



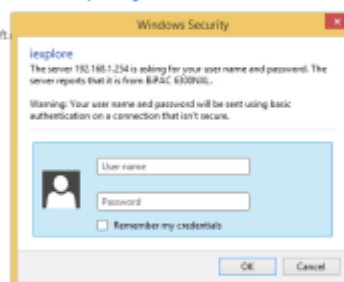
- 1) Please disconnect your router from your aerial this can be done by removing the Ethernet cable from the EWAN port on your router.
- 2) Whilst the router is disconnected from aerial but is still powered on, you will need to place a pin or paper clip, in to the reset hole located on the back of the router and hold it down for ten seconds the power light on the router will go out and then come back on red.
- 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 labled 1 to 4 on back of the router.
- 4) You will the need to go to an internet browsers, 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 below.



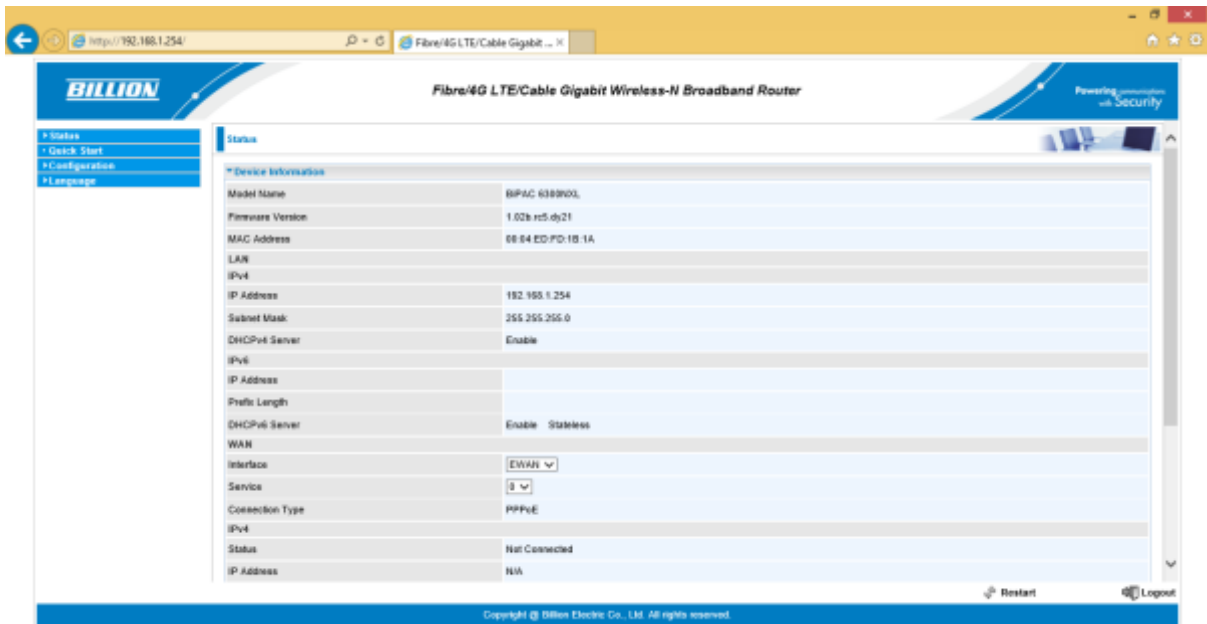
This page can't be displayed

- Make sure the web address http://go.microsoft.com/ is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

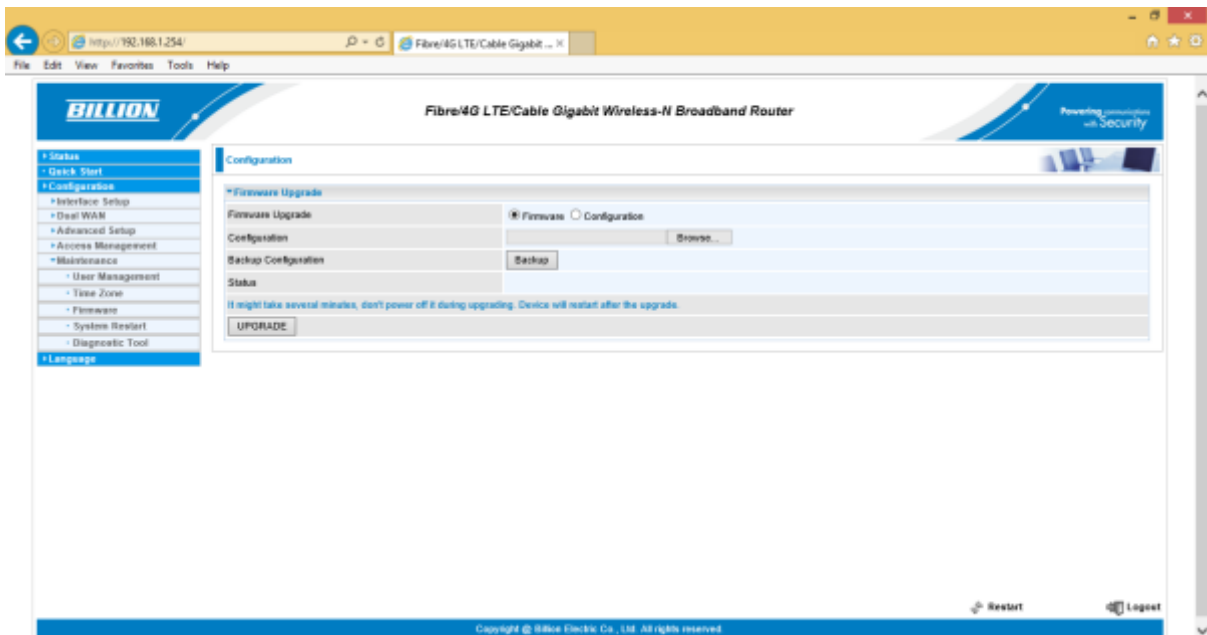
[Fix connection problems](#)



- 5) Then use the username admin and password admin to logon to your router once logged on you will see the below page.



- 6) Once you see above page on the left-hand side click **Configuration**<**Maintenance**<**Firmware**. You will see below image. Click browse and select the router firmware file you have downloaded from the Call Flow website. Once selected click Upgrade.



- 7) Once done wait for router to finish the restart process this takes approximately ten minutes.
- 8) Once the upgrade has completed please then reconnect the radio Ethernet cable in to the EWAN port and wait five minutes for the broadband connection to come up.