Firmware Version 5.0.8-00 for Zoom ADSL X6 Model 5590C/D/E/F

This firmware is only compatible with the Zoom ADSL X6 Model 5590C, 5590D, 5590E, or 5590F. You have a C, D, E, or F model version if the ETHERNET ports on the modem's back panel are color-coded yellow.

Important Notes

- If you get a Firmware Update Failed error ("Failed to write to system. Not enough core.") while attempting this firmware upgrade, you will need to load an interim code file and then re-apply the 5.0.8 firmware file, as explained in the steps below.
- You will be required to perform two hard factory resets on the Zoom ADSL X6, as described below. For this reason, please take note of your X6's Basic Setup settings as well as any configurations you have made on the Wireless and Advanced Setup pages. You will need to re-enter your settings **manually** after the modem has been upgraded.
- You must upgrade the firmware from a wired computer that is plugged directly into the X6.

How to Apply the Firmware Upgrade

1 Connect a computer directly into the Zoom ADSL X6 modem/router via an Ethernet cable. Do not attempt to carry out the firmware upgrade over a wireless connection or through another router or network device!

2 Unplug the DSL line from the back of the X6. Also unplug any Ethernet cables **except** the one for the computer on which you will be upgrading from.

3 Close all running programs, including any instant messaging applications.

4 It is recommended that you turn off any anti-virus and firewall/security software. Also disable the pop-up blocker feature in your web browser (or other application).

5 Access the **Zoom Configuration Manager** by double-clicking on the Zoom icon on your desktop. If the Zoom icon is not there, then open your web browser and go to the X6's LAN IP address. By default this is **http://10.0.0.2**.
When prompted, enter the username and password. By default these are:
User Name: **admin**
Password: **zoomadsl** (where "l" is a lowercase letter L)

6 You must perform a **hard factory reset** on the X6. The hard reset procedure depends on your X6's current Firmware Version. You can find the current **Firmware Version** on the **System Status** page.

If your X6 has a 5.0.4-xx or later firmware version:

a On the X6's back panel, press and hold the **RESET** button for 2 seconds and then release.

b While the modem is going for reboot, the **POWER** light will turn red, **ETHERNET** will turn off briefly, and then **WLAN** and **DSL** will turn off. Please wait about 45 seconds, until the **DSL** light starts to blink again.

If your X6 has a 5.0.2-xx or earlier firmware version:

a On the X6's back panel, press the **RESET** button 7 times slowly (once per second).

b Wait 10-15 seconds until the yellow and green **ETHERNET** port lights turn off briefly.

c Now look at the X6's front panel label. The **POWER** light will turn red and then the rest of the lights will turn off.

d Please wait about 45 seconds, until the **DSL** light starts to blink again.

7 To prevent wireless traffic from possibly interfering with the firmware upgrade, we advise that you disable the X6's wireless feature:

a Click the **Wireless** icon. The **Wireless Setup** page appears.

b Change **Wireless Status** to **Disable**.

c Click **Save Changes** and then **Write Settings to Flash**.

8 Load the **5.0.8 firmware file**:

a Click the **Advanced Setup** button.

b Under Administration, click **Firmware Update**. The **Firmware Update** page appears.

c Click **Browse...** (or **Choose File**).

d Locate and select the file named **Zoom-X6-Ver-5.0.8-00-http-upload.tar** and then click **Open** (or **Choose**). Note: In some cases this filename may be truncated.

e Click the **Image Upload** button. The Updating process begins.
If you get a "**Firmware Update Failed**" error, please skip to the **Load the Interim Code File** section below. Otherwise, continue to step f.

f Do not interrupt the firmware loading process! Please wait until the web page status changes to **"Firmware Update Complete."** This process may take several minutes.

> **Note:** If, while the firmware is being loaded (when the # characters are moving across a line), the page suddenly displays "page cannot be displayed," DO NOT power cycle or turn off the modem. Instead, log back into the modem at **http://10.0.0.2** and click on **Advanced Setup**, **Firmware Upgrade** and then click the **More** button to display the Upgrade page again.

g When prompted to reboot, click the **Reboot** button. The **POWER** light will turn red and then the rest of the lights will turn off briefly. Please wait about 45 seconds, until the **DSL** light starts to blink again.

9 You must perform a **second hard factory reset**:

a On the X6's back panel, press and hold the **RESET** button for 2 seconds and then release.

b While the X6 is going for reboot, the **POWER** light will turn red, **ETHERNET** will turn off briefly, and then **WLAN** and **DSL** will turn off. Please wait about 45 seconds, until the **DSL** light starts to blink again.

10 To confirm a successful firmware upgrade, go to the modem's **System Status** page and check that the **Firmware Version** includes "**5.0.8-00**." (Note: If the web page displays "action canceled" or "page cannot be displayed," you may need to close and re-open your web browser.)

11 Now you may reconnect the cables and re-enter your X6's configuration. Remember to click the **Save Changes** and **Write Settings to Flash** buttons. If you disabled your anti-virus software or any other programs or features, you may now turn them back on.

Load the Interim Code File (If Necessary)

1 This step is ONLY required if you get a Firmware Update Failed error ("Failed to write to system. Not enough core.") when attempting to load the 5.0.8 firmware file.

a Click the **Advanced Setup** icon.

b Under Administration, click **Firmware Update**. The **Firmware Update** page appears.

c Click **Browse...** (or **Choose File**).

d Locate and select the file named **http-upload-xxx.tar** and then click **Open** (or **Choose**). Note: In some cases this filename may be truncated.

e Click the **Image Upload** button. The Updating process begins.

f Do not interrupt the firmware loading process! Please wait until the web page status changes to **"Firmware Update Complete."** This process may take several minutes.

> **Note:** If, while the firmware is being loaded (when the # characters are moving across a line), the page suddenly displays "page cannot be displayed," DO NOT power cycle or turn off the X6. Instead, log back into the modem at **http://10.0.0.2** and click on **Advanced Setup**, **Firmware Upgrade** and then click the **More** button to display the Upgrade page again.

g When prompted to reboot, click the **Reboot** button. The **POWER** light will turn red and then the rest of the lights will turn off briefly. Please wait about 45 seconds, until the **DSL** light starts to blink again.

h Return to Step 8 above and re-apply the 5.0.8 firmware file.