

Firmware Upgrade Guide

Wi-Fi 6 CloudMesh Gateway – NF20MESH



Important notice

This device, like any wireless device, operates using radio signals which cannot guarantee the transmission and reception of data in all conditions. While the delay or loss of signal is rare, you should not rely solely on any wireless device for emergency communications or otherwise use the device in situations where the interruption of data connectivity could lead to death, personal injury, property damage, data loss, or other loss. NetComm Wireless accepts no responsibility for any loss or damage resulting from errors or delays in transmission or reception, or the failure of the NetComm Wi-Fi 6 CloudMesh Gateway to transmit or receive such data.

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NetComm Wireless Limited was acquired by Casa Systems in 2019.



Note – This document is subject to change without notice.

Document history

This document relates to the following product:

NetComm Wi-Fi 6 CloudMesh Gateway

Ver.	Document description	Date
v1.0	First document release	16 July 2021

Table i. – Document revision history

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Introduction

This document explains how to manually upgrade the firmware on your Wi-Fi 6 CloudMesh Gateway.

Prerequisites

To configure your Wi-Fi 6 CloudMesh Gateway, you will require a computing device with a web browser and either a wired or wireless network adapter.

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.

Important considerations before upgrading

Some ISPs may have their own custom firmware for the Wi-Fi 6 CloudMesh Gateway and manage the installation for you remotely. In this situation, manually updating the firmware yourself could cause problems with your Internet connection, so we recommend that you consult with your ISP first before proceeding to upgrade the firmware yourself.

Updating the Firmware

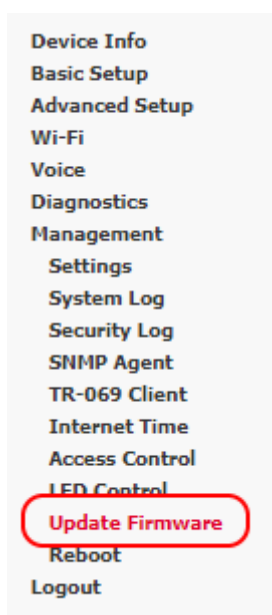
 **Note** – Though it is not required, we recommend performing the firmware upgrade with a device connected to the gateway via Ethernet cable.

- 1 Download the firmware image from <https://support.netcommwireless.com/>
- 2 Extract the ZIP archive to a folder on your device.
- 3 If you have not already set up your gateway, connect it as described the Quick Start Guide. We recommend using the included Ethernet cable to connect your computer to it via one of the yellow LAN ports on the back of the gateway. If your computer/device does not have an Ethernet adapter, you can access the gateway over Wi-Fi.
- 4 Open a web browser and type **192.168.20.1** into the address bar, then press **Enter**.
- 5 At the login screen, type **admin** into the Username field. In the Password field, type the unique password printed on the label on the bottom of the gateway, then click on the **Login >** button. If you have changed the password, enter your chosen password instead.



The image shows the NetComm login interface. It has a dark blue background. At the top is the NetComm logo, which consists of a stylized white signal icon followed by the word "NetComm" in white. Below the logo, the text "Welcome to your Wi-Fi 6 Gateway" is displayed in white. In the center, there are two white rectangular input fields with rounded corners. The first field is labeled "Username" and the second is labeled "Password". Below these fields is a solid light blue button with the word "Login" in white. At the bottom of the screen, a line of white text reads: "You can find your username and password on the Wi-Fi 6 Gateway's label."

- 6 Using the menu on the left side of the screen, select **Management** then **Update Firmware**.



- 7 Click the **Choose File** button to locate the image file on your device.

Tools -- Update Firmware

Step 1: Obtain an updated firmware image file from your ISP.

Step 2: Enter the path to the image file location in the box below or click the "Browse" button to locate the image file.

Step 3: Click the "Update Firmware" button once to upload the new image file.

NOTE: The update process takes about 2 minutes to complete, and your Broadband Router will reboot.

Firmware File Name: No file chosen

- 8 Click the **Update Firmware** button once to upload and install the file. The update process takes about two minutes to complete and then the gateway reboots automatically.

Broadband Router Update

Uploading is in progress. The Broadband Router will reboot upon completion. This process will take about 2 minutes.

The firmware update is complete.