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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 64-30/07-Broadband **Dated**: 09-06-2011

To
The CGM
All Telecom Circle / Metro District

Subject: Type 1 CPE (M/s ZTE make) upgradation process to make it Motive compliance

Please find enclosed herewith Type 1 CPE (M/s ZTE make supplied initially) Upgradation process to make it Motive compliance (Annexure-I & Annexure-II).

All circles are requested to make this process available at broadband call centers and help desk in order to educate broadband customers.

(R. Saji Kumar)
Addl. GM (NWP-BB)

Encl: as above

Annexure-I

Type 1 CPE Upgradation process to make it Motive compliance

Detailed process of Type 1 CPEs upgrade to make it Motive compliance is as under:

1. If any subscriber faces any disconnections of internet browsing, then he should first check the status of glowing LEDs links on CPE.
2. If the color of PC/USB LED is Red, then he should restart the CPE.
3. Once link will become stable, Log on to website **http://motive.bsnl.co.in** . After logging to this website download links are available on the bottom of the page in **"Download Required Software"** block.
4. Click on the 4th Number link i.e. **ZTE CPE FIRMWARE UPGRADATION SOFTWARE New!**. Once you click on this link **ZTEFIRMWARE.ZIP** file will appear on screen.

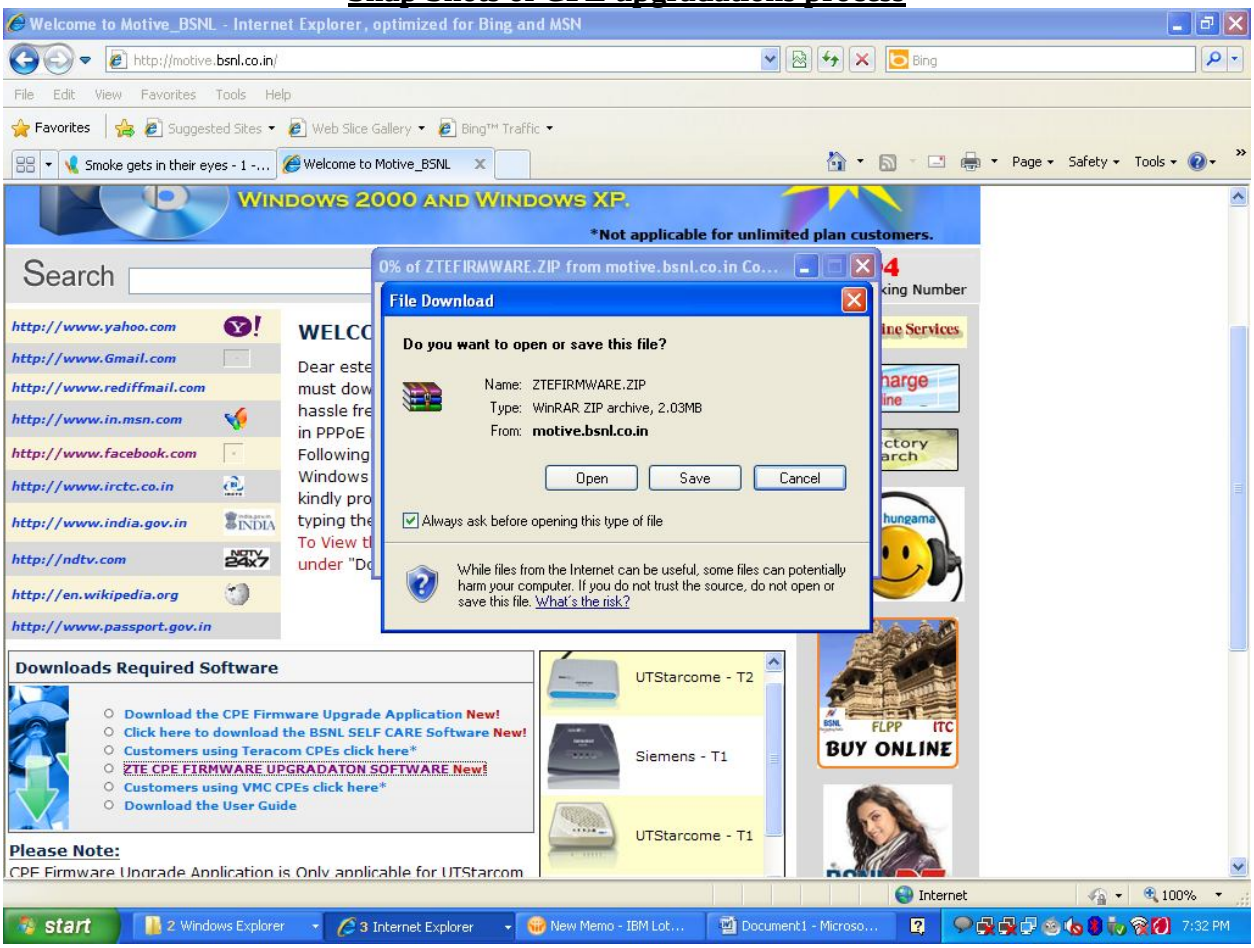
    (i) Save that file on your computer.
    (ii) Unzip the file, 3 icons are available in the folder
    (iii) Click on "FwUgd.exe" file (triangular Shaped icon), this exe file is the firmware upgrading tool
    (iv) Once you click on this file, two windows will appear on the screen, first one will shows the PPPoE username and Password and other will show the process of upgradation.
    (v) In first window, it takes Username/password automatically from the CPE, save the existing configurations and process of upgradation will automatically starts. Its clearly visible on the screen by green bubbles appears on the second windows and status of upgradation as well.
    (vi) Don't disconnect or close any window in-between as this process will take 2-3 mins and CPE will reboot automatically and upgradation completed.

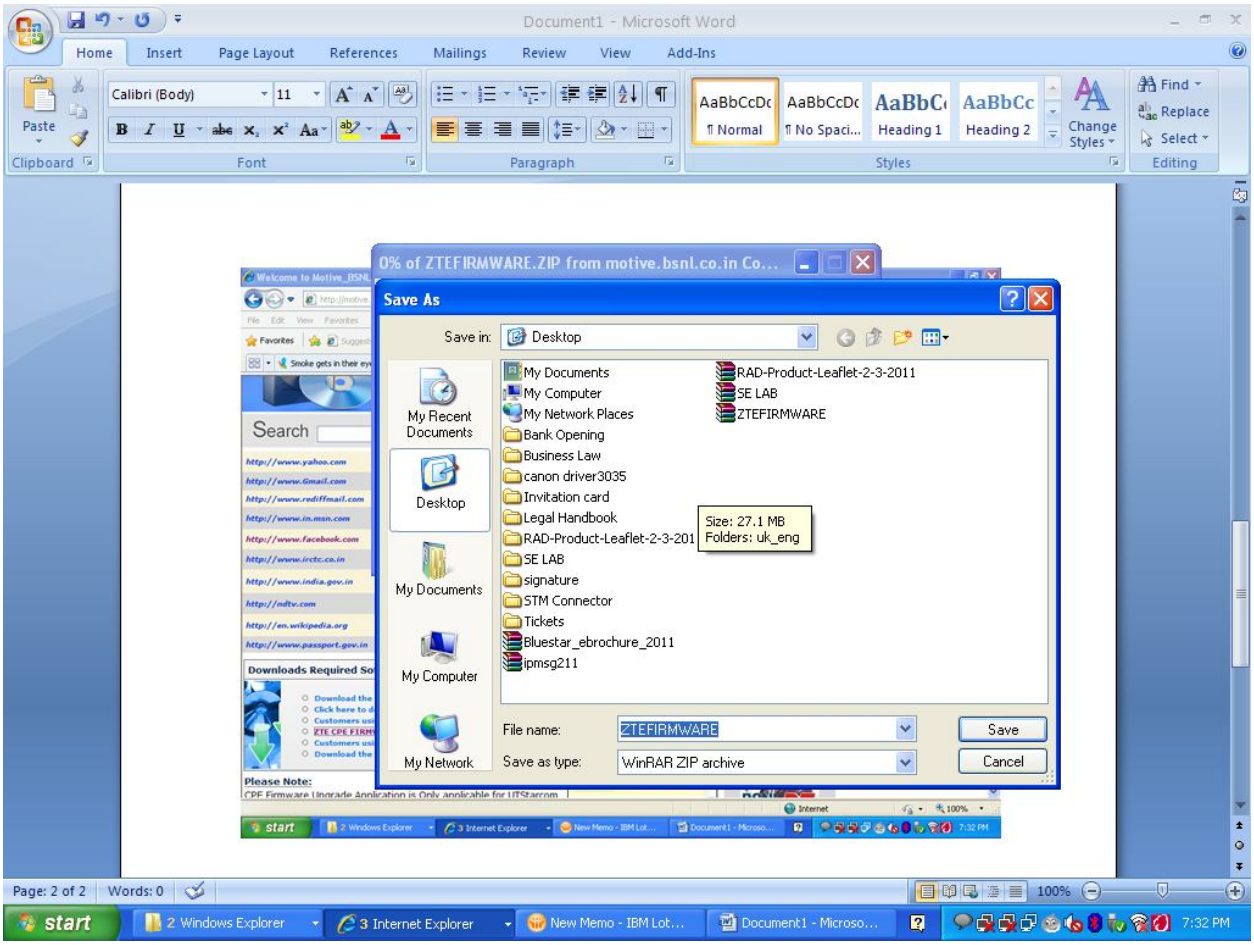
5. Once the upgrade is completed both windows will close automatically.
6. After completing this process log on to CPE portal i.e. http://192.168.1.1, enter username and password
7. Check the firmware mentioned on the home page.
8. After upgradation CPE will shows the new version i.e. "ZXDSL 831AIIV3.1.1b_D18_IN"

After completing the the above process CPE is now motive compliance.

Annexure-II

Snap Shots of CPE upgradations process

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Save As
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Desktop
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Desktop
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Folders: uk_eng
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ZTEFIRMWARE
Save as type:
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Save
Cancel
Search
Please Note:
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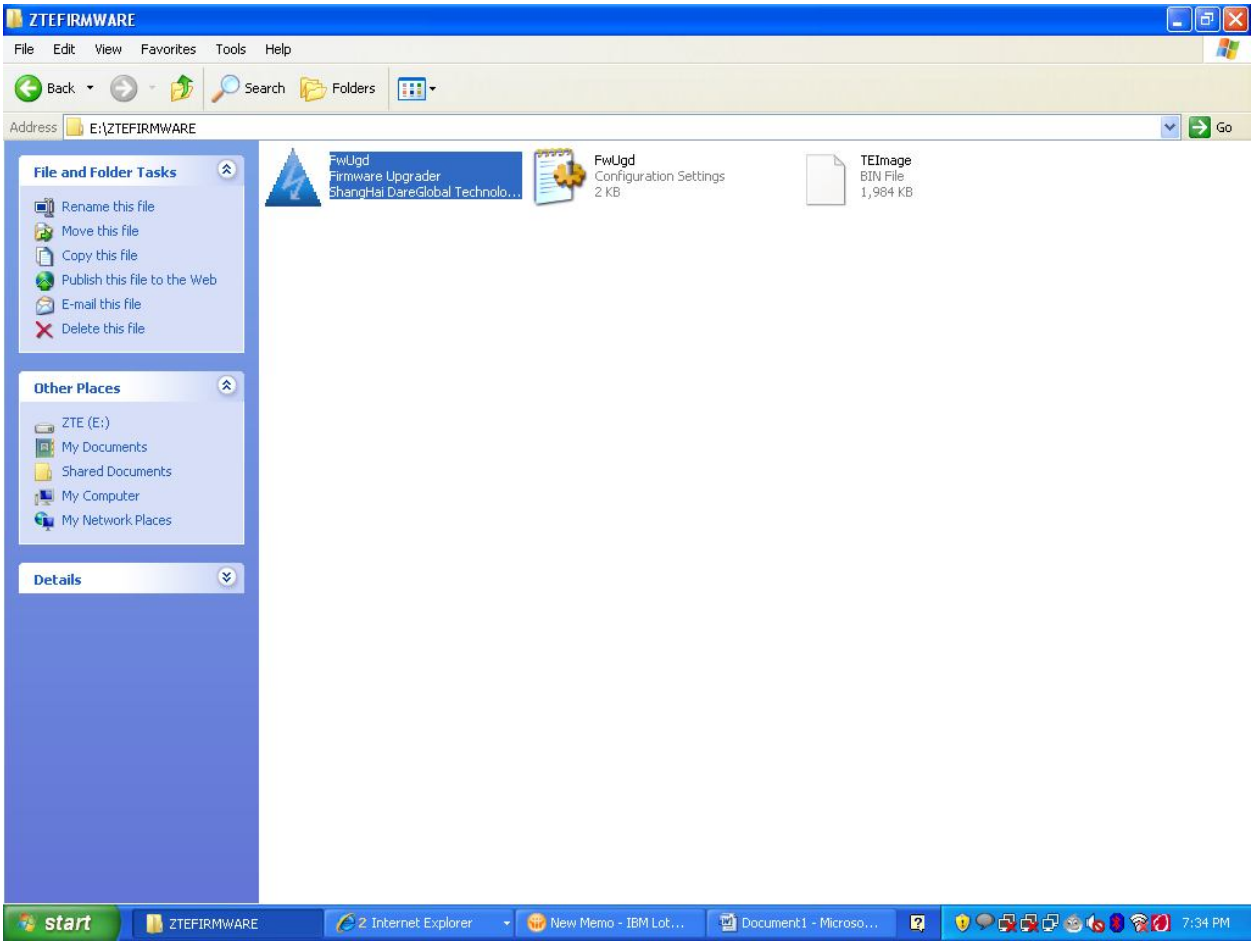
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Shared Documents
My Computer
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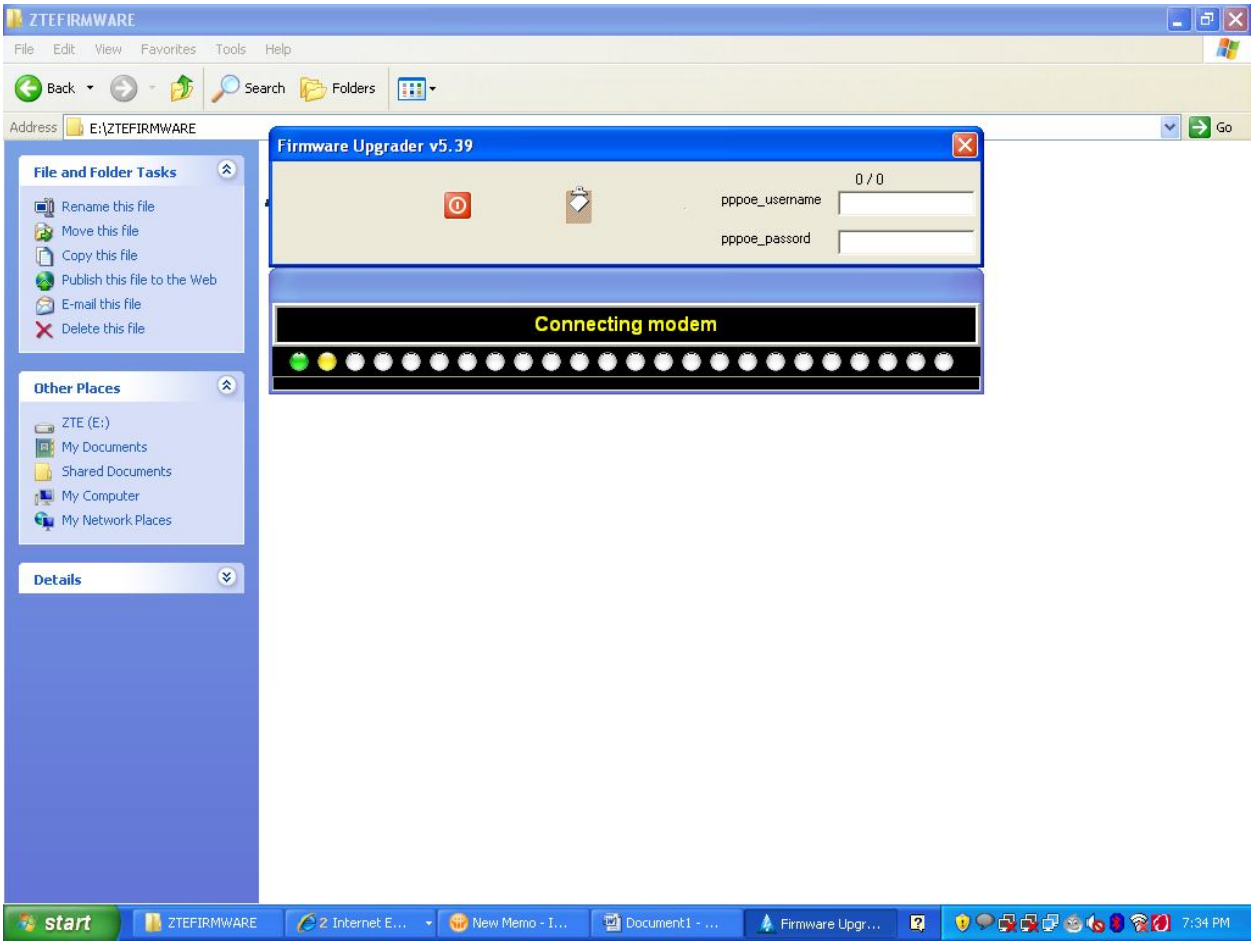
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E-mail this file
Delete this file
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My Documents
Shared Documents
My Computer
My Network Places
Details
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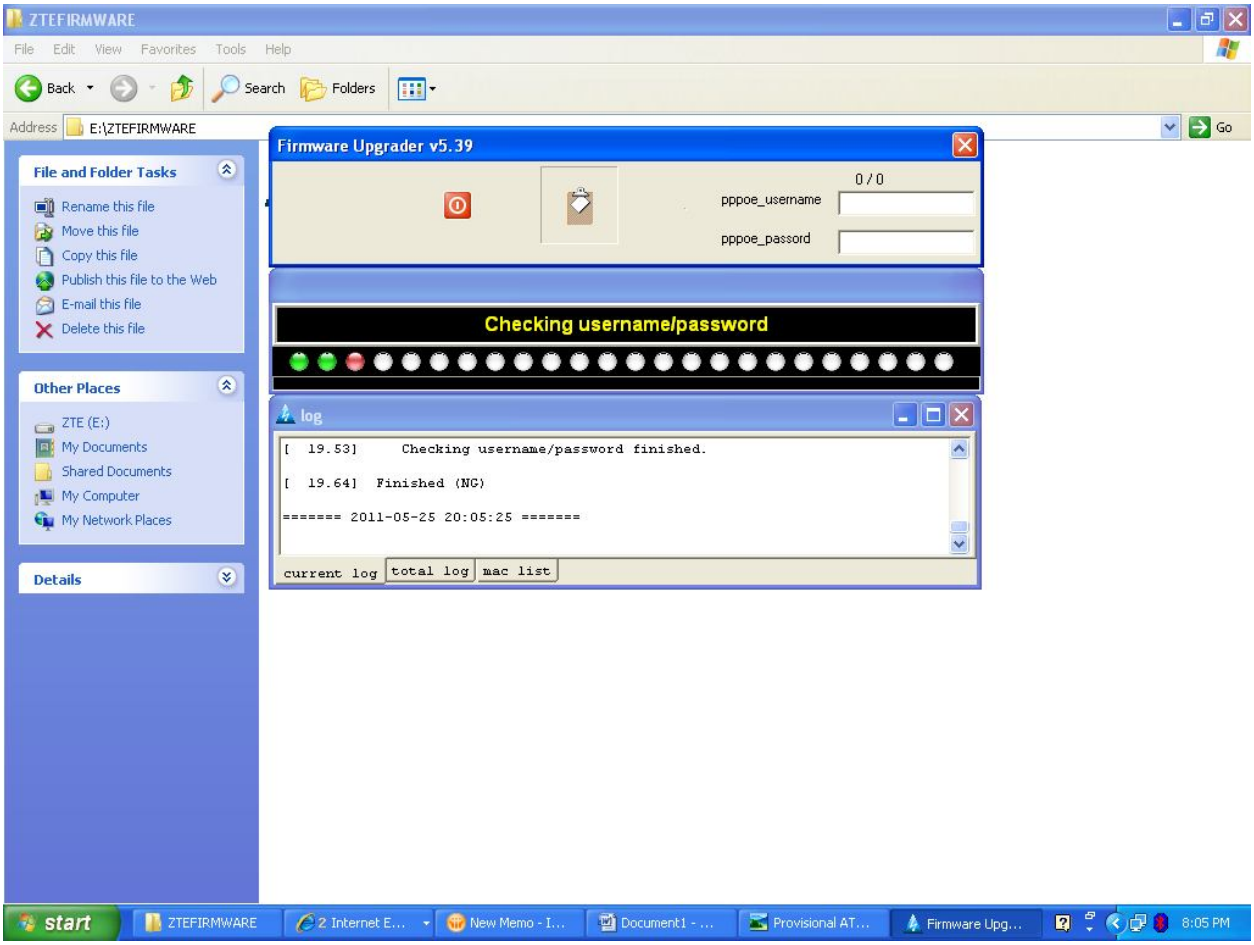

Conecting to Modem
Checking username password
Version upgrade
Rebooting