

Zyxel Firmware Upgrade Procedure

12th December 2016

Following the continued disruption caused by the Mirai virus attack, we have been working to provide a solution. Below is a step by step process to upgrade your router and get back online. Refer to Table 1. Susceptible Models for a list of models this procedure applies to.

IMPORTANT NOTICE – PLEASE READ CAREFULLY: This procedure assumes the router is infected and requires you to perform a reset to factory defaults to clean any unauthorised setting changes made to the device by the malware. Before starting you will need to know your broadband settings to re-configure internet access. If you do not have this information, please contact your internet service provider. It's critical all steps are followed for this procedure to work.

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Step 1 Download the latest firmware with security fix

Table 1. provides a download link for the latest firmware patches for the models affected. If your router has already been infected, you may experience problems accessing the internet and downloading the latest firmware. In this situation we recommend using the personal hotspot function on your mobile phone to share 3G/4G internet connection with you PC. Here is a useful link to setup and use this function on apple, android and windows based phones:

<http://www.pcadvisor.co.uk/how-to/mobile-phone/how-use-phone-as-wi-fi-hotspot-internet-tethering-for-laptop-tablet-3441165/>

Table 1. Susceptible models

Model	Applicable Region	Applicable Countries	Firmware Version	Link
AMG1202-T10B	Europe	Sweden + Finland	V200AAFN16E0	Link
		All other European Countries	V200AAFN16C0	Link
	Africa	South Africa	V200AAFN16H0	Link
AMG1302-T10B	Europe	UK	V200AAJC15I0	Link
		All other European Countries	V200AAJC15C0	Link
AMG1302-T11C	Europe	Sweden + Finland	V300ABCG7E0	Link
		UK	V300ABCG7I0	Link
		All other European Countries	V300ABCG7C0	Link
	Africa	South Africa	V300ABCG7H0	Link
AMG1312-T10B	Europe	Sweden + Finland	V200AFP11E0	Link
		All other European Countries	V200AFP11C0	Link
	Africa	South Africa	V200AFP11H0	Link

Step 2 Remove DSL cable from DSL port

As illustrated below.



Step 3 Reboot your router

Push in the black on/off button to turn off, wait 5 seconds then push the button again to turn on. The power light will flash whilst booting up and turn stable green colour when fully rebooted. Once the power light is stable and the device is fully rebooted move to the next step.



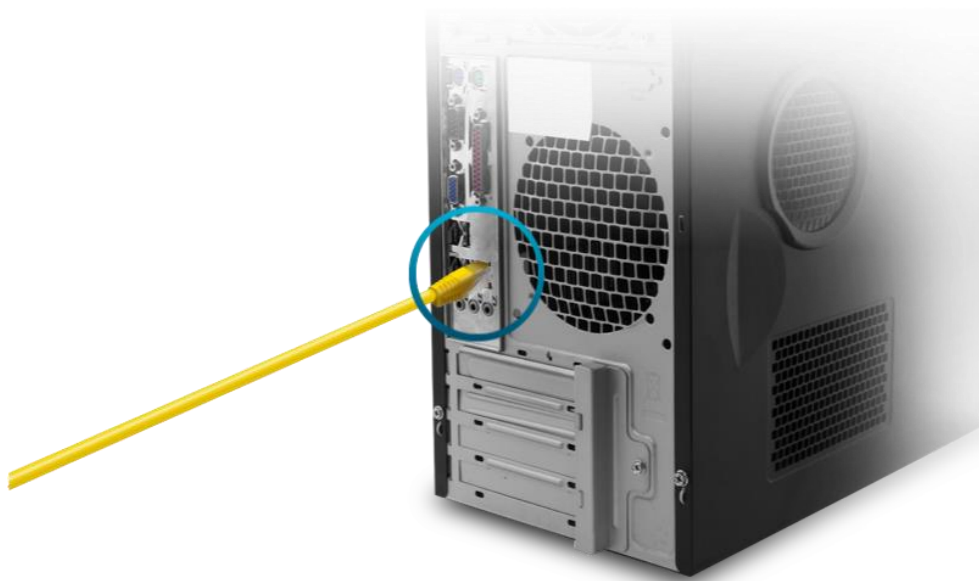
Step 4 Reset router to factory defaults

Insert a paperclip into the reset hole until the power light and DSL light flash together. This takes around 10 seconds. When the lights flash together remove the paper clip and the router will reboot resetting to factory default state. Once the power light is stable move to the next step.

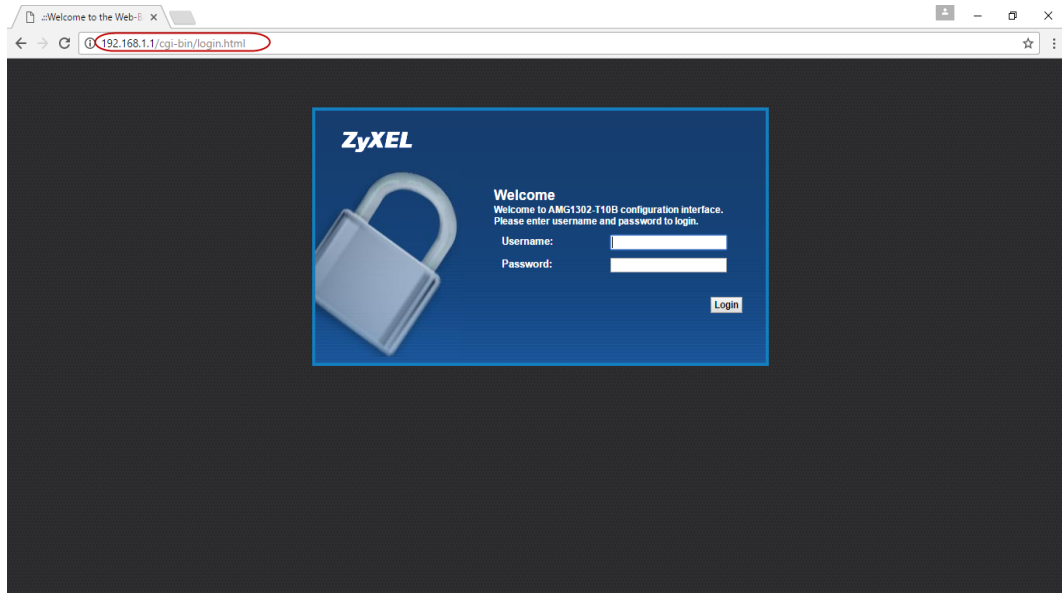


Step 5 Firmware upgrade

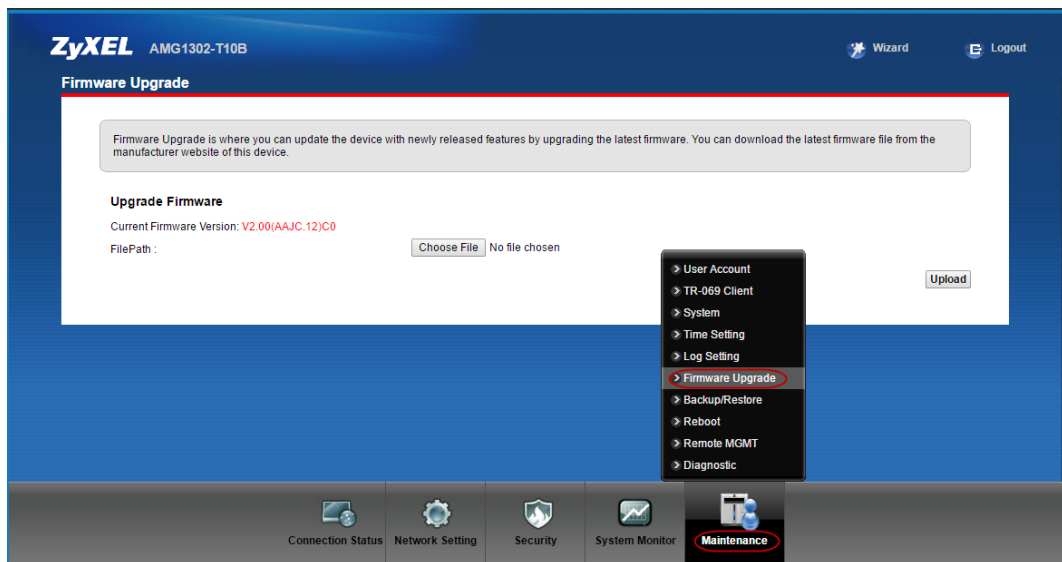
- a. Interconnect your PC/Laptop and router with network cable



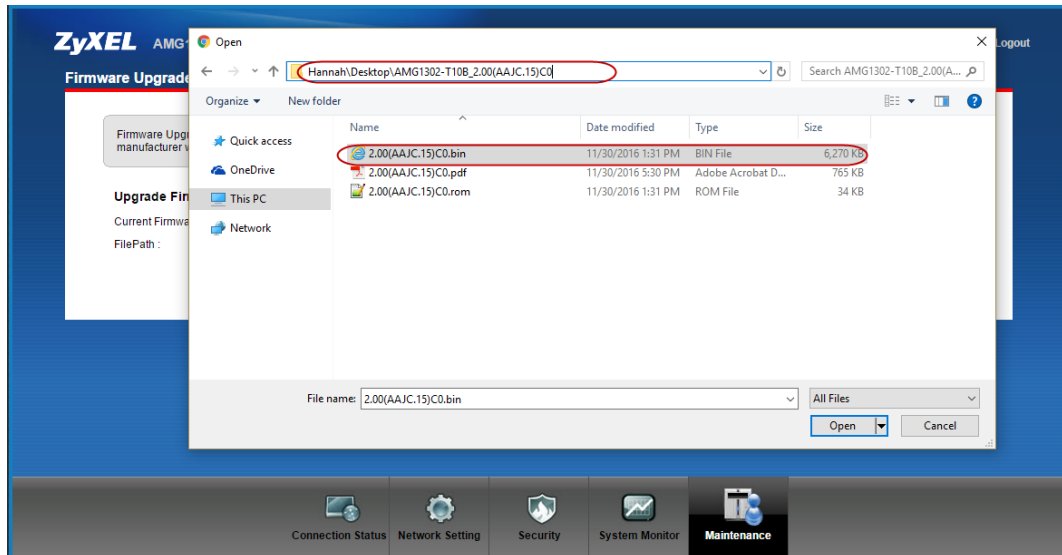
b. Open web browser and type 192.168.1.1 (default IP) as shown below.



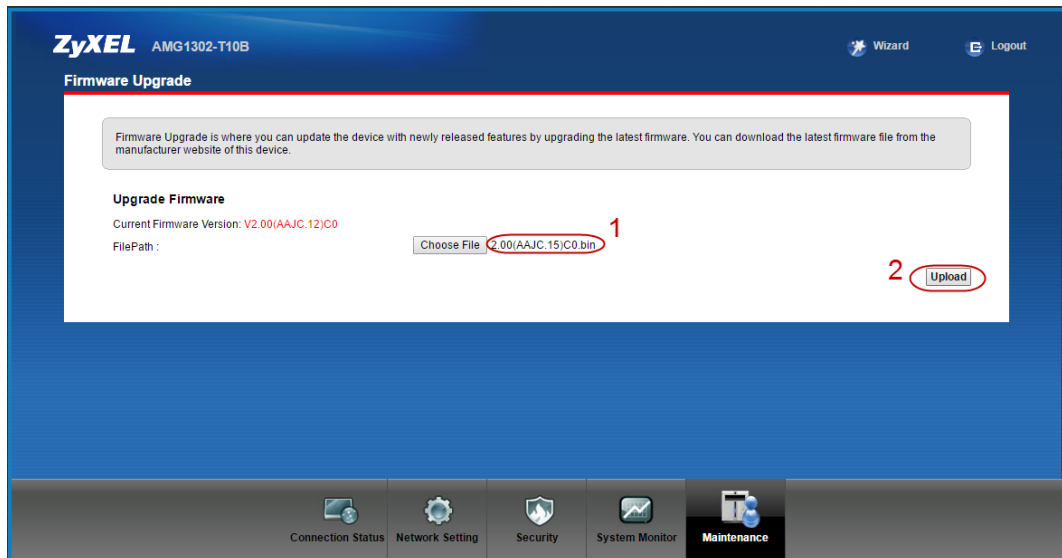
c. Login to the router with the default username/password admin/1234; you will need to enter a new password when prompted. After login go to "Maintenance" → "Firmware Upgrade" as shown below.



d. Select firmware file, which you have downloaded in step 1.



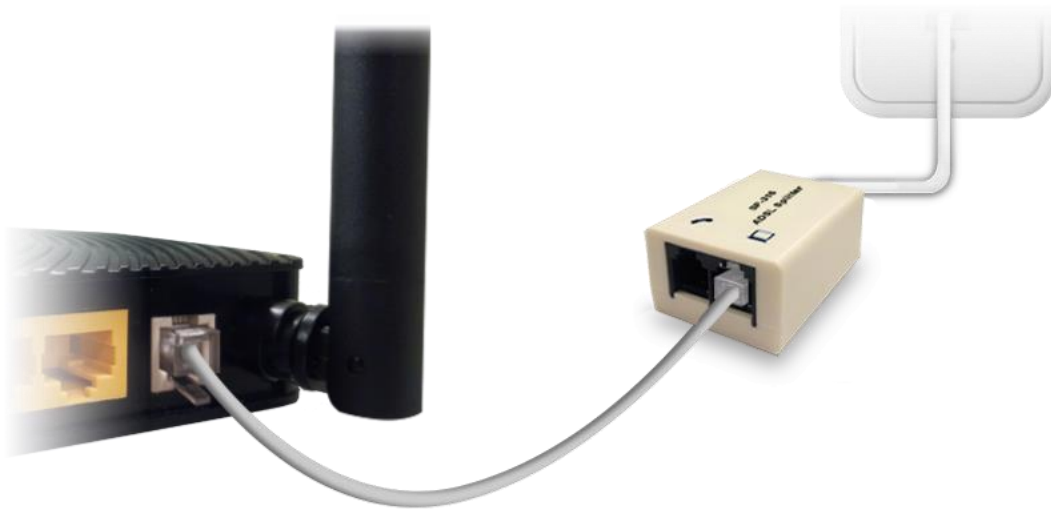
e. Select firmware and click on upload.



f. Once you click on "Upload," the router will start to upgrade the firmware and then reboot.

Step 6 Reconnect DSL cable

Reconnect the DSL cable to the DSL port as shown below.



Step 7 Reconfigure for Internet access

Follow the instructions in the router Quick Installation Guide to reconfigure the router for Internet access.

If you have any questions with firmware upgrade procedure, please contact us at routersupport@zyxel.com.tw with the following information, we will get in contact with you shortly.

- **Product Model**
- **Country**
- **ISP Name**
- **Issue Description**