

Modem manufacturers continue to develop new firmware for their modems as they continue to learn more about high speed technology and its problems.

When your modem was installed it was configured using the driver program from the manufacturer.

Modems which have their operating parameters saved in Flash RAM (software-upgradeable firmware) need a firmware upgrade to replace the contents of Flash ROM when the manufacturer makes corrections or improvements to the code. Keeping up-to-date is useful to the health of your Internet connection. Out of date firmware can cause connection problems, slow connections, no data throughput or disconnections. Generally our advice is to only update the firmware on the advice of the manufacturer, if you are experiencing a problem with your internet connection.

Here are some of the more popular modems on the market, and links to the manufacturer's or other web site from which firmware upgrades may be obtained if needed

Netcomm - <u>www.netcomm.com.au</u> Netgear - <u>www.netgear.com.au</u> DLink - <u>www.dlink.com.au</u>

How to check your Modem firmware version.

Connect and switch on the modem/router and open a browser at http://192.168.1.1 or http://192.168.0.1

This will normally bring up the modem/router menu after entering the username and password (default admin,admin).

The firmware version your Modem is using is displayed

Note that it is essential to always obtain the Australian version of all firmware upgrades that are intended to suit Australian systems. In most cases firmware upgrades are quite simple, provided the instructions are followed; however, users inexperienced in such procedures should seek advice from our Melb PC Communications SIG (see events calendar page in PC Update) before proceeding.

You may risk avoiding your modem warranty by upgrading your firmware

without first contacting the vendor to ascertain the need for upgrade.

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