

Instructions for Upgrading a GT701D Gateways Firmware

Pale Blue Interface

1. When the firmware download begins, select "Save" rather than "Run" when prompted.
2. When choosing where the file will be saved, select a familiar location like My Documents or the Desktop. This way when the download has finished, the file(s) will be easy to find.
3. The firmware download is an ".IMG", or Image file, which means that it is a file system, stored in a single file. This type of update is accomplished by loading the new firmware image via the gateway's web interface.
4. Only Ethernet connections can be used when doing a firmware upgrade. Attempting to do an upgrade when connected wirelessly will typically corrupt the firmware.
5. With the gateway powered up and the computer connected via Ethernet, stop all other network activity and use the following steps to upgrade the firmware.
 - A. Open a web browser and type "192.168.0.1" in the address bar and press "Enter"
 - B. At the initial screen click the "Actiontec" logo in the upper left corner
 - C. Then from the icons across the top, select the "Utilities" toolbox
 - D. From Utilities select "Upgrade Firmware"
 - E. To select the Upgrade file, click the "Browse" button
 - F. When the "Choose File" dialog opens, locate the firmware "IMG" file and click "Open"
 - G. The upgrade process can take 3-6 minutes; wait for the "Congratulations" screen
Once the Upgrade process has begun:
 - Please do not REFRESH or CLOSE the browser
 - Do not DISCONNECT the network cable or power the gateway OFF
 - H. If the firmware upgrade fails, DO NOT reboot the gateway. First attempt to restart the upgrade again, by selecting the IMG file and loading it again. But if the upgrade cannot be restarted, then as a last resort, reboot the gateway. If after the gateway is rebooted the power light is solid Green, you can try the upgrade again, but if the power light is not solid Green, try to reset the gateway using the following directions.
 - Using a small tool, press and hold the Reset button in, just until the power light changes color, and then immediately, release it.
 - I. If the reset does not return the gateway to a functioning state, the gateway may need to be recovered, using the appropriate Recovery program. If your gateway came with a CD it will have a Recovery program for that product. Using an incorrect recovery program can leave the gateway in an irreversible, non-functioning condition. If you have doubts, contact Actiontec Technical Support to obtain the correct Recovery program.