



**This guide is for those customers fed by Fibre to the Premise.**

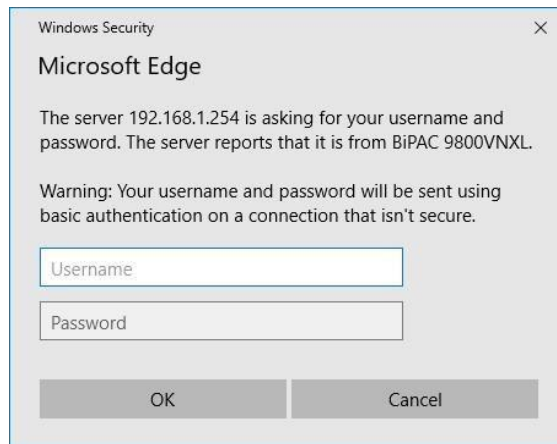
**\*Fibre is very easy to break and please be extremely careful of the disconnected fibre cable and not touch the end of the fibre cable\***

**Please note the following before you start:** Firstly, you will need to download the firmware file from the Call Flow website link this was quoted in the email. Please do this before carrying out the below steps and make sure you have your router fully connected. Please save this document on your computer OR print it off so you can refer to it with ease at each step.

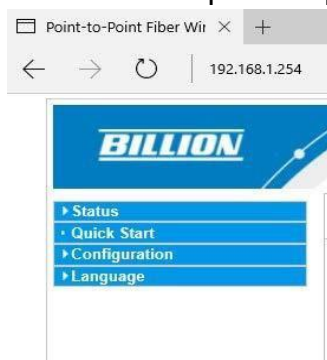
- 1) Please disconnect your router from your fibre connection by carefully removing the fibre cable that is plugged in to your router.
- 2) Whilst the router is disconnected from the fibre but is still powered on, you will need to place a pin or paper clip, in to the reset hole located on the back of the router and hold it down for approximately ten seconds. The power light on the router will go out and then come back on red, after a few minutes the power light will come back on solid green.

**\*If at any point the power light stays red or off for more than 1 minute please first reboot the router and wait for the power light to go green. If this does not resolve the issue please hold the reset button down using a paper clip and whilst doing this switch off the router and turn it back on and remove the paper clip. If power light continues to stay red after five minutes please contact the Helpdesk team by using the details at the end of this document.**

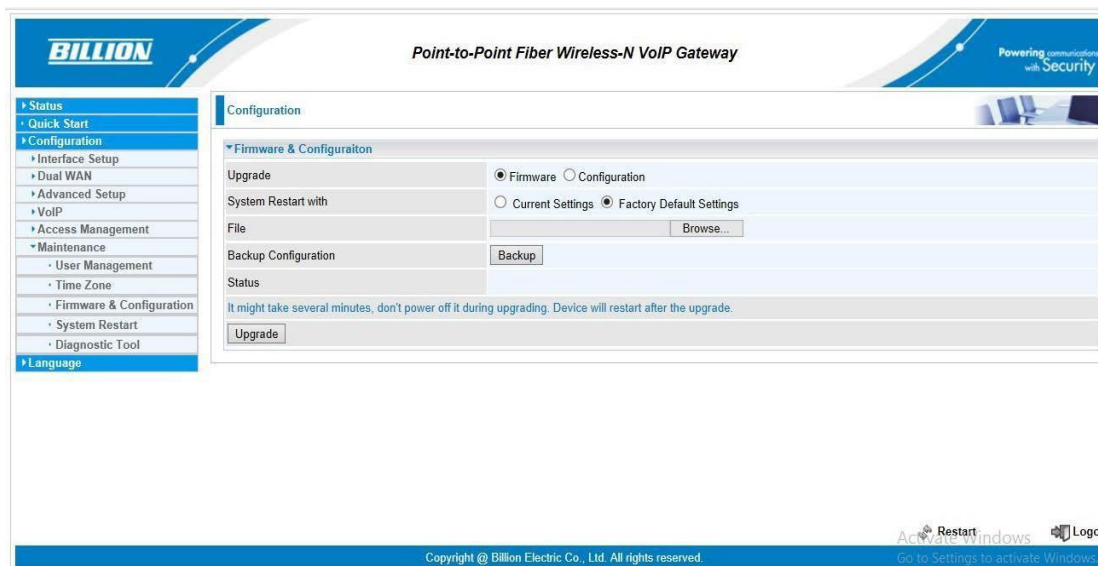
- 3) Once the power light has come back on solid green you will need to use an Ethernet cable to connect a laptop or PC to one of the 4 Gigabit Ethernet port labeled 1 to 4 on the back of the router.
- 4) You will then need to go to an internet browser i.e. Internet Explorer, Google Chrome, or Mozilla Firefox and type 192.168.1.254 into the address bar and press enter. Please see image on page two below.



- 5) Then use the username: **admin** and password: **admin** to logon to your router. Once logged on you will see the below page. (If this password does not work, please contact our Helpdesk department).



- 6) Once you see above page on the left-hand side click **Configuration > Maintenance > Firmware & Configuration**. You will see the below image. Click browse and select the router firmware file you have downloaded from the Call Flow website, please ensure this is unzipped. Change the settings to "firmware" and "factory default settings". Once this has been completed press "upgrade".



- 7) Once this has completed, please wait for router to finish the restart process. Please note that this takes approximately ten minutes. It will ask you to enter the username and password again which is admin/admin. Your firmware version should now be 1.12.rc3.
- 8) Once the upgrade has completed please then reconnect the fibre cable in to the SFP and wait ten minutes for the broadband connection to restart.

If you encounter any issues please contact the Helpdesk department on the below details

**T: 0800 280 0590 - Option 2**

**E: [helpdesk@callflow.co.uk](mailto:helpdesk@callflow.co.uk)**