



Article Number - 00067-2022

Date - 3<sup>rd</sup> March 2022

Article applies to - 4GConnect, 4GConnect Pro and 4GXtream

## ISSUE: Updating Firmware on our 4G Products

Our 4G Products have been very popular and reliable since we first launched them back in 2018. Since then, there have been a few small, non-critical, firmware updates, but with the announcement of AT&T turning off their 3G service in the US, we have now had to release our first major firmware update, that we recommend all users update to. Please use the procedure in this Tech Note to update your 4GConnect or 4GXtream product, if you have older firmware than V07.01.02.

We recommend using a laptop for this update procedure, as the saving and retrieving of downloaded files is much easier on Windows/Mac/LINUX computers, than on iOS and Android devices.

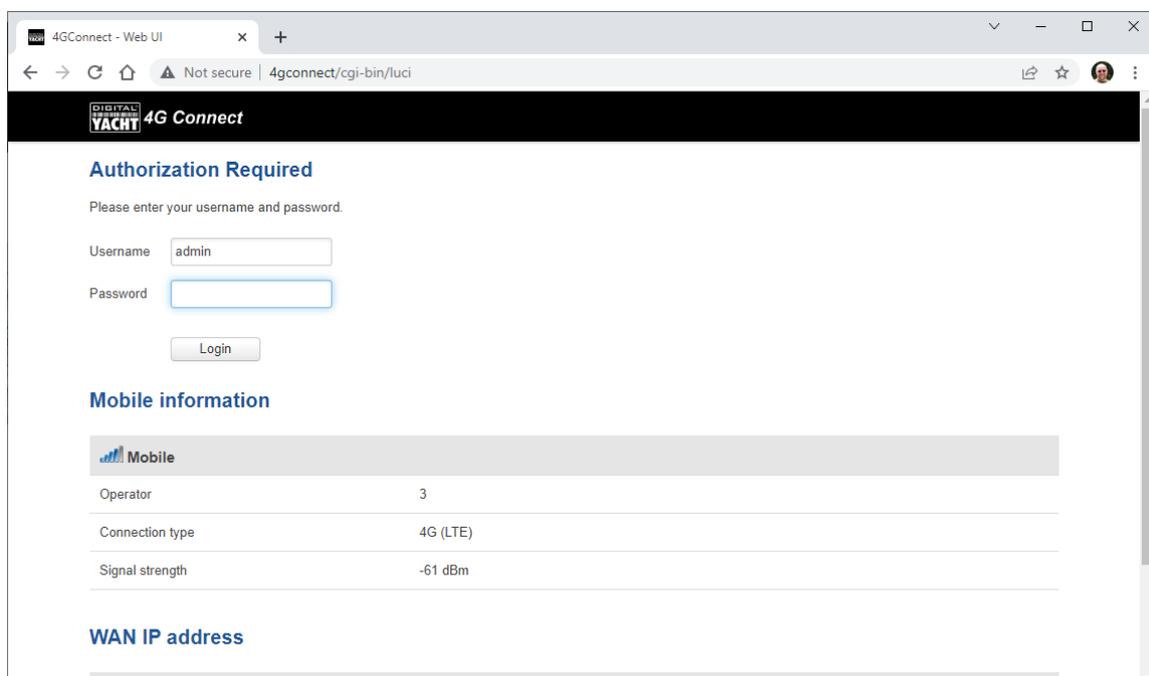
### Update Procedure for 4GConnects (Pro) with firmware V01.14.05 or less

To update the firmware, ensure your laptop is wirelessly connected to the 4GConnect (Pro), open your web browser (Chrome, Edge, Firefox, Safari, etc.) and go to either <http://4gconnect> or <http://192.168.1.1>

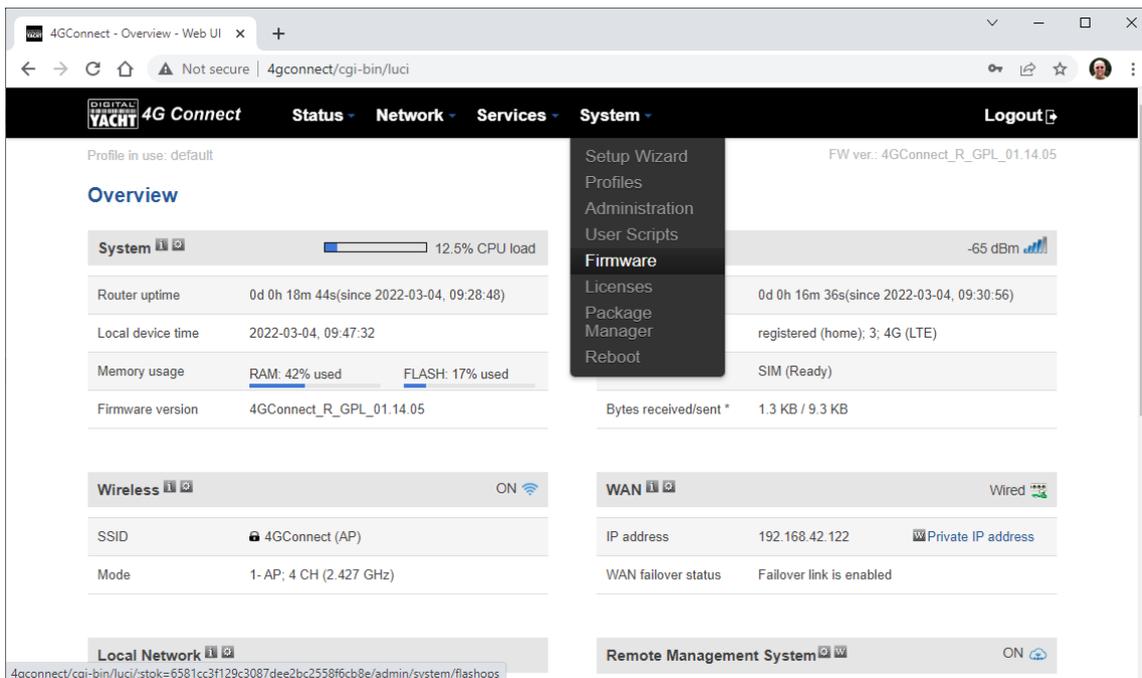
The 4GConnect login page will be displayed and to login the default username and password are....

Username = admin

Password = 4GConnect



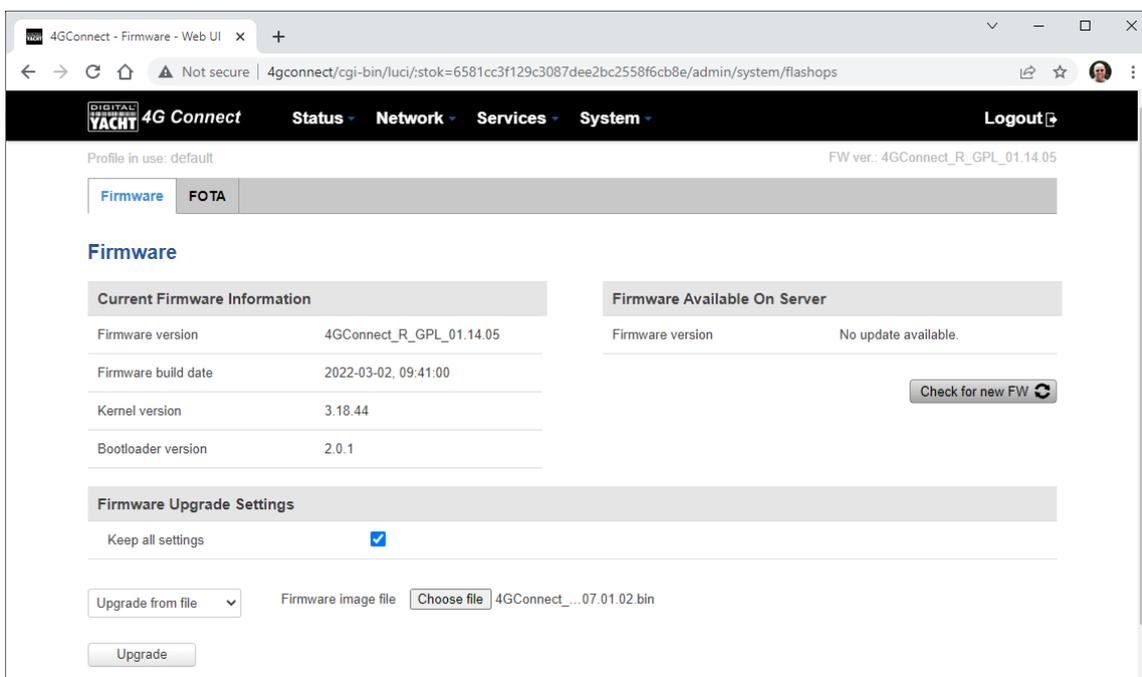
Once logged in go to the System>Firmware menu option...



The Firmware screen will now be displayed as shown below, and you should ensure the “Keep All Settings” tick box is ticked and then click on the down arrow next to the “Upgrade from Server” button and select “Upgrade from File”. Now a “Choose File” button will appear, which you should click and then browse through your laptop’s folders to find the latest Firmware Update file that you have got from our website....

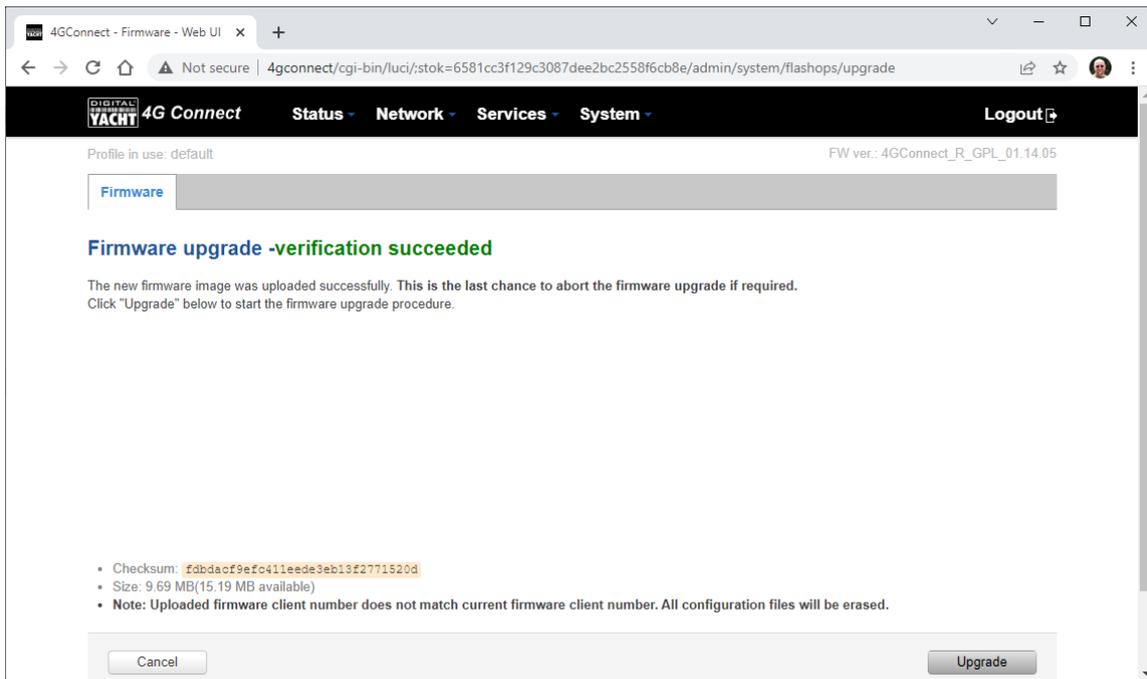
<https://digitalyachtamerica.com/product-firmware/>

The file that you need to select must have a **.BIN** file extension, which you will need to have extracted from the compressed ZIP file we store on our Download server.

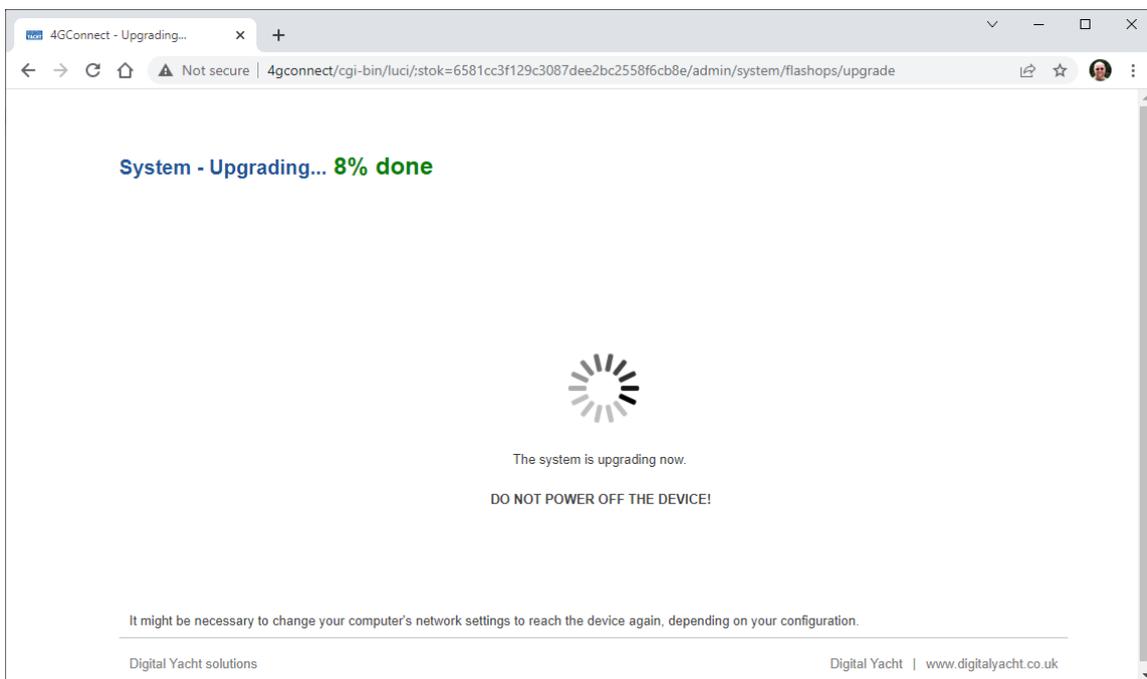


Once the correct file is selected, click the Upgrade button to start the update process. It is very important that you do not remove power from the 4GConnect or the laptop whilst the update is in progress, otherwise the 4GConnect may end up being “bricked” and will have to be returned to us for repair.

The 4GConnect will do a few checks to make sure it has enough memory to receive the update, that it is the right type of firmware update file and that it has not been corrupted. Then this final confirmation screen will appear...



If everything is OK and you are ready to do the update, click the “Upgrade” button. The 4GConnect will now start the upgrade process and this status page will be shown.



This page will continue to count up to 100% but if you are updating via Wi-Fi you will probably be disconnected as the 4GConnect reboots after the update and you will need to reconnect and refresh the webpage. All of your settings, passwords, etc. should be the same as you previously had set.

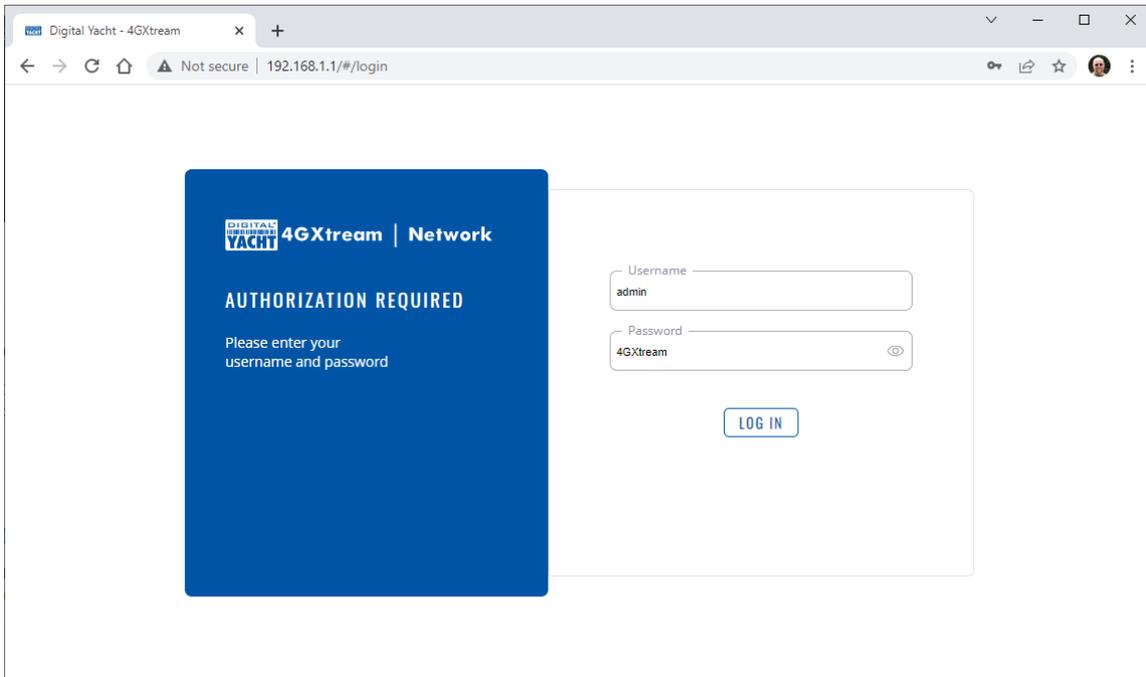
## Update Procedure for 4GXtreams (and 4GConnects with V07.01.01 or later)

To update the firmware, ensure your laptop is wirelessly connected to the 4GXstream, open your web browser (Chrome, Edge, Firefox, Safari, etc.) and go to either <http://4gxtream> or <http://192.168.1.1>

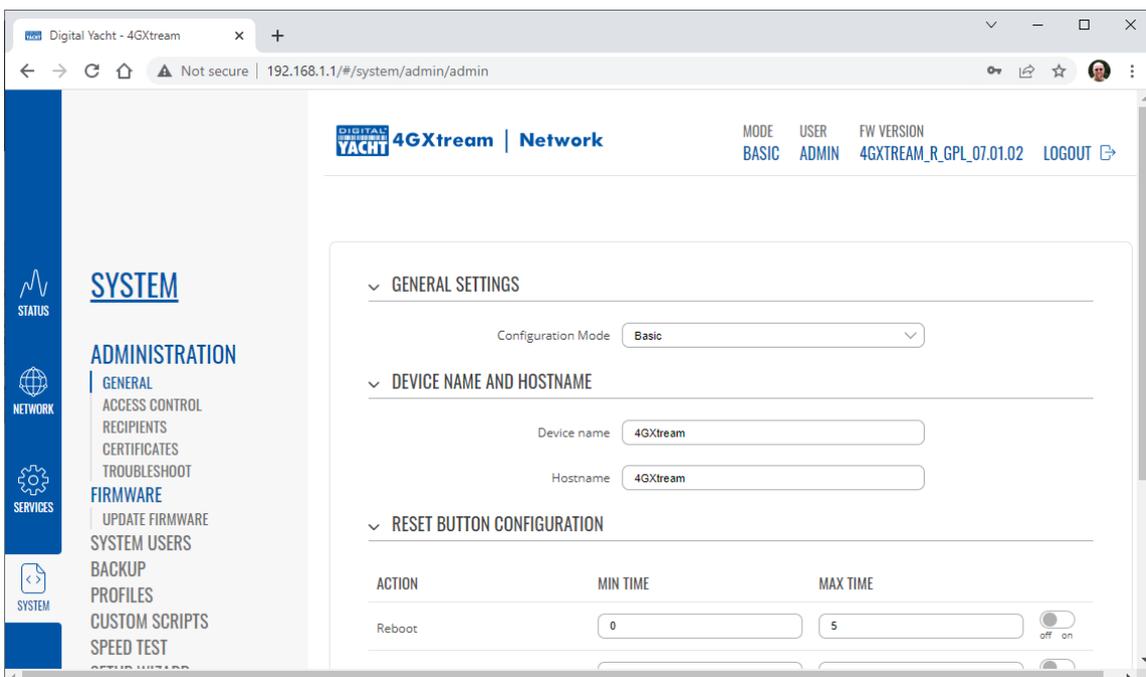
The 4GXstream login page will be displayed and to login the default username and password are....

Username = admin

Password = 4GXstream



Once logged in go to the System>Firmware menu option...

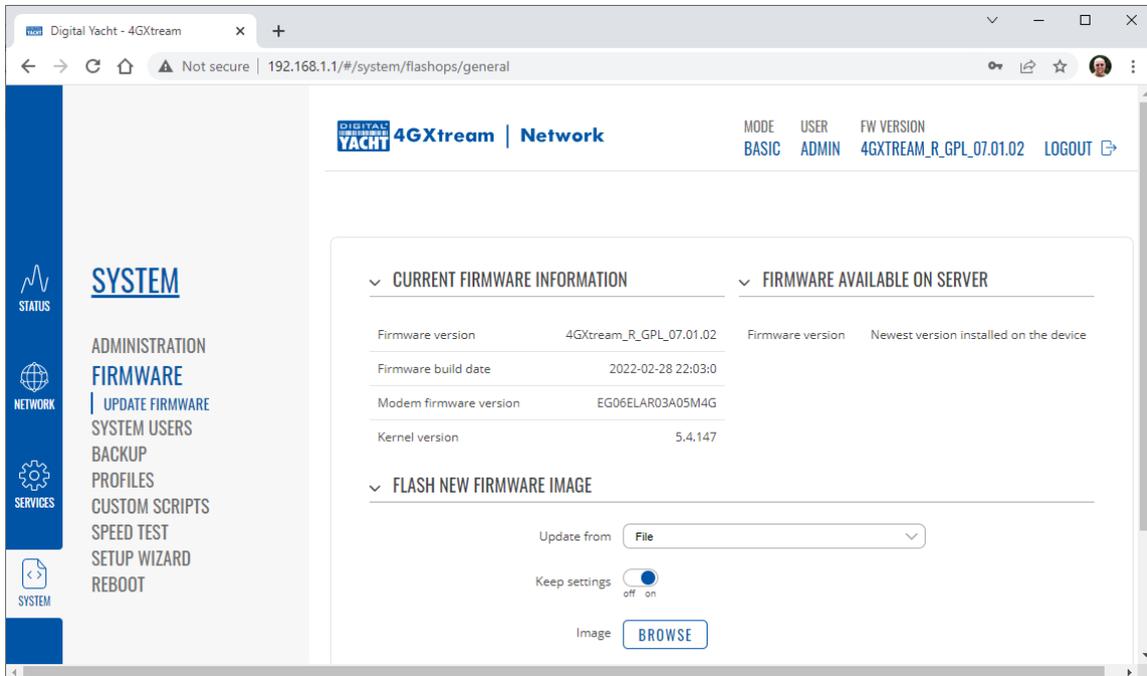


The Firmware screen will now be displayed as shown below, and you should ensure the “Keep All Settings” switch is ON and the “Update From” drop down has File selected. Now click the “Browse” button to

navigate through your laptop's folders to find the latest Firmware Update file that you have got from our website....

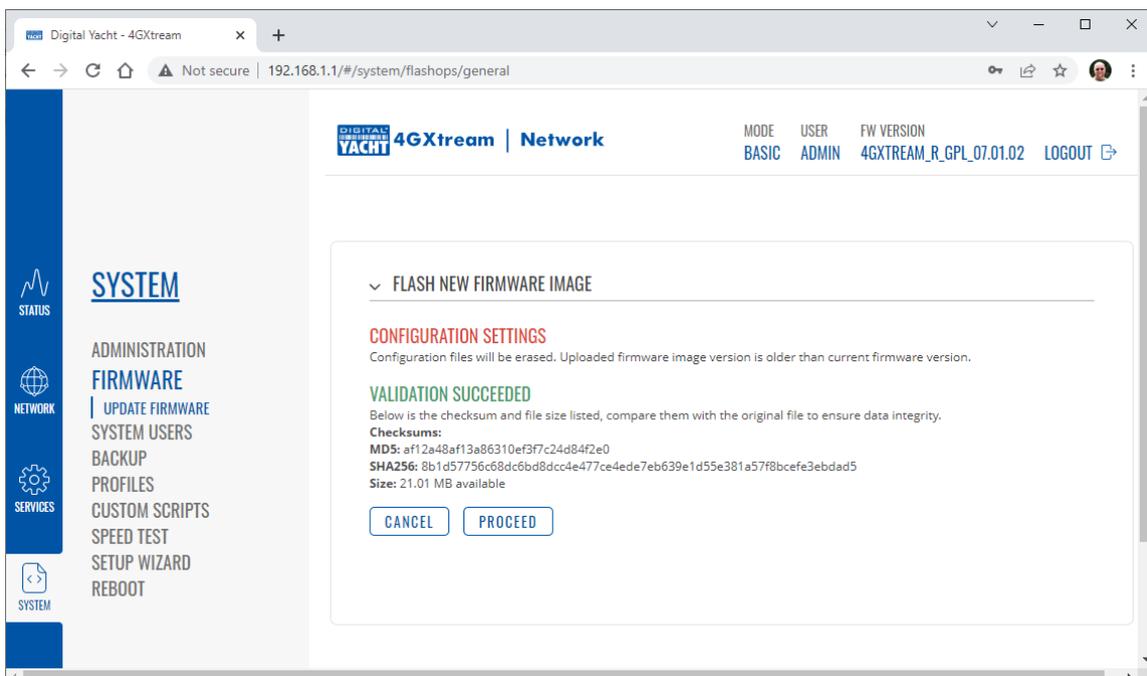
<https://digitalyachtamerica.com/product-firmware/>

The file that you need to select must have a **.BIN** file extension, which you will need to have extracted from the compressed ZIP file we store on our Download server.

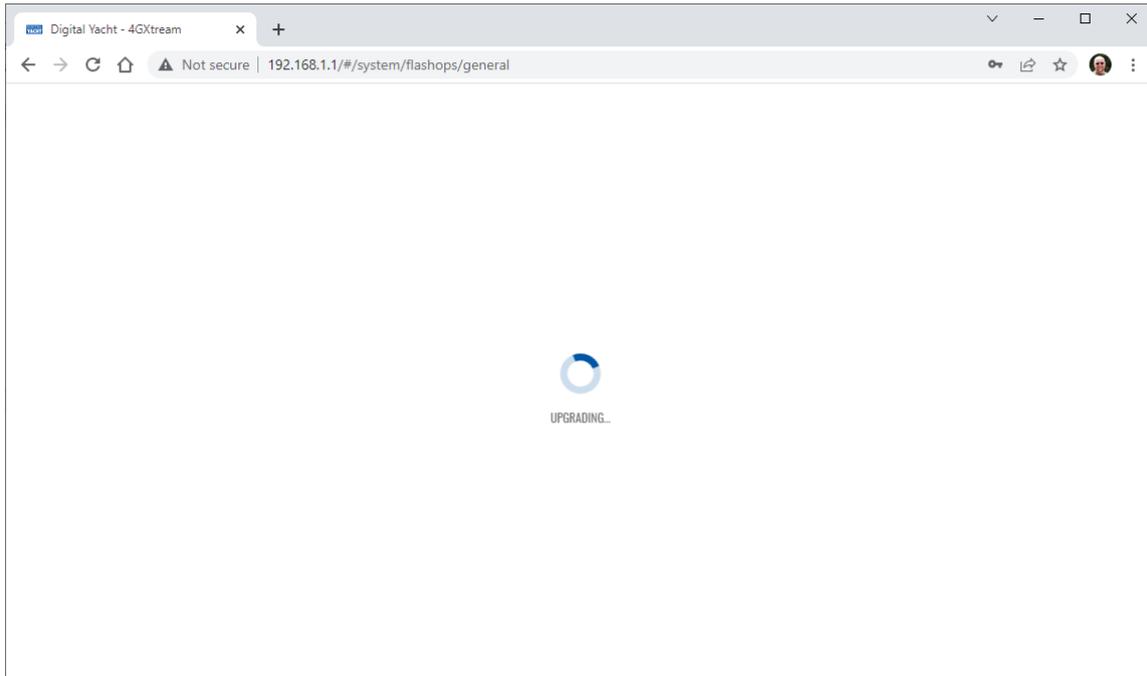


Once the correct file is selected, click the Upgrade button to start the update process. It is very important that you do not remove power from the 4GXtream or the laptop whilst the update is in progress, otherwise the 4GXtream may end up being “bricked” and will have to be returned to us for repair.

The 4GXtream will do a few checks to make sure it has enough memory to receive the update, that it is the right type of firmware update file and that it has not been corrupted. Then this final confirmation screen will appear...



If everything is OK and you are ready to do the update, click the “Upgrade” button. The 4GXtream will now start the upgrade process and this status page will be shown.



This page will continue to show the “Upgrading” icon (takes about 45-60 seconds) while it is updating itself but if you are updating via Wi-Fi you will probably be disconnected as the 4GXtream reboots after the update and you will need to reconnect and refresh the webpage. All of your settings, passwords, etc. should be the same as you previously had set.