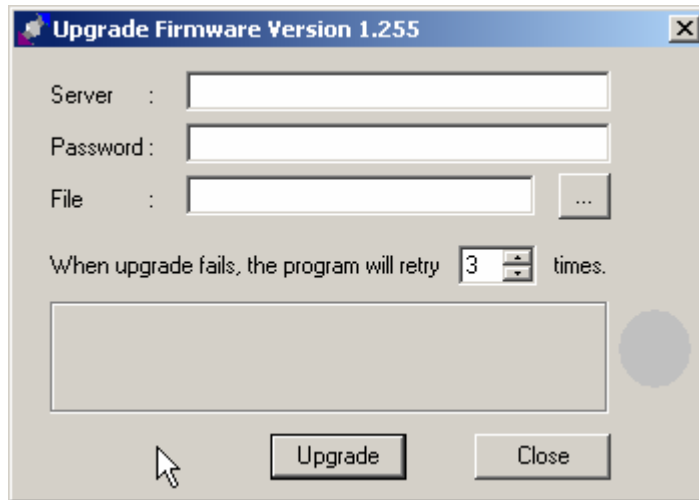
Note: This method of upgrading the firmware is only used if the unit cannot be upgraded using the “Firmware Update” feature of the web-based configuration. You can upgrade by either method but the web based method is easier.

Steps to upgrade the NB5540

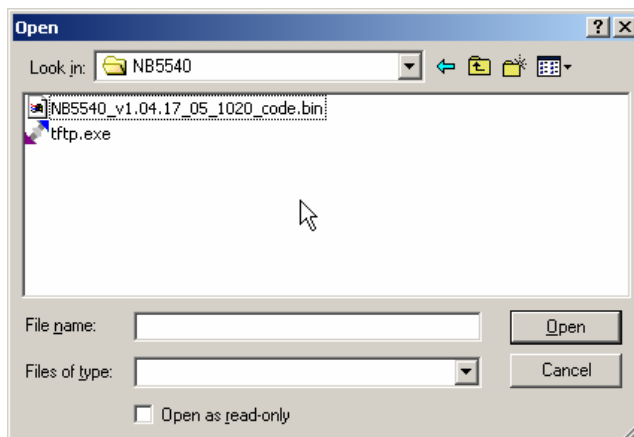
1. Extract the files contained in the ZIP file to an easily findable location (i.e. the Desktop).
2. Once you’ve extracted the entire contents of the ZIP file, browse to where you extracted it, and double click on TFTP.exe.



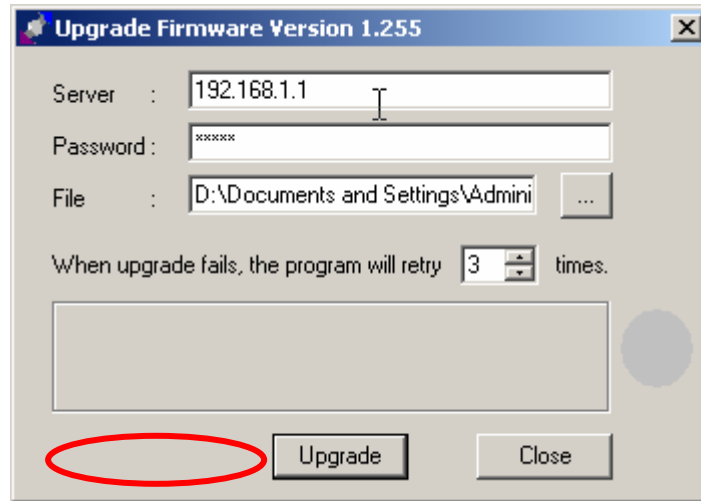
3. The “Upgrade Firmware Version 1.255” will appear, as shown below:



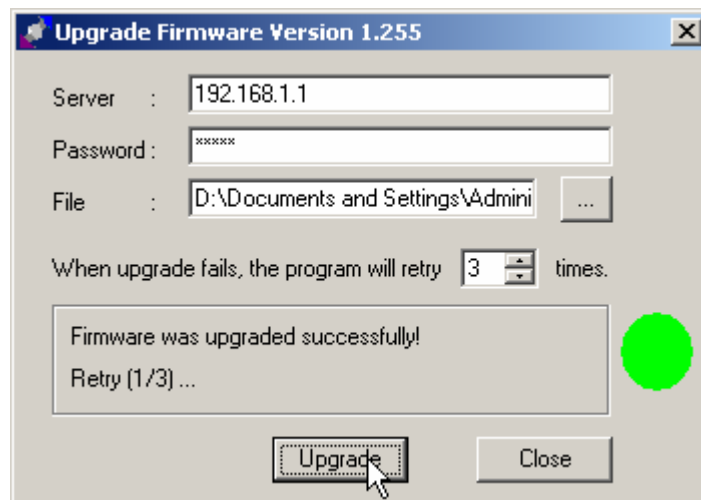
4. Key in the IP address of your router into the “server” field – the default is “192.168.1.1”
5. In the “password” field, type in the password of your router into it – the default is “admin”
6. For the file field, click on the “...” button. An “open” window will appear, as shown below:



7. Select the firmware file that has been provided (it will have a file extension of .bin) and then click open.
8. After you've clicked open, you will be returned to the main window. Check that you've typed in the IP address correctly, then press "Upgrade". This will begin the firmware upgrade procedure.



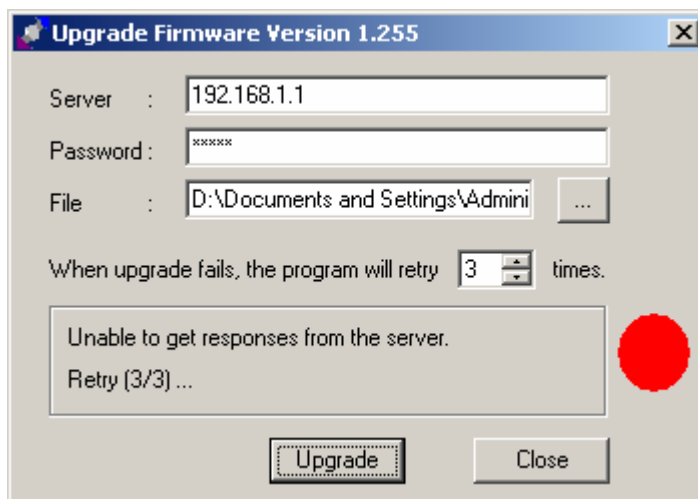
9. If the unit upgrades successfully, a green light will appear, as shown below:



If you see the screen above, you have successfully upgraded the firmware on your NB5540. After a quick reboot your NB5540 should be operational. You may need to reconfigure the NB5540 to connect to your ISP service.

Appendix B: Troubleshooting when using the TFTP.EXE

- If you see a screen similar to the one shown below, the upgrade has failed. Check that you've entered the IP address of the router (*not your computer*) and that you've also entered the password to the router correctly.



- It may also help to return your NB5540 to factory defaults before attempting a second upgrade.
- If the upgrade fails at any time the unit will go into recovery mode, which means its IP address will be set back to 192.168.1.1 and the Diag light will flash continuously, ensure that your PC is set to an address in the same subnet (IE 192.168.1.2) and run the firmware upgrade again.