



We know you are excited to get your hands on our Ness Smartbell firmware (as you should be), but there are some important things you need to do first.

1. Make sure you have the latest firmware files
2. Make sure to check out all our training videos on our YouTube channel ([www.youtube.com/nesscorporation](http://www.youtube.com/nesscorporation)) as there might be features the Ness Smartbell can do that you didn't know about.
3. Once the firmware in the eGateway has been updated, it will only work with the Ness Smartbell Apps and outdoor phone and Indoor Phone only.
4. Ensure you have read and understand the following pages before updating the firmware.



## How to update the eGateway Firmware to Support the Ness Smartbell App

### BEFORE YOU BEGIN

- Ensure you have the latest firmware files (these files should have come with this guide)
- Ensure you have read everything listed below before you begin to update the firmware.
- Ensure you have written all settings down before updating the firmware.
- You understand that you are responsible if the unit stops working during the update and are happy to pay Ness a re-flashing fee to fix the product.

### HOW TO UPDAT THE EGATEWAY FIRMWARE

**i** Before updating the firmware please write down all settings currently installed in the eGateway as you need to default the unit after the firmware update.

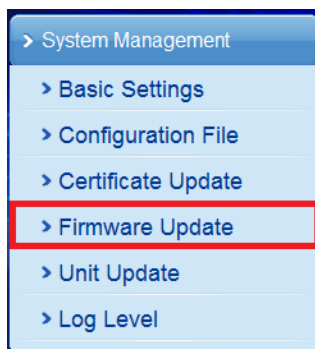
#### Step 1:

Connect to the eGateway using the **WAN** port.



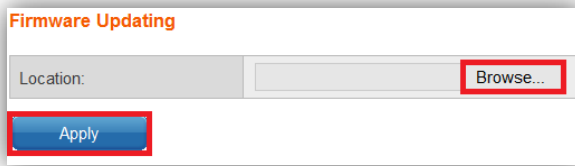
#### Step 2:

Select **Firmware update** from the **System Management** menu on the left.



**Step 3:**

Click the browse button and browse to the firmware file for the eGateway then click Apply.

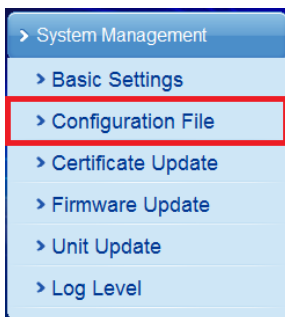


**Step 4:**

Once the firmware has been loaded into the eGateway it will automatically reboot.

**Step 5:**

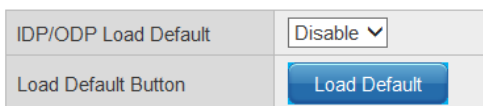
Once it has rebooted you then need to click on **System Management > Configuration file** from the menu on the left.



**Step 6:**

Under the Load Factory Defaults, make sure the IDP/ODP Load default is set to **Disable** then click on the button **Load Default** button.

**Load Factory Defaults**



Now the eGateway has been updated and ready to use.

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**RESOURCES**

Should you have any questions or run into issues, here are some resources that may be of assistance:

**National Technical Support:**

1300 551 991

Monday – Friday (8:30AM – 5:00PM)

**Email:**

customerservice@ness.com.au

**Ness YouTube Channel:**

www.youtube.com/nesscorporation