

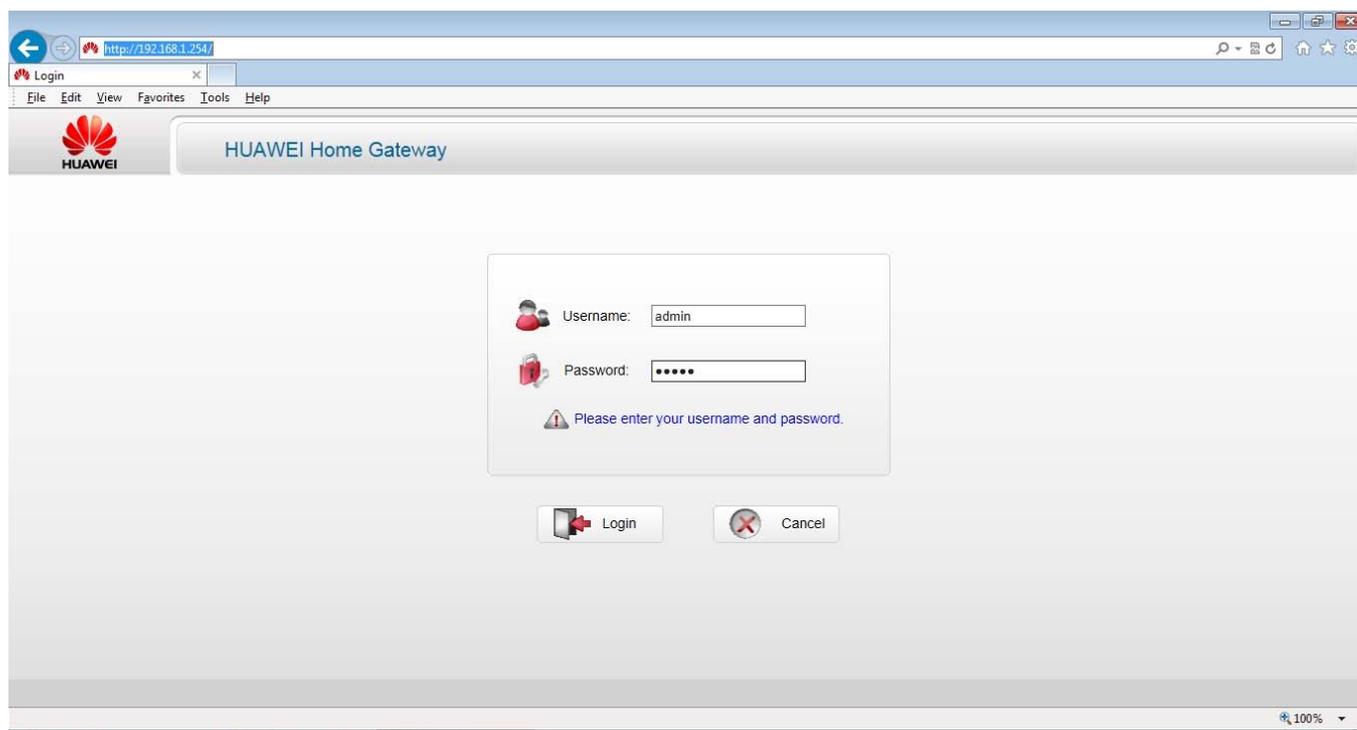
# HG630b FIRMWARE MANUAL UPDATE PROCESS

## STEP -1 - PREPARE

- Use a Microsoft Windows XP/Vista/7/8+ or Apple Mac O/S 10.2+ powered computer with an ethernet port and web browser such as Internet Explorer, Safari, Chrome or Firefox.
- Unplug all ethernet LAN connections to the HG630b gateway.
- Connect one end of an ethernet LAN cable to LAN PORT 1 in modem and the other to the LAN port in your computer.
- Disable anti-virus and anti-malware software on the computer.  
Only disable the computer firewall if it prevents the firmware update taking place.
- Ensure both the computer and the modem are powered on.
- Download the latest HG630b firmware from the **UPDATES** tab at this website [http://help.spark.co.nz/app/answers/detail/a\\_id/34264](http://help.spark.co.nz/app/answers/detail/a_id/34264)
- Save the firmware file in a directory that is easy to locate.

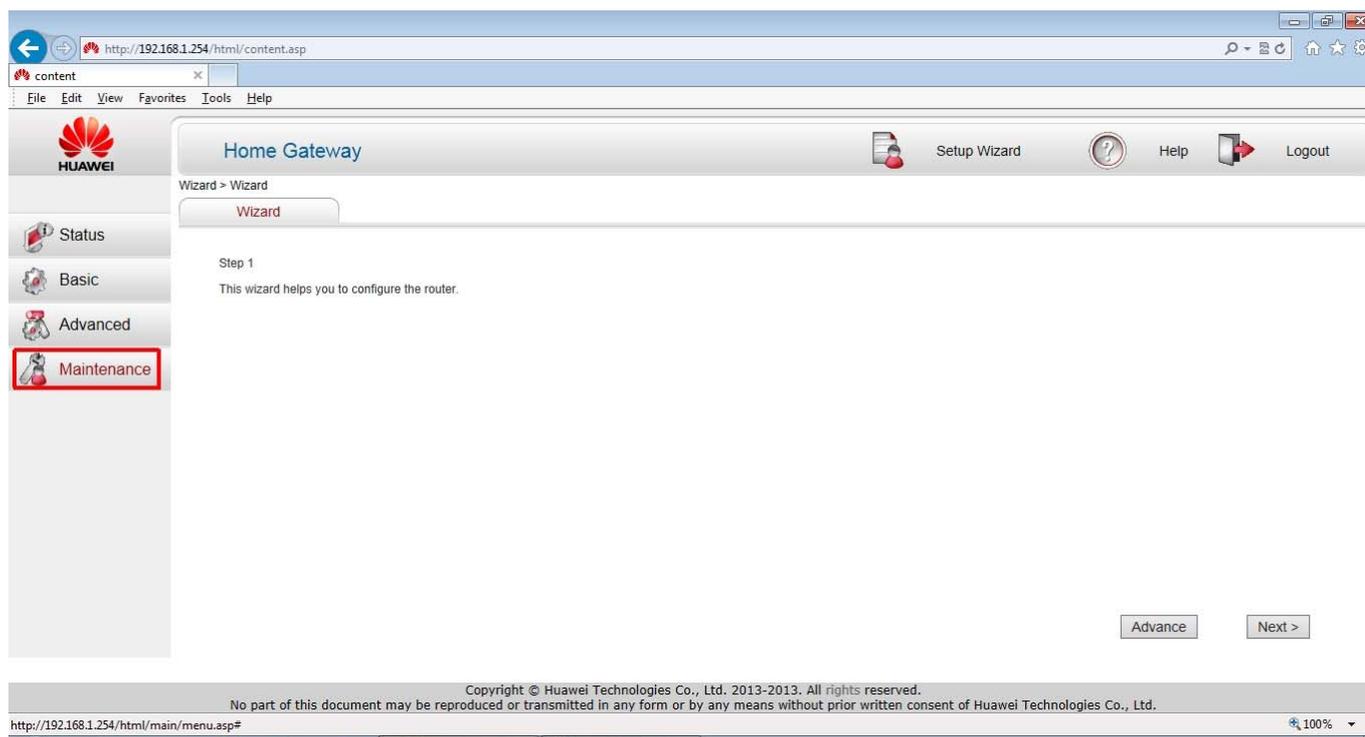
## STEP 2 – ENTER THE GATEWAY USER INTERFACE

- Open your web browser of choice.
- In the address bar, type **192.168.1.254** and press ENTER.
- You will be presented with the HG630b user interface log in page.
- In the USERNAME field, enter **admin** (lower case)
- In the PASSWORD field, enter **admin** (lower case)
- *Note – if you have previously customized your username and/or password, you will need to use those values instead of **admin** / **admin***

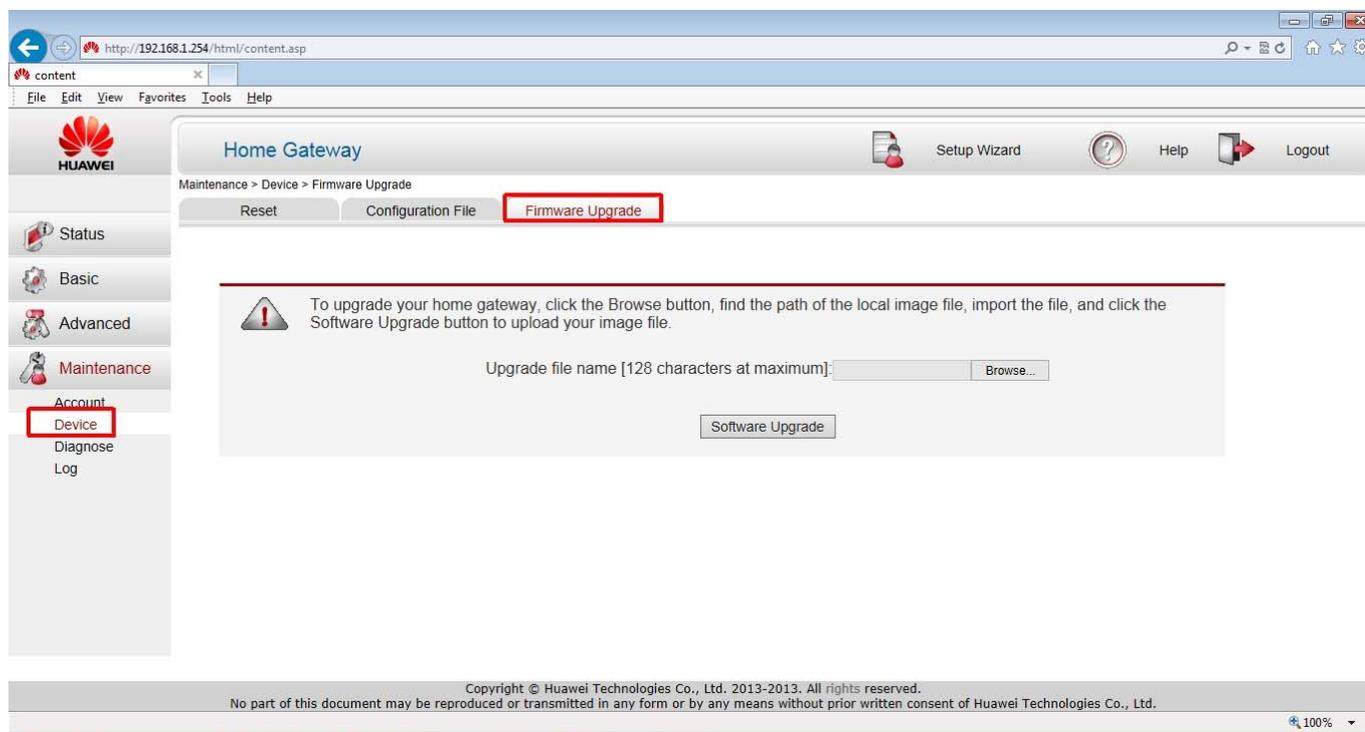


### STEP 3 – SELECT THE UPDATE FUNCTION

- After logging in, you will be presented with the main user interface.
- In the left-hand menu, click **MAINTENANCE**

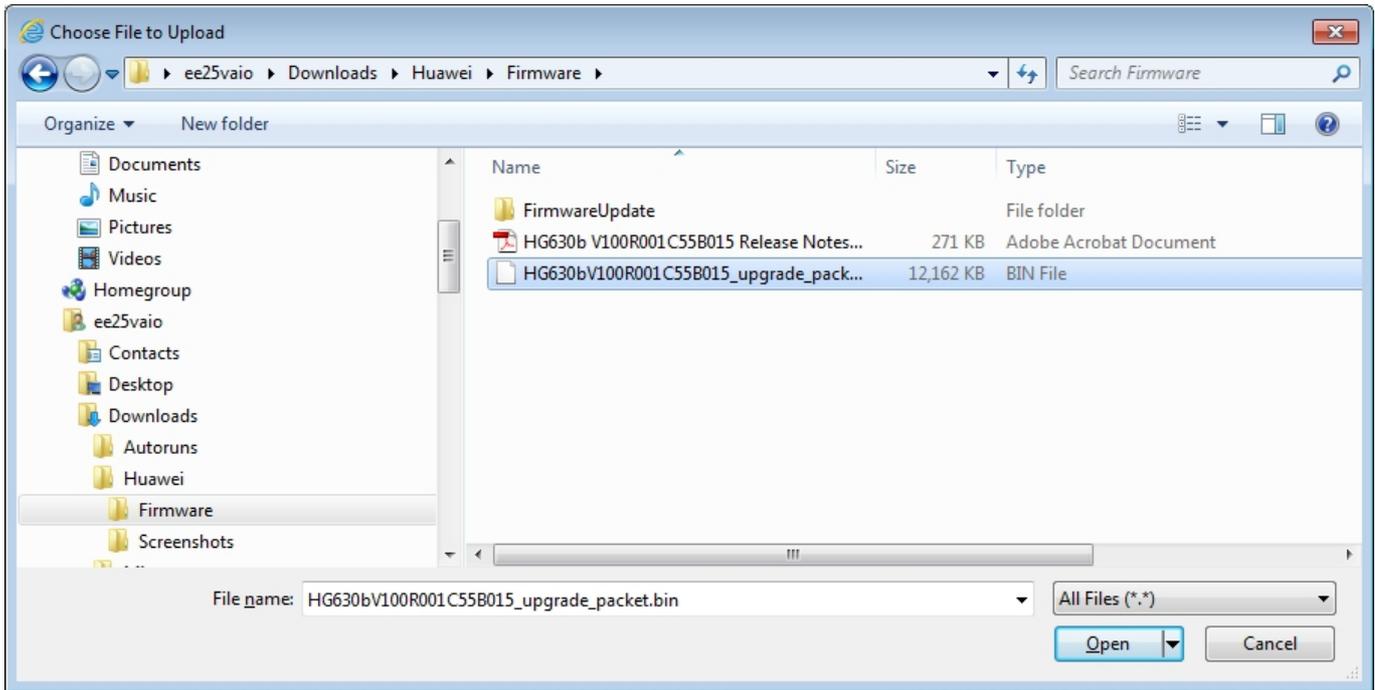


- In the revealed menu, click the **DEVICE** link.
- Click the **FIRMWARE UPGRADE** tab.
- Click the **BROWSE** button.

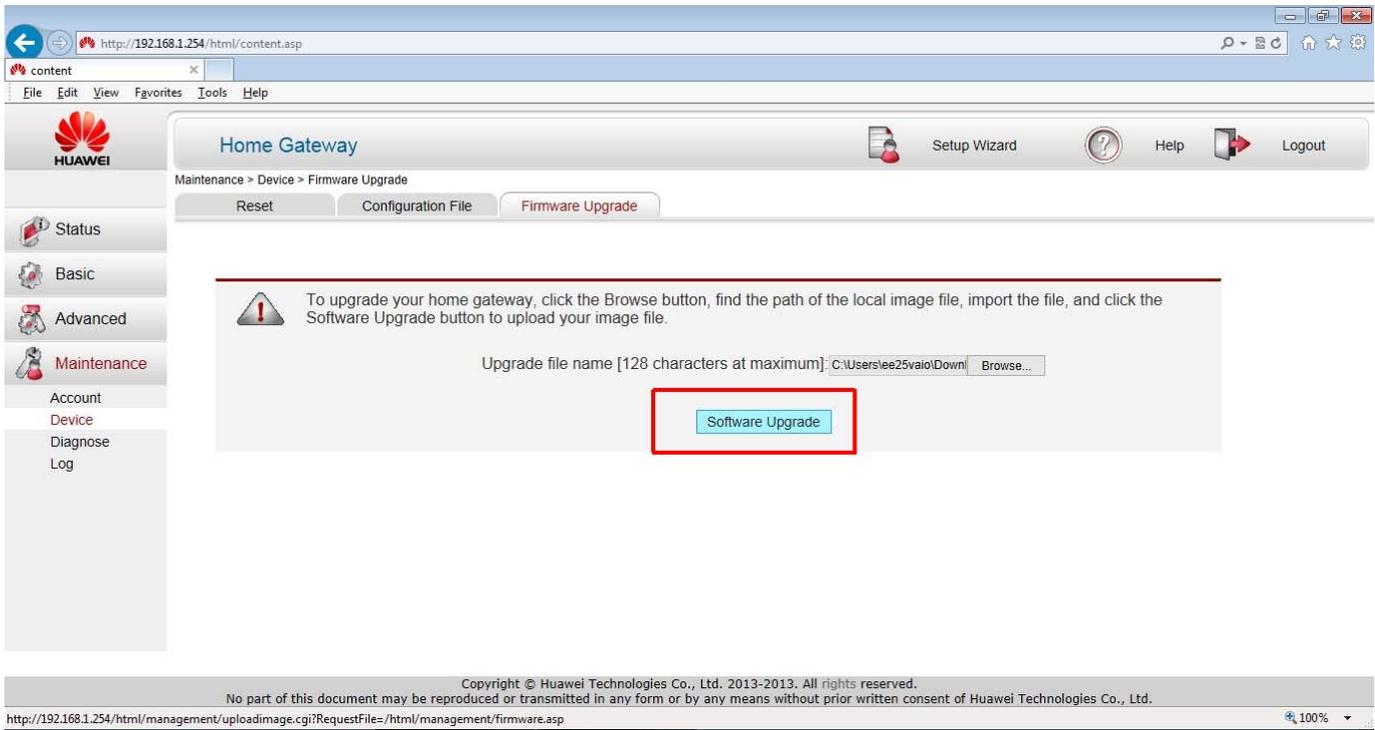


#### STEP 4 – SELECT THE FIRMWARE FILE TO LOAD

- Using the pop up Window, find the HG630b firmware file saved on your computer. *This is where it is important you know where you saved the firmware file.*
- Select the file by clicking on it.
- Click the **OPEN** button.

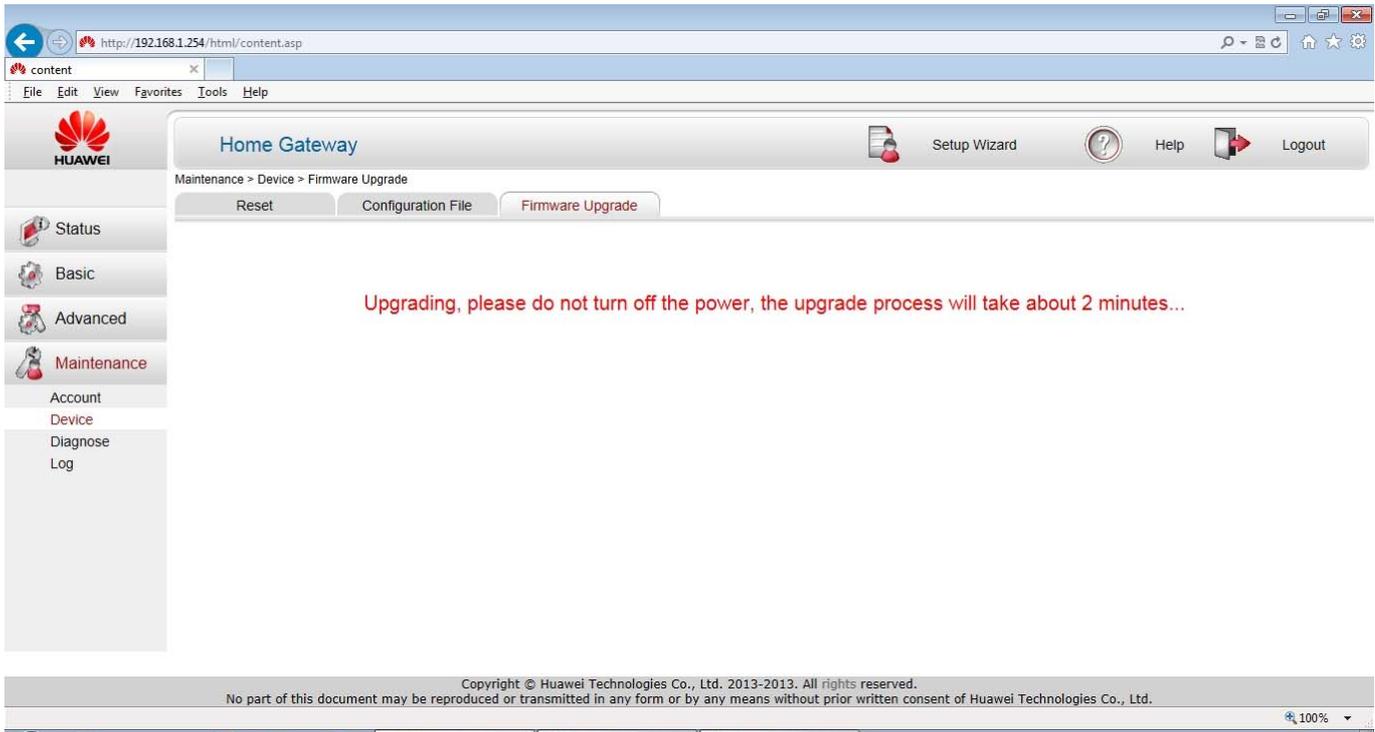


- Click the **SOFTWARE UPGRADE** button.



## STEP 5 – WAIT FOR THE FIRMWARE TO UPDATE

- The gateway will inform you it is updating.
- **DO NOT** disconnect the gateway from the attached computer or power off the gateway or attached computer.
- The update takes up to 5 minutes to complete.

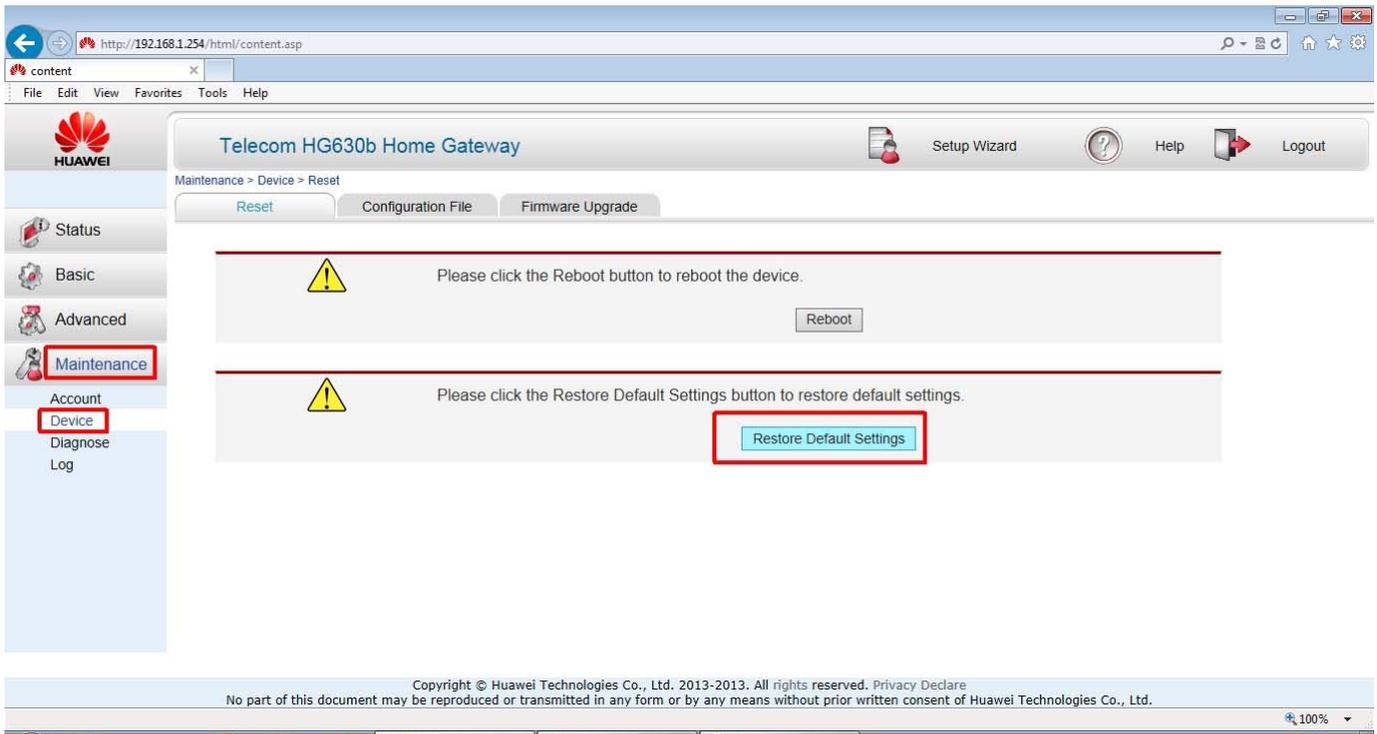


## STEP 6 – FACTORY RESET

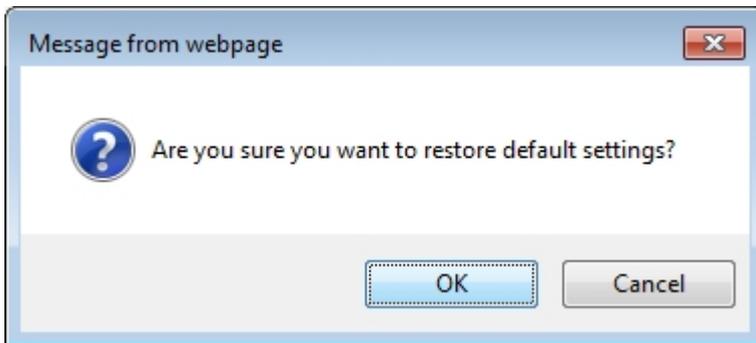
- The last step is to perform a Factory Reset.  
**NOTE:** *This action removes all user customization from the device. If you have any personalisations, such as unique log-in or WiFi username or password, these must be redone manually.*
- The gateway will restart and you will see a slightly different log-in page  
The colours, logo, layout may appear different – this is the new look firmware.
- Log in as in Step 1 using **admin / admin**



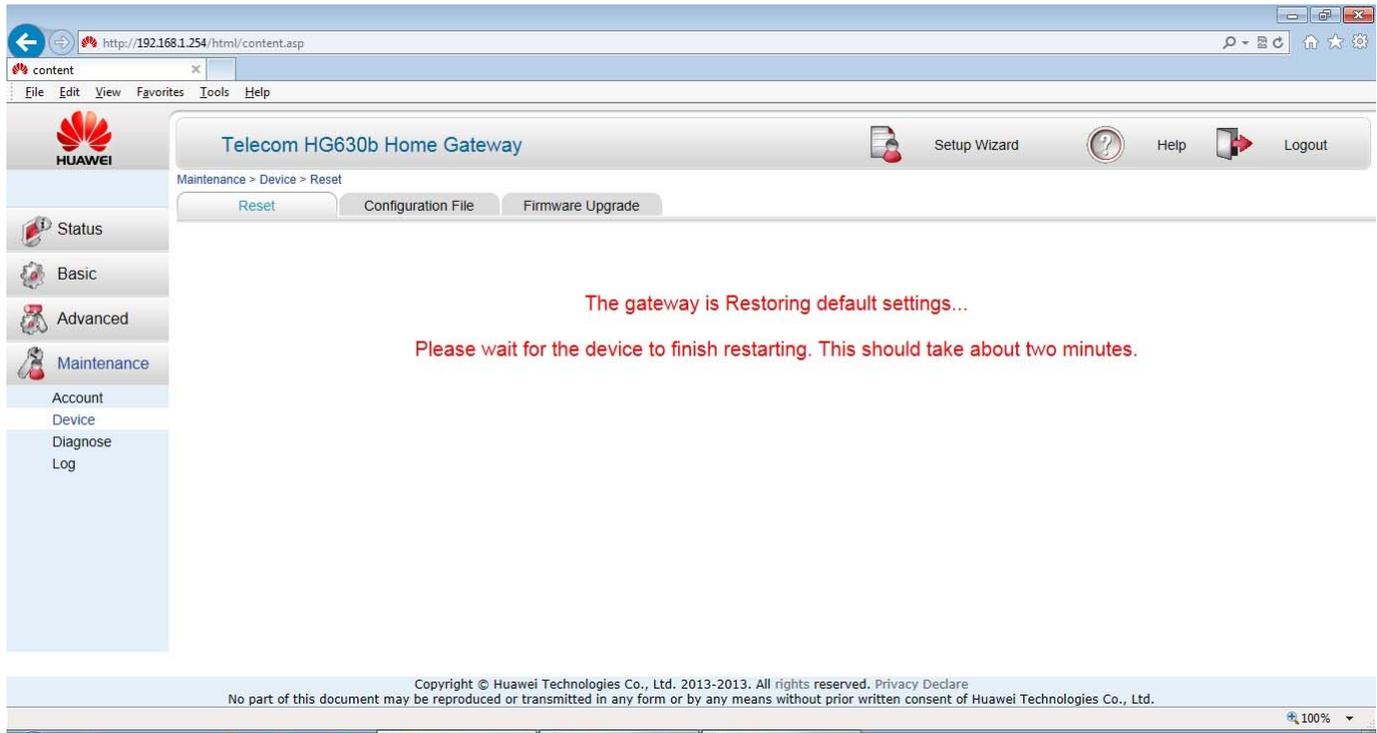
- Click on **MAINTENANCE**
- Click on **DEVICE**
- Click on **RESTORE FACTORY SETTING**



- At the warning prompt, click **OK**



- The gateway will reset itself to factory default.
- This process takes up to 3 minutes.



## STEP 7 – TIDY UP

- Once the device has restarted, you can re-enter the user interface via a web browser and redo any customizations.
- Plug in any disconnected ethernet LAN cables.
- Reconnect any WiFi devices.
- If the computer used to perform the firmware update connects via WiFi, disconnect the LAN cable and reconnect using WiFi.
- **RESTART** your anti-virus and / or anti-malware software and your firewall if you disabled it.

Your HG630b is now updated and can be used as normal.