Firmware upgrade for wireless broadband 7.2 Home Network Gateway (NetComm 3G9WB)

Simply follow these instructions to upgrade the firmware for your BigPond 7.2 Home Network Gateway*.

Step 1 of 9: Check the FW Version as shown on the bottom label of the gateway. If the first part of the FW version is **3G9WB**, please use this firmware upgrade tool; if the first part of the FW version is **3G9WB8790**, this upgrade file is not relevant and do not continue.

Step 2 of 9: Select and download the Zip file according to your operation system. Extract the files and save them somewhere you can easily find it (like your desktop).

http://www.netcomm.com.au/sm/firmware/3g9wb

A folder will be created called Home Network Gateway Upgrade R14 which contains the Upgrade application. If you have a MAC a volume will be created called TBP.

Step 3 of 9: Close and exit your BigPond Wireless Broadband Connection Client and any other open applications. This includes email, your internet browser and word processing programs.

Step 4 of 9: Connect the gateway via the Ethernet cable to your computer. Turn the gateway on. Don't open your BigPond Wireless Broadband Connection Client. If it opens automatically, click on **File** and then **Exit**.

Step 5 of 9: Have your BigPond password ready (comes with your username **.......@bigpond.com**) as you will need to input it after firmware upgrade. Do not proceed without it.

Step 6 of 9: If you have changed the gateway's LAN address, please change it back to 10.0.0.138.

Step 7 of 9: Run the Firmware Update application (Bigpond Gateway FW Upgrade_T01_R14.exe) that is in the folder created in step 2 and it will guide you through upgrading your device firmware. It may take up to 12 minutes to finish so please don't connect to the Internet or turn the gateway off until the update is finished.

Step 8 of 9: Once completed, please open the web browser and type in http://10.0.0.138/ then press Enter. The username/password by default is admin/admin. Click on **Next G Settings**, then **setup** from the top menu.

Step 9 of 9: Type in your password. Click **Save**. And then click **Connect** to establish Internet connection.

Start your Connection Client. We highly recommend that you update the BigPond Connection Client to the latest version for best firmware performance.

* 7.2 refers to the manufacturer specified theoretical maximum speed of the device. Actual customer speeds will be less than 7.2Mbps and vary due to factors such as distance from the cell, local conditions, user numbers, hardware, software and download source.