

Firmware Version 3.0.0 for Zoom ADSL X5 Model 5654A

This firmware is only compatible with the Zoom ADSL X5 Model 5654A. You have a 5654 "A" model version if the bottom barcode label contains 5654-xx-xxAF.

Please read through these steps before proceeding.

Important Notes

- This firmware upgrade consists of a batch file program that requires a Windows computer. This computer must be connected directly to the Zoom ADSL X5 modem with an Ethernet cable.
- The modem must be reset to factory default settings as part of the upgrade process. For this reason, please take note of the modem's Basic Setup settings as well as any configurations you have made on the Advance Setup pages. You will need to re-enter your settings manually after the modem has been upgraded.

How to Apply the Firmware Upgrade

- 1** Connect a Windows computer directly into one of the X5's **ETHERNET** ports. (Note: Do not attempt to carry out the firmware upgrade over a USB connection or through another router or network device!)
- 2** Unplug the DSL line from the back of the X5. Also unplug any USB cable and any other Ethernet cables except the one for the computer on which you will be upgrading from.
- 3** You must perform a hard factory reset on the modem:
 - a** Make sure the modem is powered on and then, using a straightened paperclip or similar object, press and hold the modem's **RESET** button for 5 seconds.
 - b** This reset will take about 30 seconds to complete. The modem's **ETHERNET** and **DSL** lights will turn off briefly. Please wait until the **DSL** light starts to blink again.
- 4** Close all running programs, including any instant messaging applications.
- 5** We recommend turning off any anti-virus software and firewall or Internet security software running on your computer. These programs could interfere with the firmware batch file.
- 6** If you are using Windows Vista, make sure that you have turned on the Telnet Client:
 - a** From the **Start menu**, select **Control Panel** → **Programs and Features**.
 - b** In Programs and Features, in the Tasks pane (left column), click **Turn Windows features on or off**.
 - c** If a **User Account Control** message appears, click **Allow**.
 - d** In the **Windows Features** dialog box, select **Telnet Client**, click **OK**, and wait while the feature is configured.
 - e** In the **Uninstall or Change a Program** window, click the Close box to exit.
- 7** Open the **5654A_300** folder, the **X5-Upgrade** folder, and then double-click the **update** (or **update.bat**) icon. A command prompt window appears saying "Beginning upgrade..."

If you get an error message saying “Could not read MAC address of device. Aborting operation,” verify that you have done the hard factory reset correctly per Step 3 and then run the **update** program again. If the error persists, please contact Technical Support for assistance.

- 8** You will see several status messages indicating the progress of the upgrade. After you see “Done,” the modem will reboot itself (the modem’s **ETHERNET** and **DSL** lights will turn off briefly). Please wait until the **DSL** light starts to blink again. This entire upgrade process takes about 2 minutes.
- 9** To confirm a successful firmware upgrade:
 - a** Open a web browser and enter <http://10.0.0.2> in the address bar. When prompted for a Username and Password, enter:
 - Username: **admin**
 - Password: **zoomadsl** (where “l” is a lowercase letter L)
 - b** When the Basic Setup page appears, click the **System Status** icon and check that the **S/W Version** includes **3.0.0**.
- 10** Now you may reconnect the cables and re-enter the modem’s settings. Remember to click the **Save Changes** and **Write Settings to Flash** buttons after making changes. (Note: If you do not see the Save Changes button, click your web browser’s refresh/reload button and try again.)

If you disabled any anti-virus/firewall/security software and other programs, you may now turn them back on.

Note: This firmware version does not support Dynamic DNS.