

Firmware Upgrade Guide

M2M Serial Modem (NTC-3000-02 / NTC-3000-03)



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Note – This document is subject to change without notice.

Document history

This guide covers the following products:

NetComm Wireless M2M Serial Modem (NTC-3000-02 / NTC-3000-03)

Ver.	Document description	Date
v1.0	Initial document release	25 January 2017

Table i. - Document revision history

Firmware details

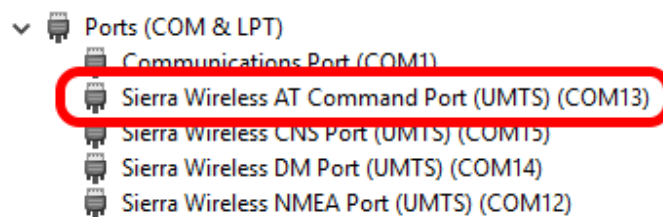


Note – The OpenAT firmware is only provided upon request. Please contact NetComm Wireless Technical Support to request the OpenAT firmware.

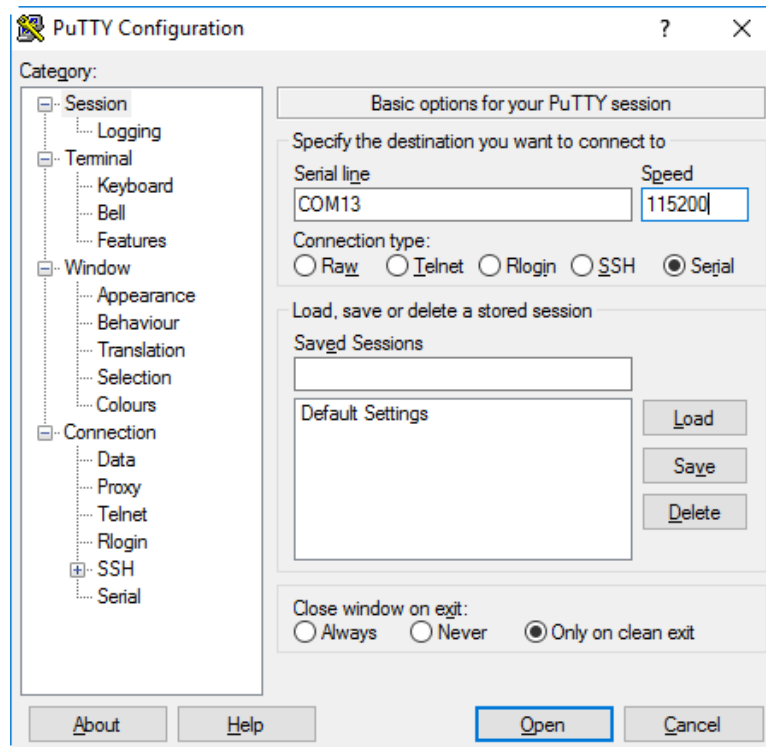
Firmware details	
NetComm Wireless Model Number	NTC-3000-02 / NTC-3000-03
NetComm Wireless Product Name	M2M Serial Modem
Module Firmware Version	7.53.1.A1.201504291449
OpenAT Firmware Version	v1.0.72
Build Type	Generic
Release Type	Official
File Name	NTC3000_FR2.53.1.A1.v1.0.72.20161017.dwl
File Size	166 KB
MD5 Checksum	b1deb2fd970accd9c69e71a4649ea05f
Date	25 January 2017

Module firmware upgrade instructions

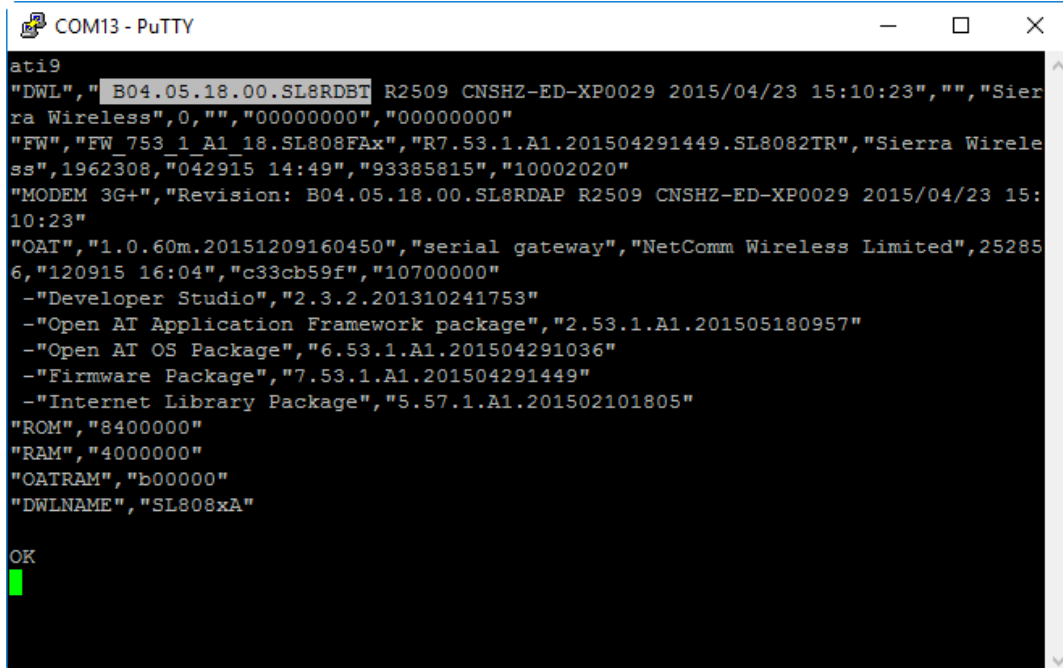
- 1 Connect the NTC-3000-02 or NTC-3000-03 modem to your computer via a standard USB Type A to Mini USB cable.
- 2 Open the Windows Device Manager and expand the “Ports” section. Note the COM port of the “Sierra Wireless AT Command Port (UMTS)”.



- 3 Using a terminal emulator such as PuTTY, connect to the COM port assigned to the “Sierra Wireless AT Command Port (UMTS)”. See the screenshot below for an example of the connection parameters.



- 4 Type the command `ati9` and press Enter. The NTC-3000 returns basic information about its configuration. If the field following “FW” is a lower version than B04.05.18.00.SL8RDBT proceed to step 4. If it is the same as shown below, skip to the [Open AT firmware upgrade](#) section of this document.



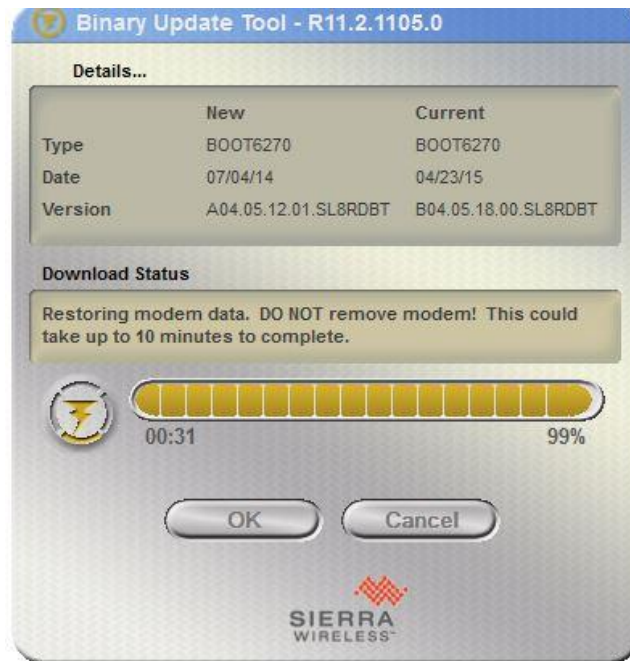
```

ati9
"DWL\", \"B04.05.18.00.SL8RDBT\" R2509 CNSHZ-ED-XP0029 2015/04/23 15:10:23\", \"\", \"Sierra Wireless\", 0, \"\", \"00000000\", \"00000000\"
\"FW\", \"FW_753_1_A1_18.SL808FAx\", \"R7.53.1.A1.201504291449.SL8082TR\", \"Sierra Wireless\", 1962308, \"042915 14:49\", \"93385815\", \"10002020\"
\"MODEM 3G+\", \"Revision: B04.05.18.00.SL8RDAP R2509 CNSHZ-ED-XP0029 2015/04/23 15:10:23\"
\"OAT\", \"1.0.60m.20151209160450\", \"serial gateway\", \"NetComm Wireless Limited\", 252856, \"120915 16:04\", \"c33cb59f\", \"10700000\"
-\"Developer Studio\", \"2.3.2.201310241753\"
-\"Open AT Application Framework package\", \"2.53.1.A1.201505180957\"
-\"Open AT OS Package\", \"6.53.1.A1.201504291036\"
-\"Firmware Package\", \"7.53.1.A1.201504291449\"
-\"Internet Library Package\", \"5.57.1.A1.201502101805\"
\"ROM\", \"8400000\"
\"RAM\", \"4000000\"
\"OATRAM\", \"b00000\"
\"DWLNAME\", \"SL808xA\"

OK

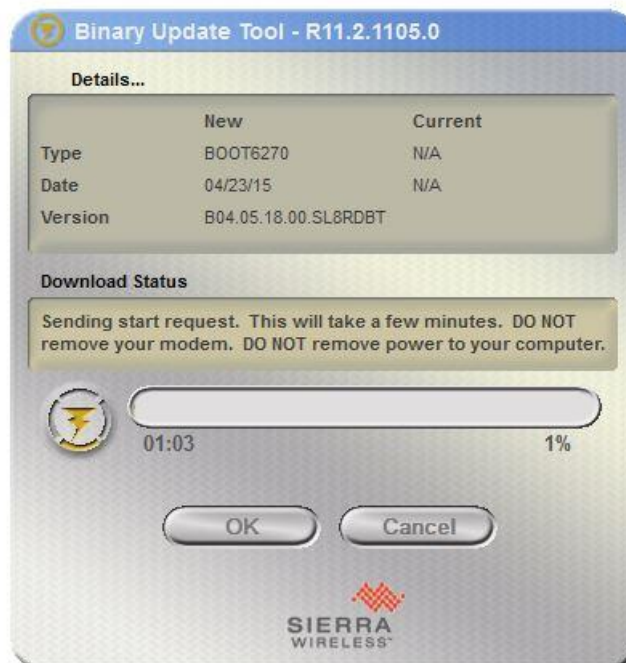
```

- 5 Execute the B7.53.0.A1.SL808xA_13.1_transition.exe file.



The NTC-3000's module firmware is updated to version A04.05.12.01.SL8RDBT. If the upgrade fails, disconnect the NTC-3000, close the Binary Update Tool and try again.

- 6 Execute the B7.53.1.A1.SL808xA_18.exe file.



The NTC-3000's module firmware is updated to version B04.05.18.00.SL8RDBT. If the upgrade fails, disconnect the NTC-3000, close the Binary Update Tool and try again.

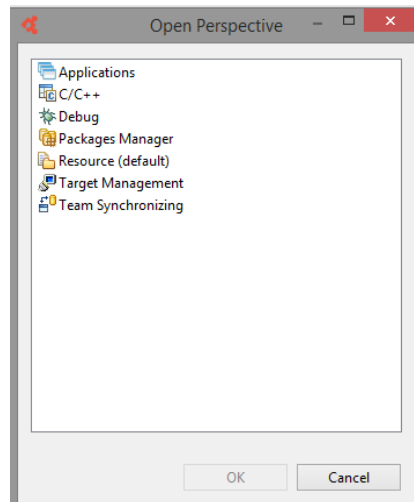
The NTC-3000 module firmware upgrade is complete.

Open AT firmware upgrade instructions

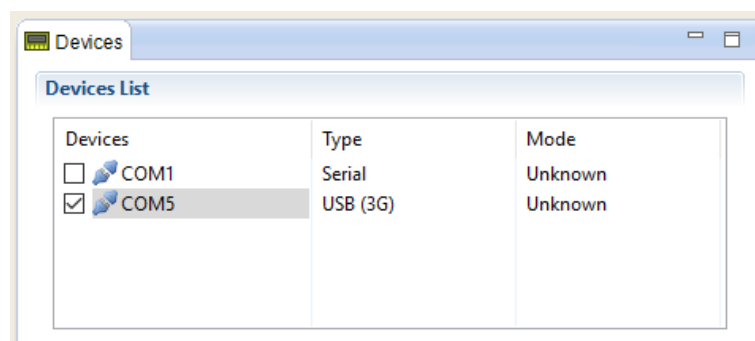
- 1 Download and install the Sierra Wireless Developer Studio version 2.3.2 from the link below.
<http://developer.sierrawireless.com/Resources/Resources/AirPrime/Software/Open%20AT%20Application%20Framework.aspx>

When going through the setup wizard, ensure that all additional packages are unselected.

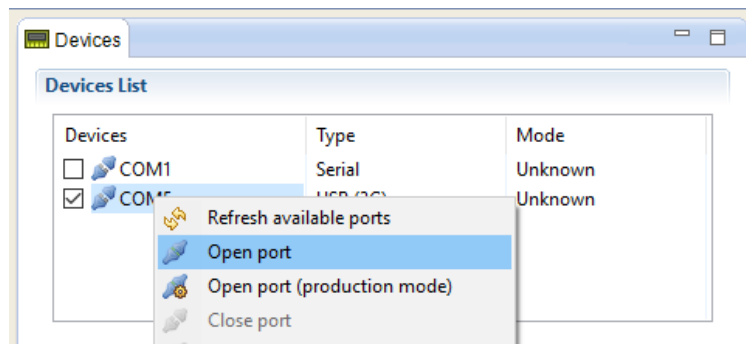
- 2 When the installation has finished, run the program and navigate to **Window -> Open Perspective -> Other** then choose **Target Management** and select the **OK** button.



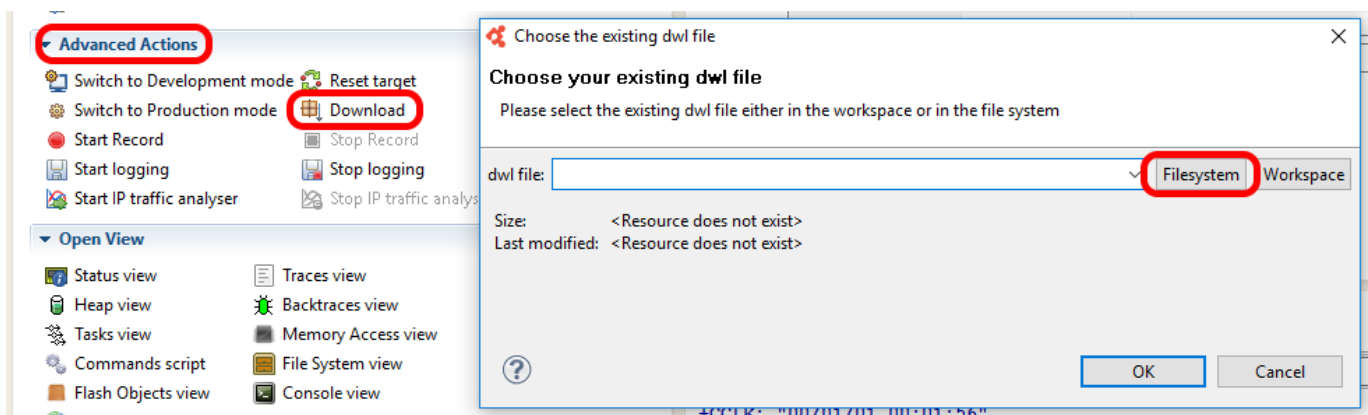
- 3 Connect the NTC-3000 Series router to the PC via a standard USB Type A to USB Mini Type B cable or the included RJ45-to-Serial cable. We recommend using the USB option if you have the USB cable available.
- 4 Under the **Devices List** section, if you connected the NTC-3000 via USB cable, select the device that is listed as **USB (3G)** in the **Type** column. If you connected the NTC-3000 using the included RJ45-to-Serial cable, select the device that is listed as **Serial** in the **Type** column.



- Right click on the COM port and choose **Open Port**. The modem port opens in development mode.

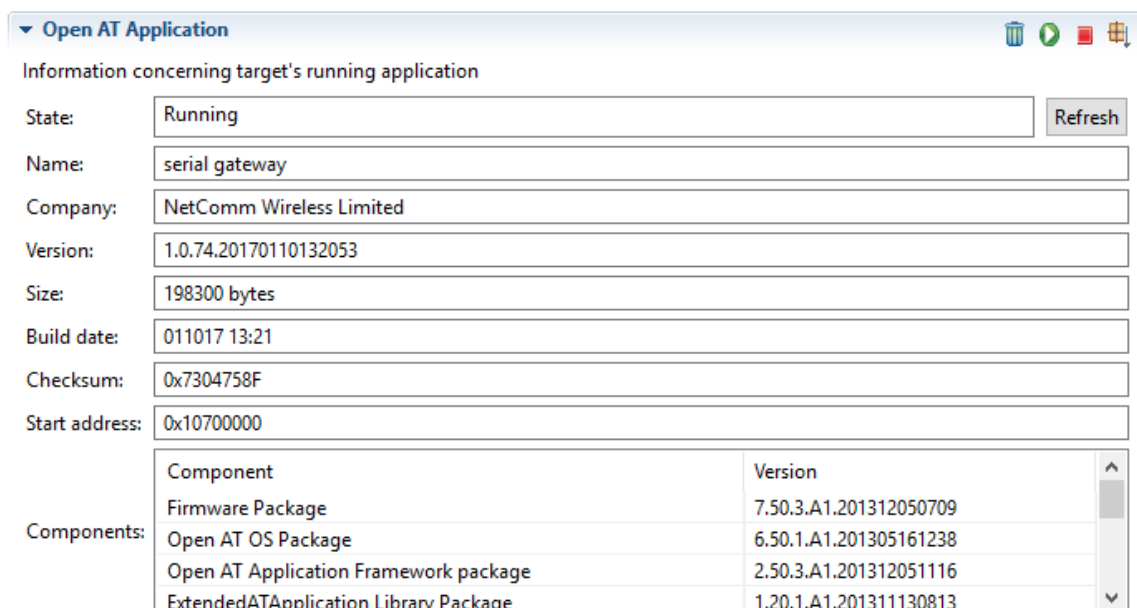


- Click on **Advanced Actions -> Download -> FileSystem** and choose the file named **NTC3000_FR2.53.1.A1.v1.0.72.20161017.dwl** to upload to the unit. Click on the **OK** button to start the upgrade.



The firmware upgrade process takes approximately 2 minutes.

- When the firmware upgrade has completed, verify the OpenAT firmware version under the **OpenAT Application** section. If the firmware upgrade was successful, the Version field displays as **1.0.74.20170110132053**.



The firmware upgrade is complete.