

1) Firmware check


Firmware version can be checked via router's web interface.

1. Open browser and go to <http://192.168.1.254/>. Default username is "Administrator", the password label you will find under the router. Look for "modem access code". In case of very old firmware the password is blank.
2. Version number is shown on the main page after the string "Software Release":

THOMSON ST716v5



SpeedTouch



SpeedTouch

■ Information

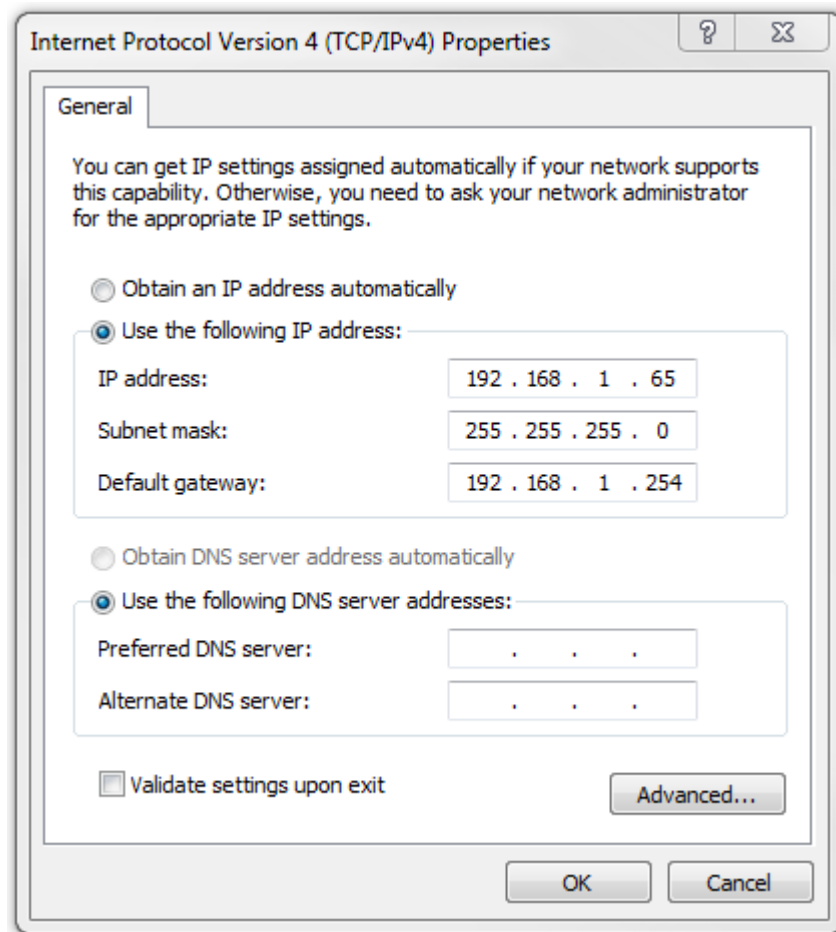
Product Name:	ST716v5
Software Release:	6.2.29.2

Broadband Connection

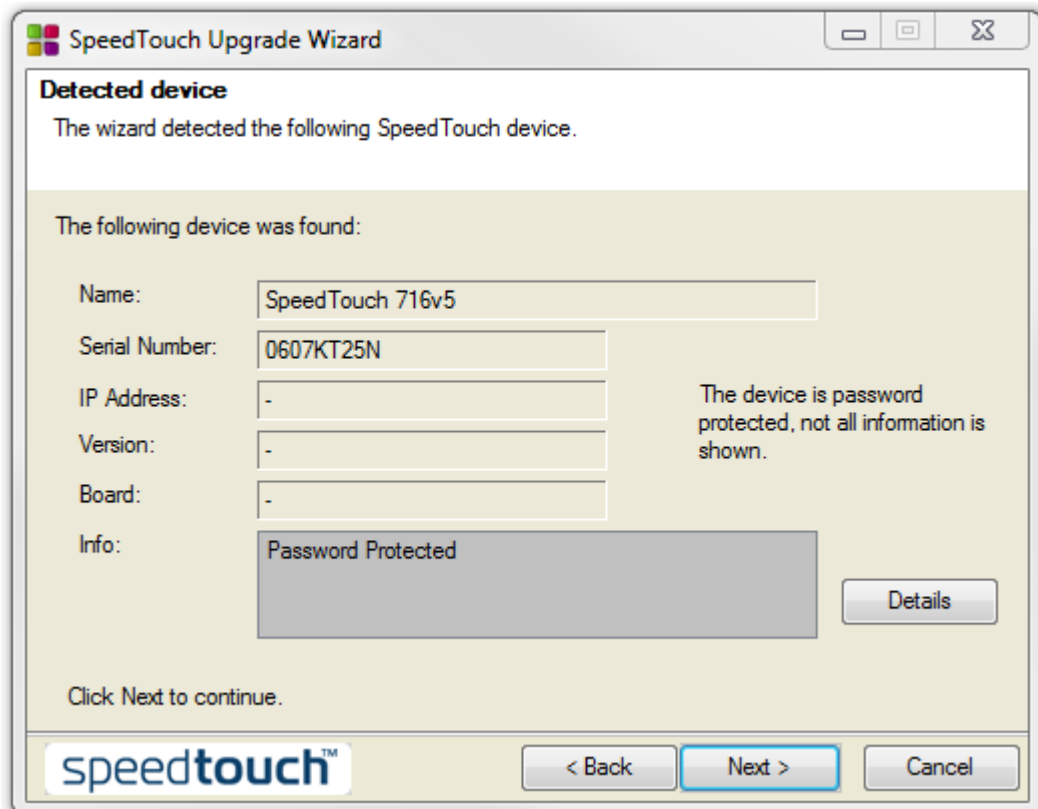
3. If version number is 6.2.29.2, then restore factory defaults (do reset).
4. If reset did not help or there is a different software version, then proceed to the next chapter.

2) Firmware upgrade

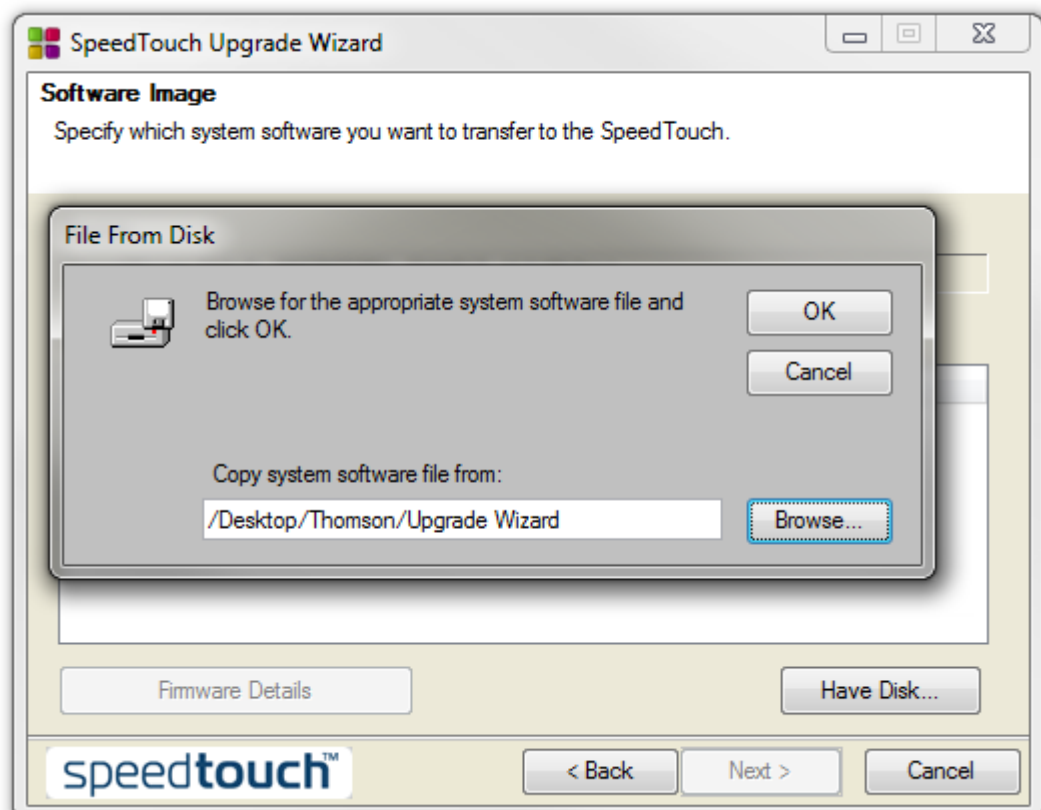
1. Verify that you are using wired connection and your PC is connected to one of the router's yellow ports. Upgrade cannot be done over Wi-Fi.
2. Assign static IP address to physical network adapter. IP: 192.168.1.65, Default Gateway: 192.168.1.254. Subnet mask would be set automatically.



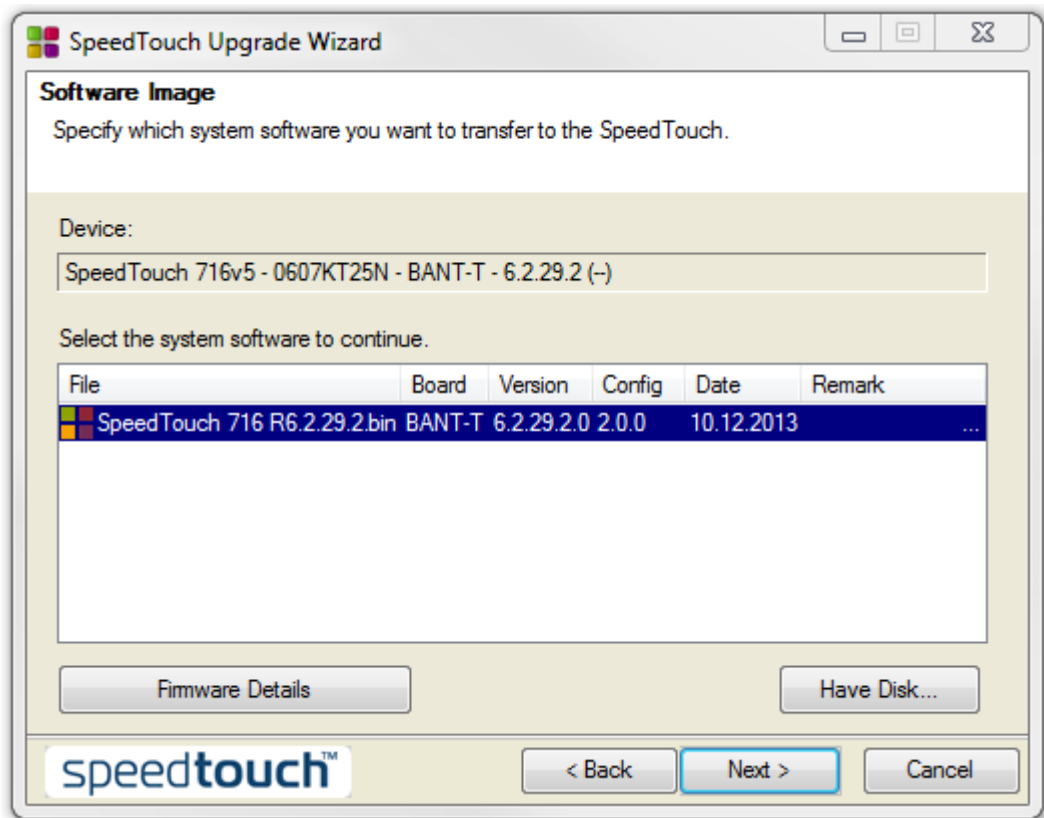
3. Run *upgradeST.exe* program. Press **Next**.
4. You might be asked for username and password. Default username is "Administrator", the password label you will find under the router. Look for "modem access code". In case of very old firmware the password is blank.
5. After successful authorization program will show your SpeedTouch data.



6. Program will ask for firmware image (*.bin, *.bli format). Click "Have Disk..." and then "Browse..." to locate it. You will find firmware image in the same folder where you extracted zip file.



7. Start upgrade process by pressing **Next**.



8. Upgrade takes about 5-15 minutes. During this period do not restart router or your PC also do not disconnect the cable between PC and router.
9. Check firmware version again (instructions in the first chapter).
10. In order to finish installation restore factory defaults (do reset) and our management system will make necessary changes.
11. Remove static IP address from your physical network adapter.

3) If upgrade fails or stops in some phase

1. Check physical network adapter settings (topic 2.1-2.2).
2. Turn off firewall before doing upgrade.
3. Do reset before upgrading.

(Press reset button until all leds are switched off)