

Firmware Installation Instructions for 3G21WB Users



Step 1 of 6: Click on the link below to download the BigPond firmware upgrade ZIP file and save it somewhere you can easily find it (like your Windows desktop). These installation instructions are also included in the ZIP file.

Extract the files and save them somewhere you can easily find it (like your Windows desktop).

<http://www.netcomm.com.au/sm/firmware/3g21wb>

Step 2 of 6: 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 3 of 6: If using Wi-Fi, 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 4 of 6: If you have changed the gateway's LAN address, please change it back to 10.0.0.138.

Step 5 of 6: Run the Firmware Update application (NetCommFWUpgrade.exe) that is in the folder created in step 1 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 6 of 6: Once completed start your Connection Client. We highly recommend that you update the BigPond Connection Client to the latest version for best firmware performance.

If you have a MAC

Step 1 of 3: Install the BigPond Elite Network Gateway on a Windows computer by using the installation USB stick that came with your kit.

Step 2 of 3: Follow the upgrade instructions for Windows users above.

Step 3 of 3: Once you've upgraded your device, you can continue using your device on your Mac as normal