



Maintenance Release 2 Upgrade Procedure for AirCard 785S

Date: September 15, 2015

Version: 02

Summary

This procedure covers upgrading AirCard 785S (marketed as the **Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate**) for future Maintenance Releases.

It is strongly recommended that users take up Telstra approved MR upgrades of their device. Example files only shown here. Future MR will specify exact firmware versions.

USB tethering is the only option currently for upgrading to firmware A2.8.0.17. No network coverage is required if files have previously been downloaded.

Pre-requisites are Win7, 8 or 10 laptop, USB driver installation files, MR upgrade file, USB2.0 that came with the device. Takes about 2 mins to complete.

Method - USB Tethering

Pre-Requisites

1. Firmware Maintenance Release
(from NETGEAR Support Website or NETGEAR Systems Engineer)
"AC785S_Telstra_02.08.00.17.exe"
2. AirCard 785S Windows Drivers
(from NETGEAR System Support Website or NETGEAR Systems Engineer)
Driver NETGEAR AC785S Driver Package v4.3.0.0 otherwise known as
"AC78xSDrivers.exe"
3. AirCard 785 hotspot with or without microSIM
4. USB cable (mini to regular provided with the device)

5. Laptop with Win7, Win8

Drivers and exe files can be downloaded from <http://downloadcenter.netgear.com> and search for 785S

Upgrade Method

1. Ensure Windows drivers are installed onto laptop by double clicking on "AC78xSDrivers.exe" if not already pre-installed.
2. Plug hotspot into laptop via USB cable. Let it enumerate completely i.e. let Windows finish all installations on first plug in.
3. It is okay to leave microSIM in hotspot for this field upgrade.
4. Run MR field upgrade by double clicking on exe. "AC785S_Telstra_02.08.00.17.exe"

LCD



MR successfully upgraded when the following is seen. Hotspot will reset after hitting Enter key.

```
C:\Users\gary\AppData\Local\Temp\FDT\fdt.exe
FDT version: 4.5.0.0
Checking modem mode ...
Disabling selective suspend ...
Switching device to boot & hold mode ...
Checking modem mode ...
Switching device to streaming mode ...
Checking modem mode ...
Verifying image file ...
Downloading firmware ...
.....
Flashing firmware ...

Resetting device ...

Firmware image download succeeded.
Final Firmware update succeeded.
Total time elapsed: 74109 ms.
Press Enter to continue ...
```

5. Press the dash button on the top of the device to scroll through to the DEVICE INFO screen.

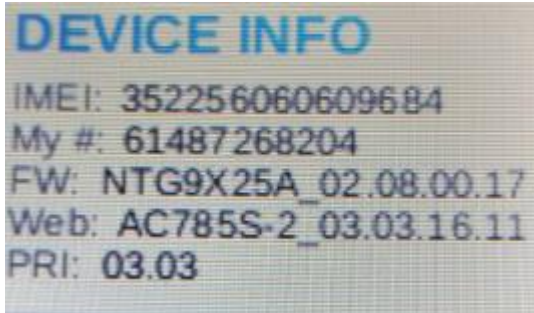
Should show:

FW: NTG9X25A_02.08.00.17

Web: AC785S-2_03.03.16.11

PRI: 03.03

LCD



WebUI About

The screenshot shows the 'WebUI About' page with several sections. The 'Firmware' section is circled in red. The sections and their content are:

- Account Details**
 - My number: 61487268204
 - IMEI: 352256060609684
 - IMSI: 505013474308655
 - ICCID: 89610108835418000018
- Wi-Fi Details**
 - Wi-Fi name: TPW4G_C567
 - Wi-Fi password: 60609684
 - MAC Address: E8-FC-AF-B9-C5-67
 - Encryption: WPA2_Personal_AES
 - Wi-Fi Devices: 0
 - Max Wi-Fi Devices: 8
 - Max Secondary Wi-Fi Devices: 7
 - Wi-Fi Range: Short
 - Broadcast Network Name: Show
- Firmware** (circled in red)
 - FW Version: NTG9X25A_02.08.00.17
 - FW Build Date: 07/09/15
 - Web App Version: AC785S-2_03.03.16.11
 - Bootloader Version: NTG9X25A_02.08.00.17
 - Hardware Version: 1.0
- Device**
 - Model: AirCard 785S
 - AC785S Manager: <http://m.home>
 - PRI Version: 03.03
 - Power State: Online
 - Current temperature: 34°C
 - Current voltage: 4193mV
 - Battery charge level: 100%
 - Battery status: Normal
 - Battery temperature: 33°C
- WWAN Info**
 - IP Address: 10.255.224.2
- Network Status**
 - [View Details](#)
- Open Source**
 - [View Credits & Licenses](#)