

Problem: Unable to Locate and Download Updated Firmware
Platform: All Products with Updateable Firmware

Downloading updated firmware from DPS Telecom allows you to maximize the capabilities of your DPS products. This process involves just a few quick steps. Use the following "techno knowledge" paper to locate the most recent firmware version for your product.

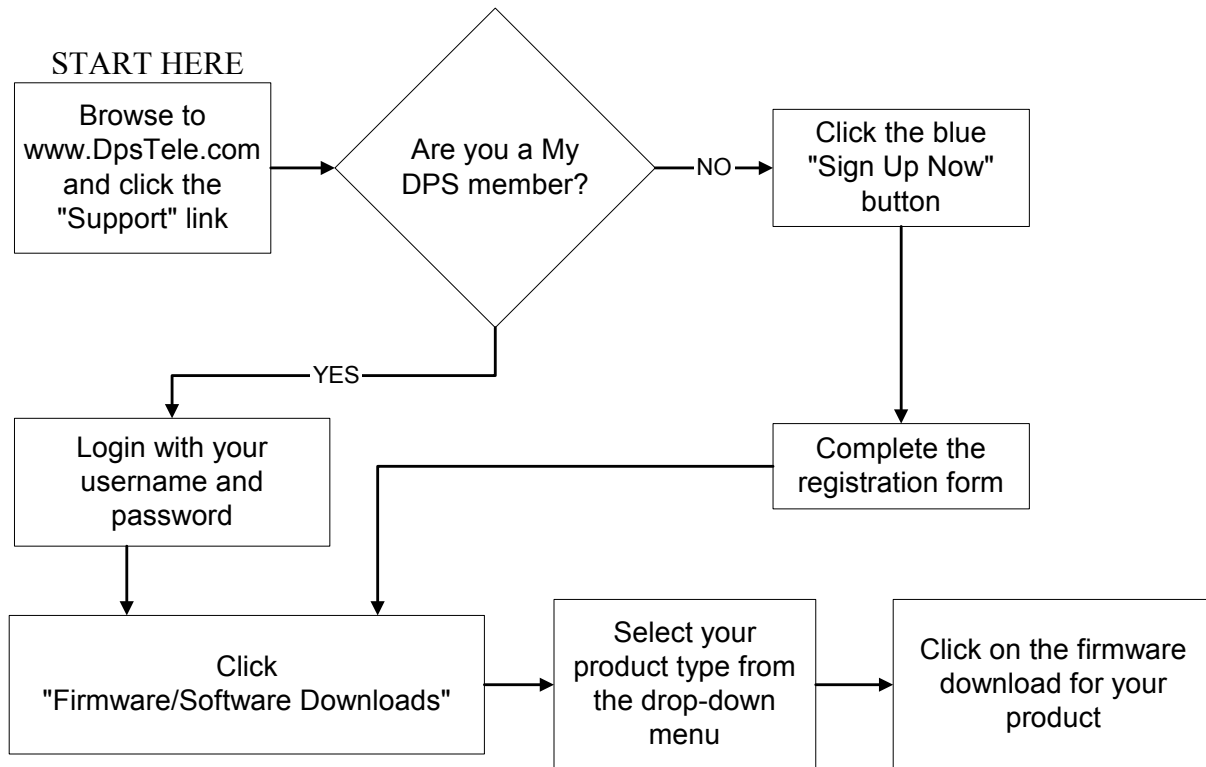
Firmware	
Version Name / Description	Release
NetGuardian v3.1H with NEdit v2.0N Firmware: NGD31H.TSK (CD39) build.0016 7-24-2006 6:22pm	08/24/2006
Release Notes	

This techno knowledge paper can help you if:

- You are unable to locate and download updated firmware for your DPS product.

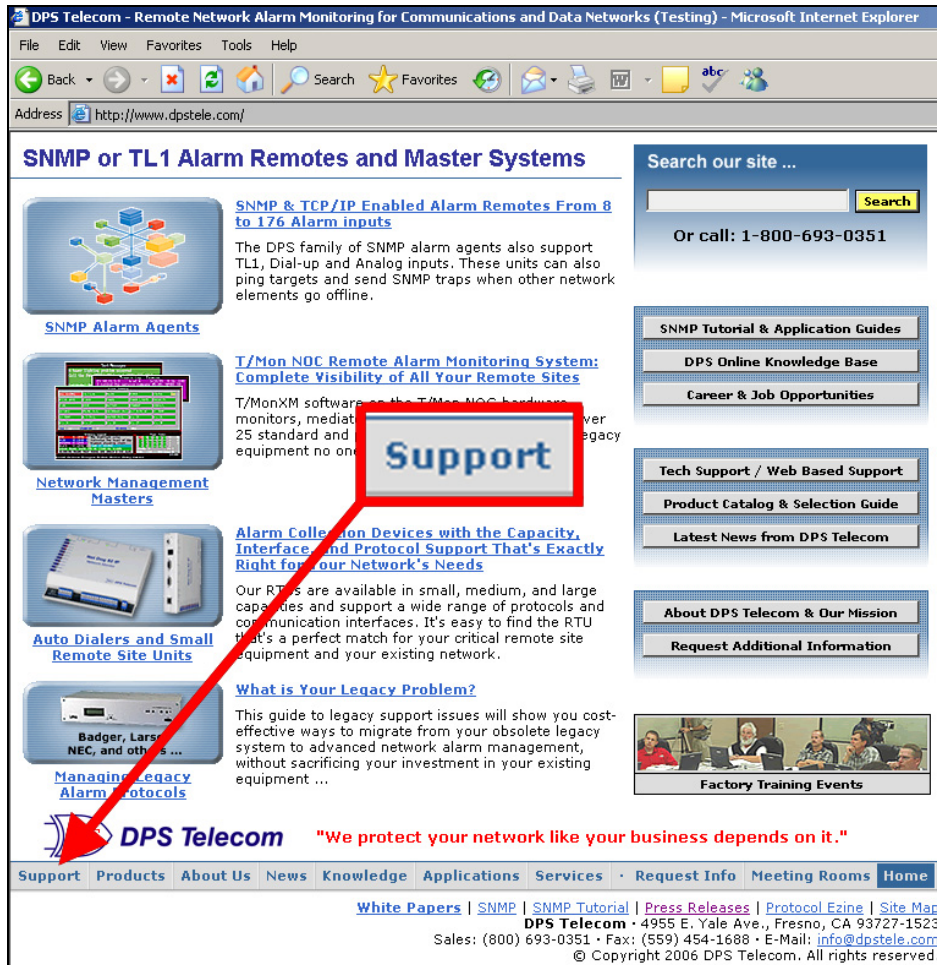
Quick Reference Chart

(for more details, review the troubleshooting checklist, starting on page 2 of this guide)



Troubleshooting Checklist

- ❑ **Navigate to DpsTele.com and click the “Support” link**



Click the “Support” link on the bottom-left of the page

❑ Log into your My DPS account

- If you are a member, simply enter your username and password and click “Login”
- If you are not currently a member, click “Sign Up Now” and complete the registration form

**Access to Firmware,
Software, User Manuals and
Product Documentation**

Email Address:

Password:

Not registered? [Sign up now!](#)

Login with your username and password, or...

Not a My DPS Member? Sign-up and Get Instant Access

If you want to learn more about how you can improve your network's reliability, create a MyDPS Account and get instant access to product manuals, datasheets, and more ...

Fields with an asterisk (*) denote a required field.

* First Name:

* Last Name:

* Title:

* Company:

* Phone:

* Email:

Your email will be used as your username login as well as to retrieve a forgotten password.

Create and Enter a New Password

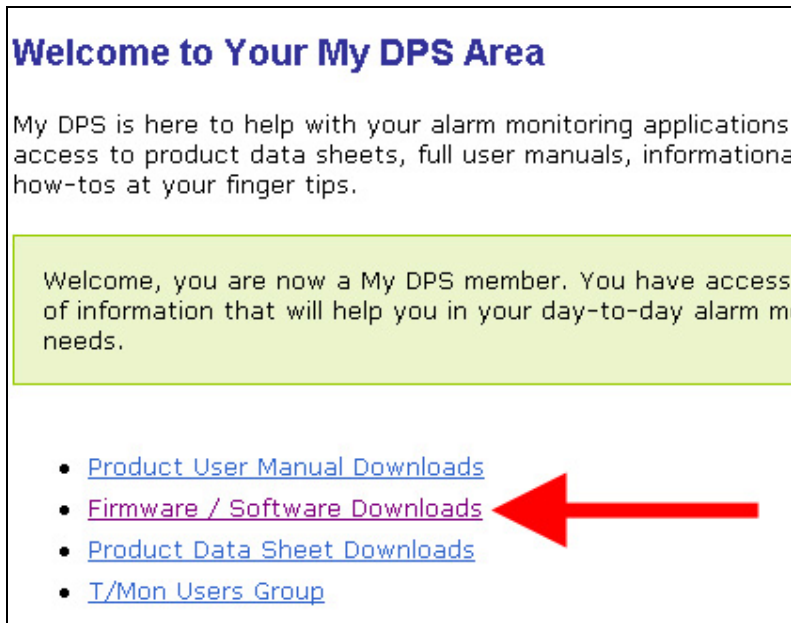
Think of an alpha-numeric password, that you can remember, to login into your My DPS Members area.

* Password:

* Re-Enter Password:

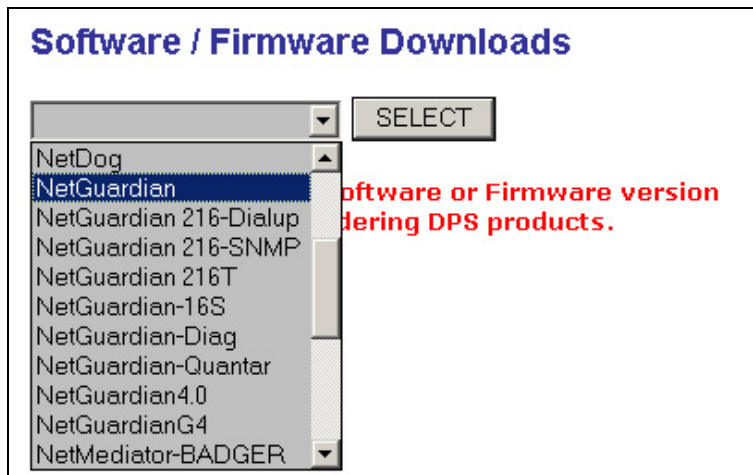
Click “Sign Up Now” and complete the registration form to get My DPS access

❑ Click “Firmware/Software Downloads”



Click “Firmware/Software Downloads”

❑ Select your product type from the drop-down menu



Select your product type from the drop-down menu and click the “SELECT” button

❑ Click on the firmware download for your product

Firmware		
Version Name / Description	Release	Download
NetGuardian v3.1H with NEdit v2.0N Firmware: NGD31H.TSK (CD39) build.0016 7-24-2006 6:22pm Release Notes	08/24/2006	↓NGD31H_NGEdit20N_bundle.zip
NetGuardian v3.1H with NGEEdit v2.0M Release Notes	07/26/2006	↓NGD31H_bundle.zip
NetGuardian v3.1G with NGEEdit v2.0L Firmware: NGD31G.TSK (A4D6) build.0034 6-23-2006 10:02 am Release Notes	06/29/2006	↓NGD31G_bundle.zip
NetGuardian v3p1E Firmware: NGD31E.TSK (8187) build.0034 11-21-2005 1:58pm Release Notes	11/23/2005	↓NetGuardian_31E_bundle.zip

Click on the firmware download for your product

If you remain unable to locate and download updated firmware for your DPS product, please contact DPS Telecom Tech Support.
