

# Firmware Installation Instructions

## Thomson SpeedTouch/Gateway

If you need assistance please contact ipStore Support at 281-579-0400.

### Downloading SpeedTouch Upgrade Wizard & Firmware

The SpeedTouch Upgrade Wizard and latest firmware are available on our website Support page under **Latest Firmware and Upgrade Wizard**. [http://www.ipstore.us/info\\_support\\_int.html#upgradewizard](http://www.ipstore.us/info_support_int.html#upgradewizard)

1. Download **Upgrade Wizard** or **Upgrade Wizard w/Latest Firmware** and store it to your local hard drive.
2. Download the firmware file to the folder preceding the folder where you saved the Set-up Wizard.

**Note: If you downloaded the Upgrade Wizard w/Latest Firmware, move the firmware file to the folder preceding the folder where the Set-up Wizard is located.**

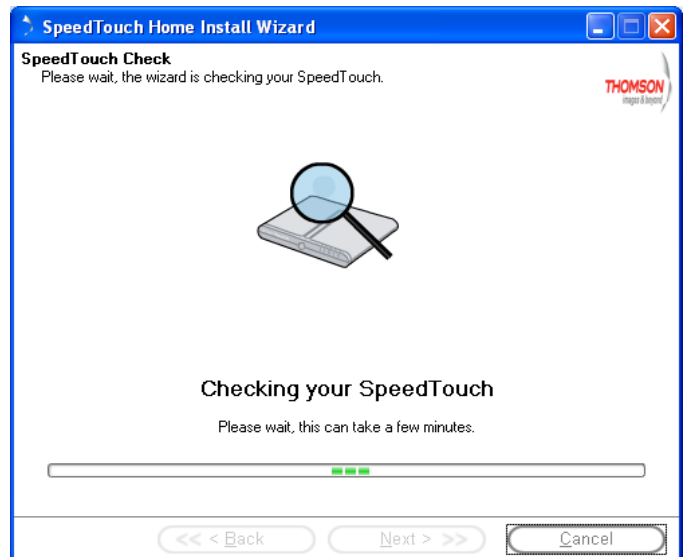
### Running the Upgrade Wizard

1. Make sure the modem is connected to the computer and power outlet and turn unit on.
2. Set **Internet Protocol (TCP/IP) Properties** to **10.0.0.10** and a subnet of **255.0.0.0**.

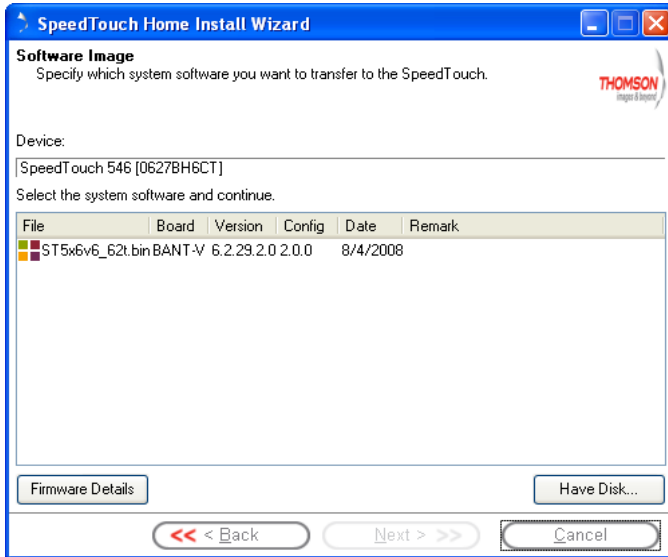


3. Launch the upgrade wizard and click on **Next**.

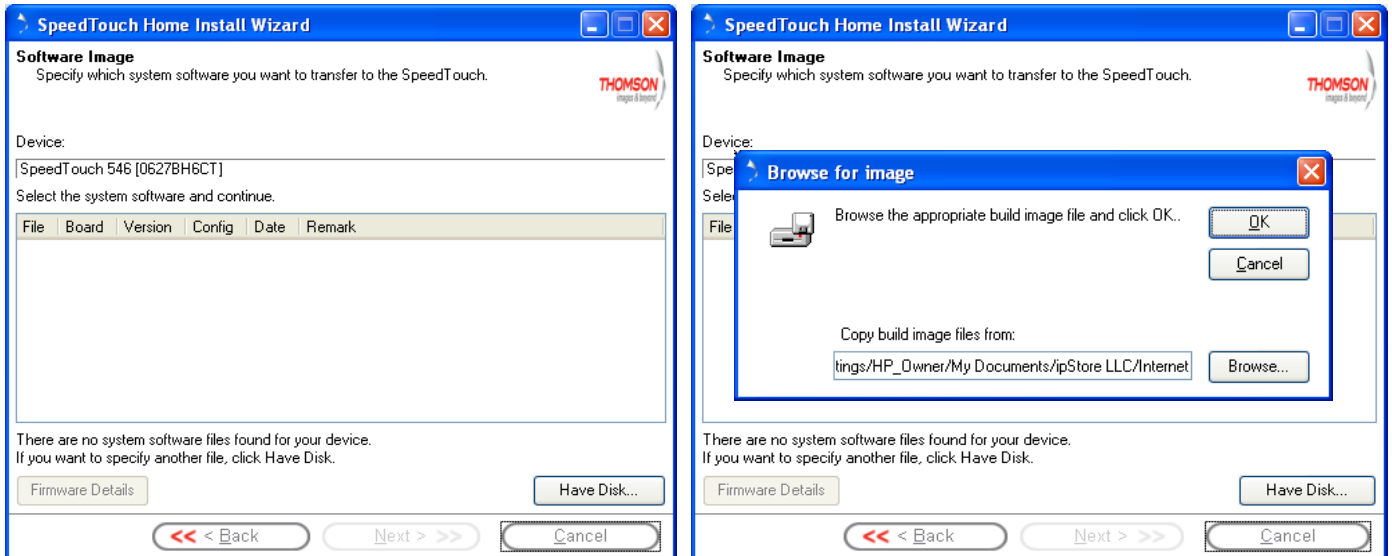
The Wizard will search for the SpeedTouch.



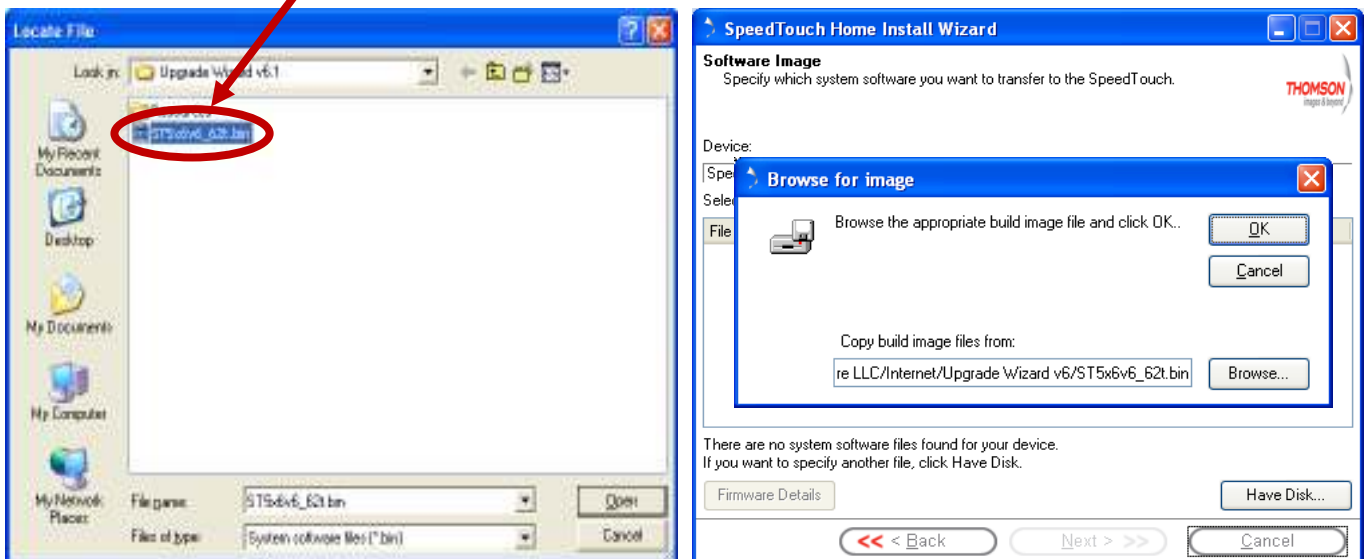
4. The wizard will display the following **Software Image** screen when the modem is found. Skip to step 7 if the firmware file appears.



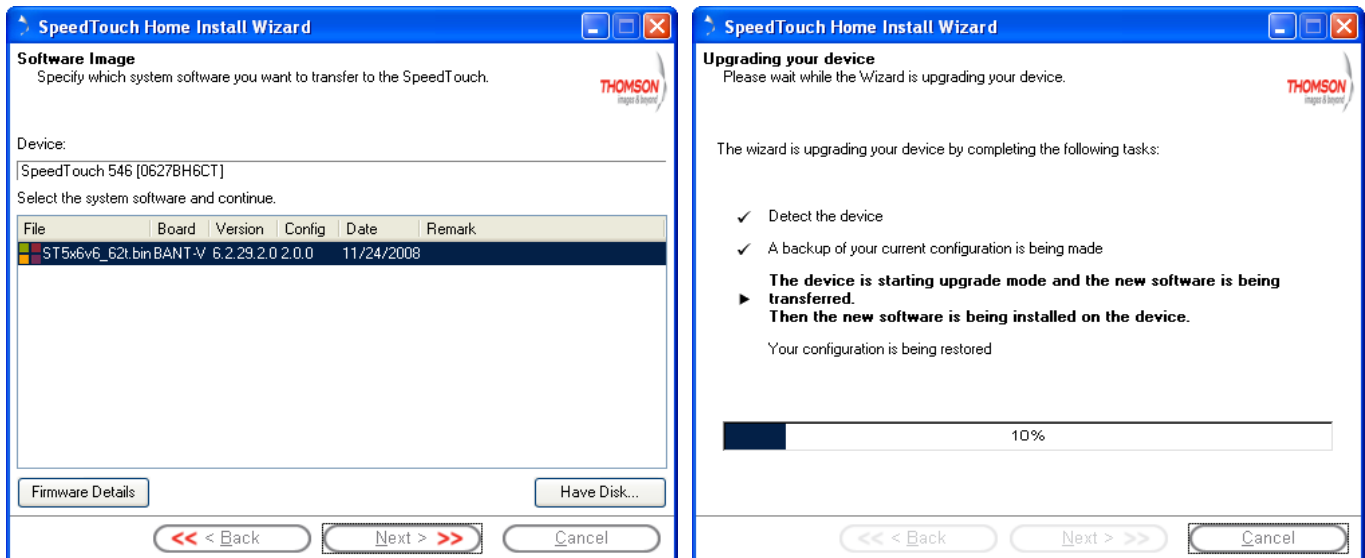
5. Click on **Have Disk** . . . . . Then click on **Browse**.



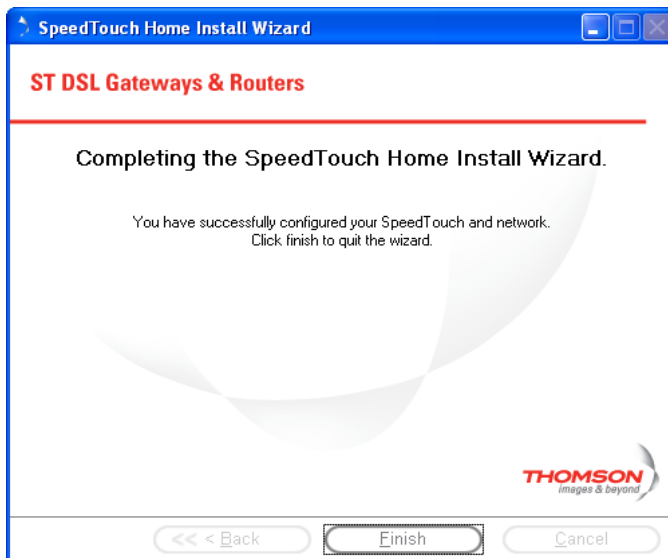
6. Locate and select the **.bin** file and click on **Open** . . . . . Click on **Ok**.



7. Highlight the file; click on **Next** to start upgrade. (this step will take a few minutes)



8. The following screen appears when the firmware installed successfully. Click on **Finish**.



9. If your SpeedTouch had a default configuration installed prior to installing the firmware the wizard should have saved and restored it during this upgrade. If not, refer to the **Configuration File Installation Instructions** to reinstall your default configuration files.  
[http://ipstore.us/documentation/internet\\_instructions\\_sheets/Configuration%20File%20Installation%20Instructions.pdf](http://ipstore.us/documentation/internet_instructions_sheets/Configuration%20File%20Installation%20Instructions.pdf)