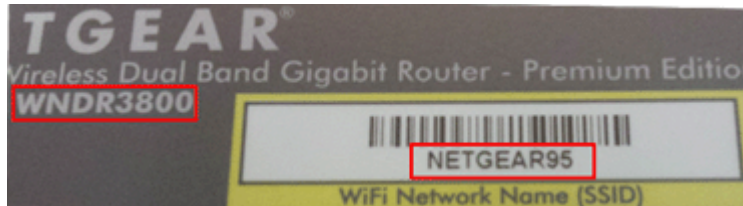**Charter** COMMUNICATIONS

Completing a Spectrum Wi-Fi Firmware Upgrade (for MACs)

1. Before you begin, confirm that your router qualifies for the upgrade:
   - Model: **Netgear WNDR3800**
   - SSID: Begins with **Netgear##**

2. Connect your Netgear WNDR3800 router to your computer via an Ethernet cable.
3. Select the "Click here to start router firmware download" button.

4. The file will automatically save the image file to your **Downloads**. Move this file to your **Desktop** folder.

   Note: Do not attempt to unzip or open this file.

5. Open a web browser and type in the address bar www.routerlogin.net or http://192.168.1.1 (don't type into a search engine like Google or Yahoo).

6. Enter your user name and password.

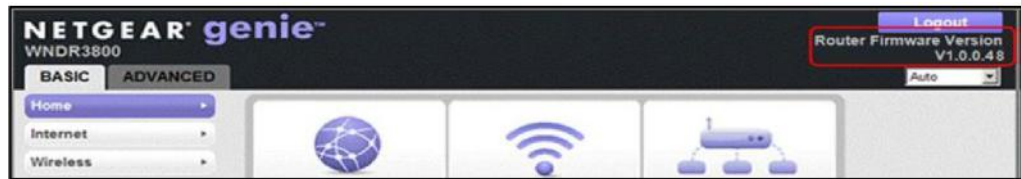   *Note: The user name and password are case sensitive.*

   - The default user name is: admin
   - The default user name is: password

   Note: If you've changed the username or password for your router, you'll need to use those credentials.
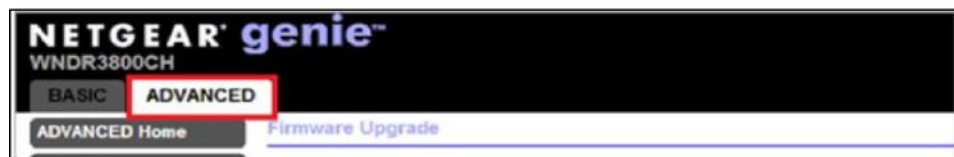
7. Once inside the router interface:

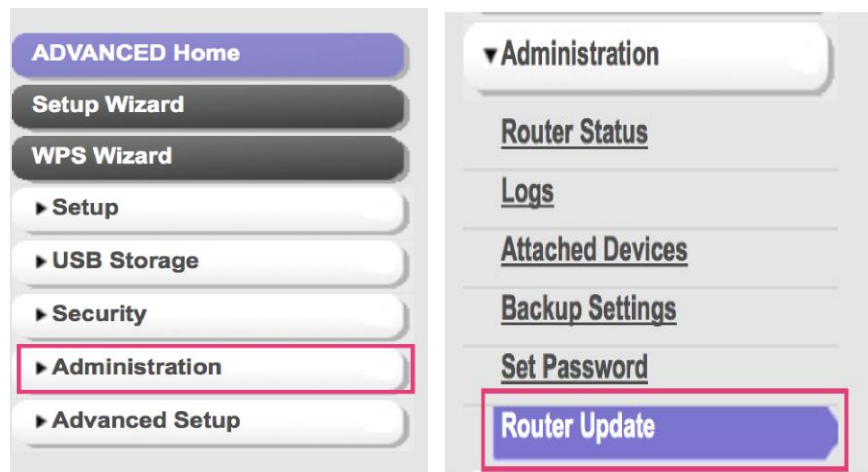   a. Make note of the current router firmware version (*there are multiple firmware versions for the Netgear routers*) located in the upper right hand corner of the Netgear Genie page. Once the firmware update is successfully completed, this version number will update to a new version.
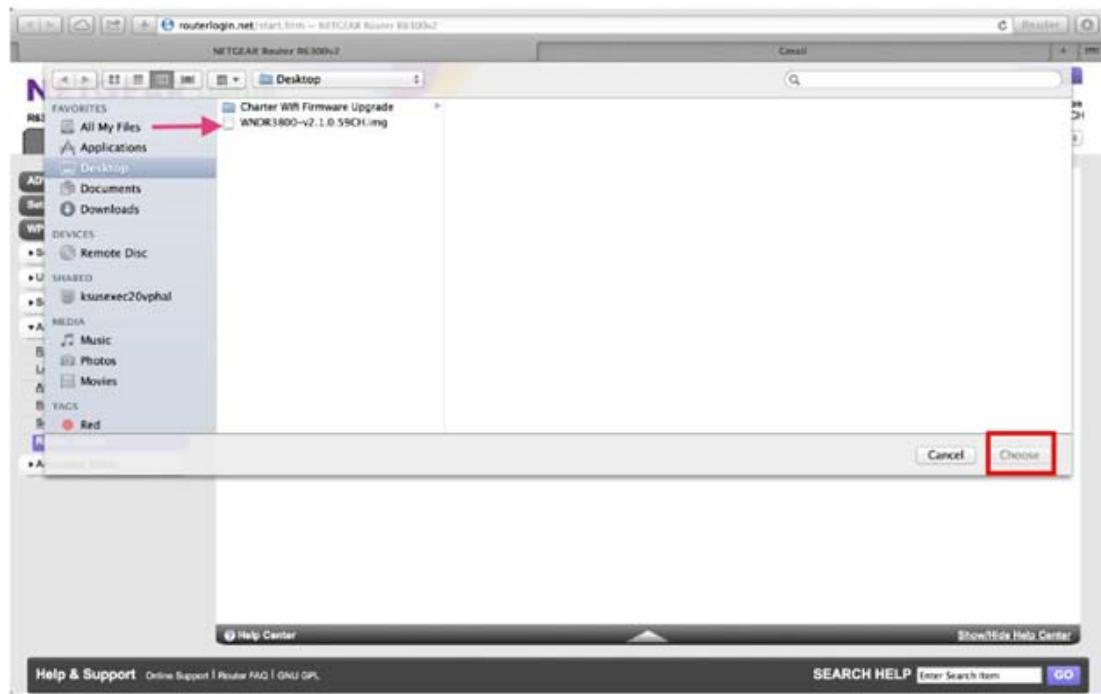
    b. Select the **Advanced** tab.

    c. In the menu on the left, select **Administration** and choose Router Update.

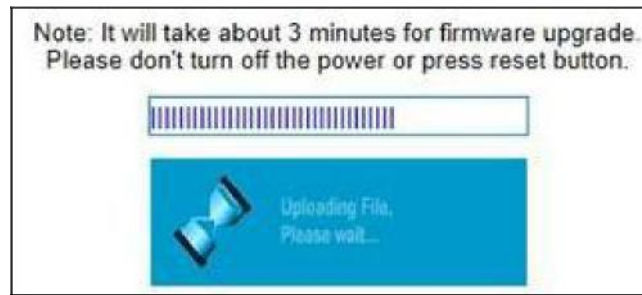   d. Select the Choose File/Browse button.

8. Select the Desktop in the left pane of the window that opens. Choose the firmware file you saved to your desktop and select the **Choose** button (the file name will start with the model number of the router: WNDR3800).

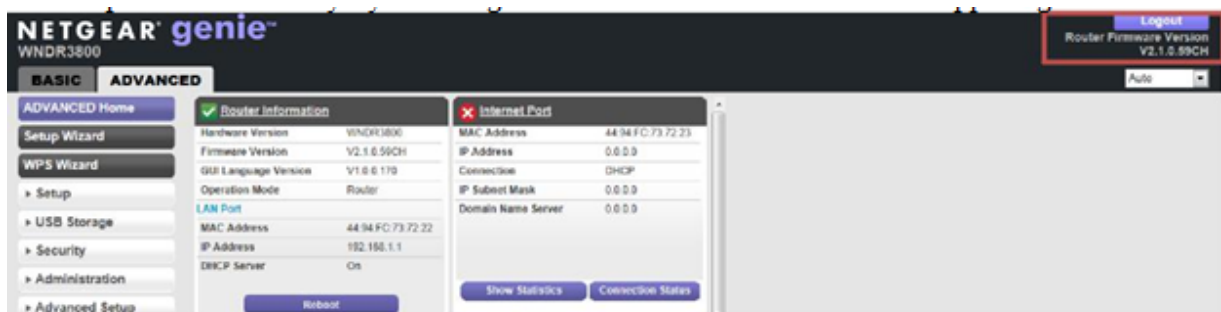9. Select the **Upload** button and then select **yes** to confirm.

10. The router will display the following status message and automatically load the firmware. *(DO NOT POWER YOUR ROUTER OFF DURING THIS PROCESS.)*

Note: It will take about 3 minutes for firmware upgrade. Please don't turn off the power or press reset button.

Uploading File, Please wait...

11. Once complete, the router will reboot.

    Note: Your wireless network will be unavailable during the installation of the new firmware. The router webpage will refresh once the device has completed the reboot process. You can verify that the upgrade completed successfully by checking the router firmware version in the upper right hand corner.

12. You've now completed the Spectrum Wi-Fi Firmware Upgrade process. Thank you.