

Firmware Upgrade Guide

CloudMesh Gateway – NF18MESH



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Document history

This document covers the following product:

CloudMesh Gateway – NF18MESH

VER.	DOCUMENT DESCRIPTION	DATE
v1.0	Initial document release	24 March 2020
v1.1	Removed references to NS-01	21 September 2021

Table i. - Document revision history

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Introduction

Periodically the gateway will have firmware updates released to improve its performance.

We recommend always applying the latest upgrade when it becomes available.

Prerequisites

Before continuing with the installation of any new firmware, please confirm that you have:

-  A PC connected to the Internet
-  A CloudMesh Gateway with power supply
-  An Ethernet cable (Straight-through, supplied in the box with the gateway)

Notation

The following symbols may be used in this document:



Note – This note contains useful information.



Important – This is important information that may require your attention.



Warning – This is a warning that may require immediate action in order to avoid damage or injury.

NF18MESH Firmware upgrade instructions

- 1 Connect the supplied RJ45 Ethernet cable from one of the four yellow **ETHERNET** ports on the back of the NF18MESH gateway to your computer.
- 2 Connect the supplied power adapter to your NF18MESH and press the **ON/OFF** button to power the gateway on.
- 3 Allow 60 – 90 seconds for the NF18MESH to power up.
- 4 Open a web browser (e.g. Chrome, Safari, Firefox, etc) and type 192.168.20.1 into the address bar and press the **Enter** button.
- 5 At the login screen:
 - a Type **admin** into the **Username** field,
 - b Enter the password printed on the label on the back of the NF18MESH into the **Password** field, and
 - c Click the **OK** button.
- 6 Select **ADVANCED** -> **System** -> **Update Firmware** from the menu on the left side of the screen.

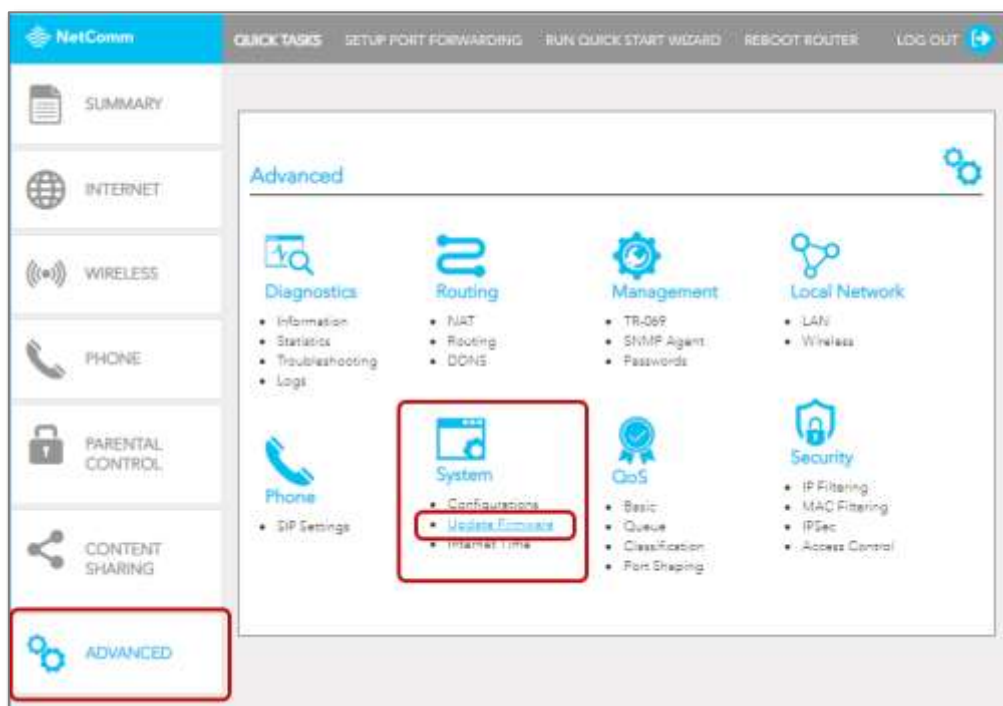


Figure 1 – Advanced > System > Update Firmware

- 7 Select **Choose File** to locate and load the firmware file.

An example firmware filename is:

NF18MESH.NC.XXXX-R6B0XXX.EN_upgrade

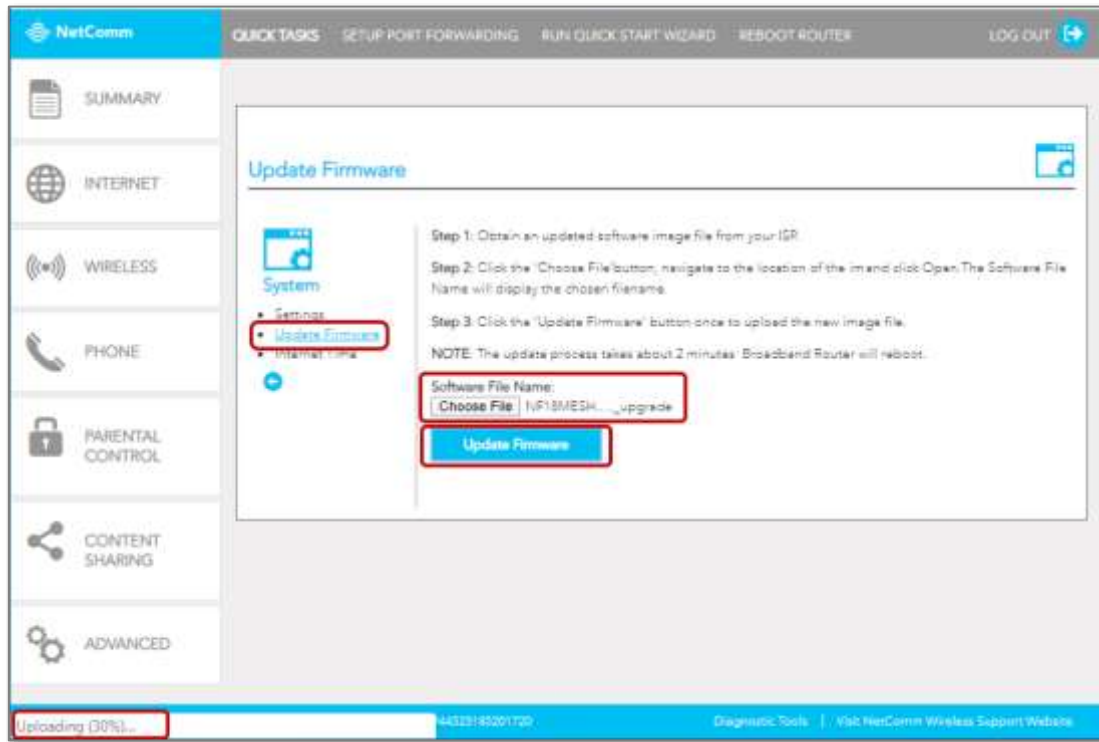


Figure 2 – Update firmware interface

- 8 When selected, the beginning and ending characters of the firmware filename will appear to the right of the **Choose File** button.
- 9 Click the **Update Firmware** button to proceed.
- 10 The progress of the upload will be indicated in the bottom left margin (see above graphic).

The following message will appear in the middle of your screen:

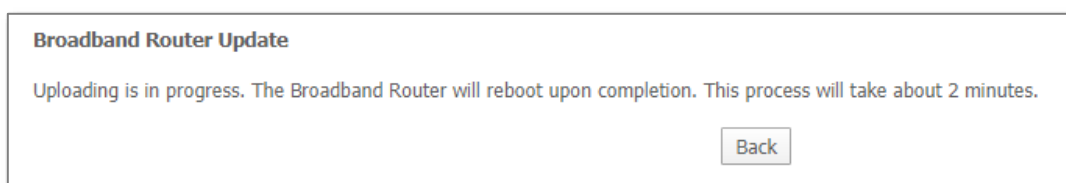


Figure 3 – Uploading in progress message

The process will take a few minutes until the router reboots itself.

- 11 Once the upgrade is done, you will be brought to the login.
- 12 Log in as you did in step 5, above.

Upon successful login, the **SUMMARY** page will display.

- 13 Confirm that the current **Firmware version** shown in the **SUMMARY** page's **Gateway Information** section is the same as was indicated by the recently downloaded firmware filename, see step 7 above.



Figure 4 – SUMMARY page – Confirm Firmware Version

Note – You may encounter problems if you do not factory reset the gateway.

Resetting the gateway is not compulsory, but where possible we recommend resetting the router to the factory default settings after the firmware upgrade to ensure that it functions correctly.



Warning: Factory reset will erase all stored configuration, please ensure you have internet settings from your ISP to reconfigure the device. Follow Quick Setup Guide on our website to reconfigure the gateway.

- 1 To reset the gateway select **ADVANCED** from the menu on the left side of the screen and then select the **Configurations** link from the **System** group.

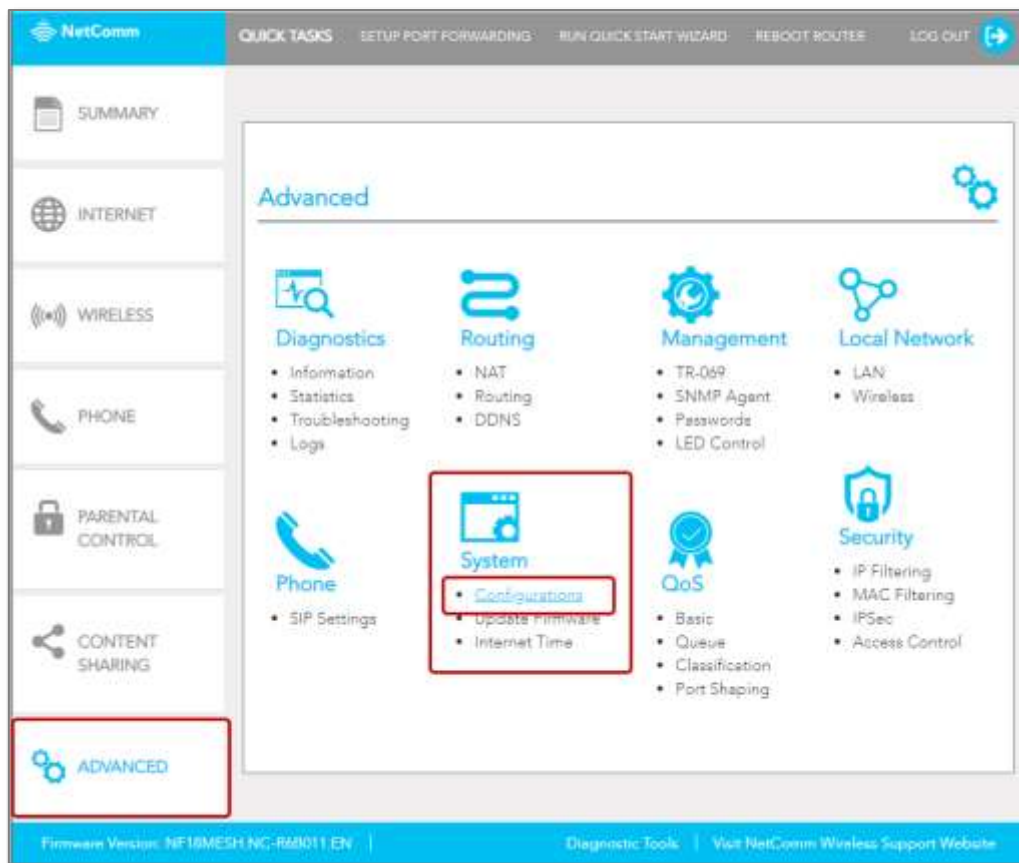


Figure 5 – Advanced > System > Configurations

- 2 The **Settings** page opens.
Select ☒ **Factory Reset** and then click the **Restore Default Settings** button to reset the device.

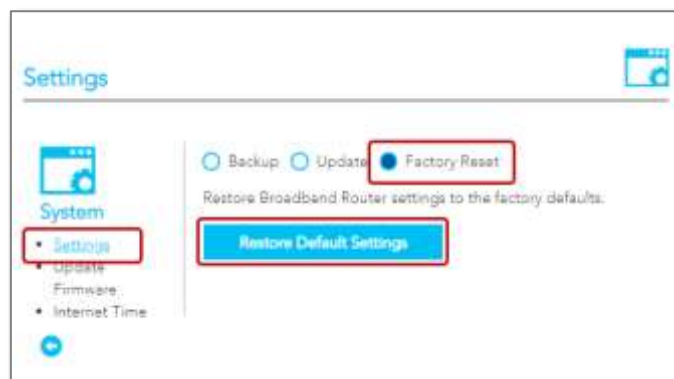


Figure 6 – Settings page – Restore Factory Default settings