

Firmware Upgrade Instructions: Billion range

The entire procedure will take approximately between 10-15 minutes; please do not touch your device or PC until the procedure has been completed, otherwise you may cause permanent damage to your devices.

1. Visit <https://www.mynetfone.com.au/support/downloads/> and select the appropriate model of your Billion Voice Adaptor
2. Download the firmware and save the file to desktop
3. Visit <http://192.168.1.254> and log in to your Billion device
4. Once you have logged in, on the left side menu select **Configuration**, then select **VoIP**
5. Record all your existing VoIP settings under the 'wizard', 'general settings' and 'phone port settings' menus
6. Log out of your device
7. Complete a factory reset - Find the small pin hole located on the back of your device, then using a pin or similar, press firmly in the pin hole for a minimum of ten seconds. Your device should then restart.
8. Log in to your Billion device again and on the left hand menu select **Configuration**, then **System**, then **Firmware Upgrade**
9. Browse for the file which you have downloaded in step 2, and upload it
10. Your device will now upgrade and restart
11. You will be required to re-enter your VoIP settings after your device has restarted

Should you require assistance in uploading the new firmware onto your Billion device, please submit a technical support request on the Billion website:

http://www.billion.com.au/helpdesk/index.php?action=ticket_submit.

Alternatively, you can contact MyNetFone technical support on 1300 731 048 between 8:30am and 8:00pm AEDT Monday to Friday and 9:00am and 4:00pm AEDT Saturday. Please download the firmware and connect your Billion device to your PC before calling.