



RECOVERY PROCEDURE

EVO_AN_006

If the normal software upgrade has failed and the Modem continually displays 'built in test running' or you have just completed the Kernel Recovery, then use the following procedure to facilitate the recovery of the Modem.

Please hold down the main key whilst applying power to the Modem. This enables the selection of rescue mode, (option 2) which will allow the downloading of the software again. But this time, please connect the PC to the TOP RJ45 connector and ensure that the PC and the Modem are on the same IP Subnet. Enter the rescue address of 10.0.70.1 into your browser; a simple web page should appear which will allow you to start the upgrade.

Ensure both the Java and Internet Explorer caches are cleared (you can clear the Java cache by opening a Sun Java Console from the `tools` menu within your browser and pressing 'x'). You may also have to clear the PC's ARP table. (From the command prompt type: arp -d *).

Try to ping the Modem. Once successful you should be able to proceed with the upgrade. If you still cannot connect with the Modem then you may have to actually delete the Java cache (not just flush it). To do this open the Java icon in the control panel and select settings in the temporary internet files box, this will tell you the location of the Java cache. Close all IE windows and delete this directory.

Try to ping the Modem again. Once successful you should be able to proceed with the upgrade.

Please note if you have further difficulties connecting to the modem in rescue mode, you may have to turn your PC Ethernet port sensing to half duplex or '100BaseTx'

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