

## 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.

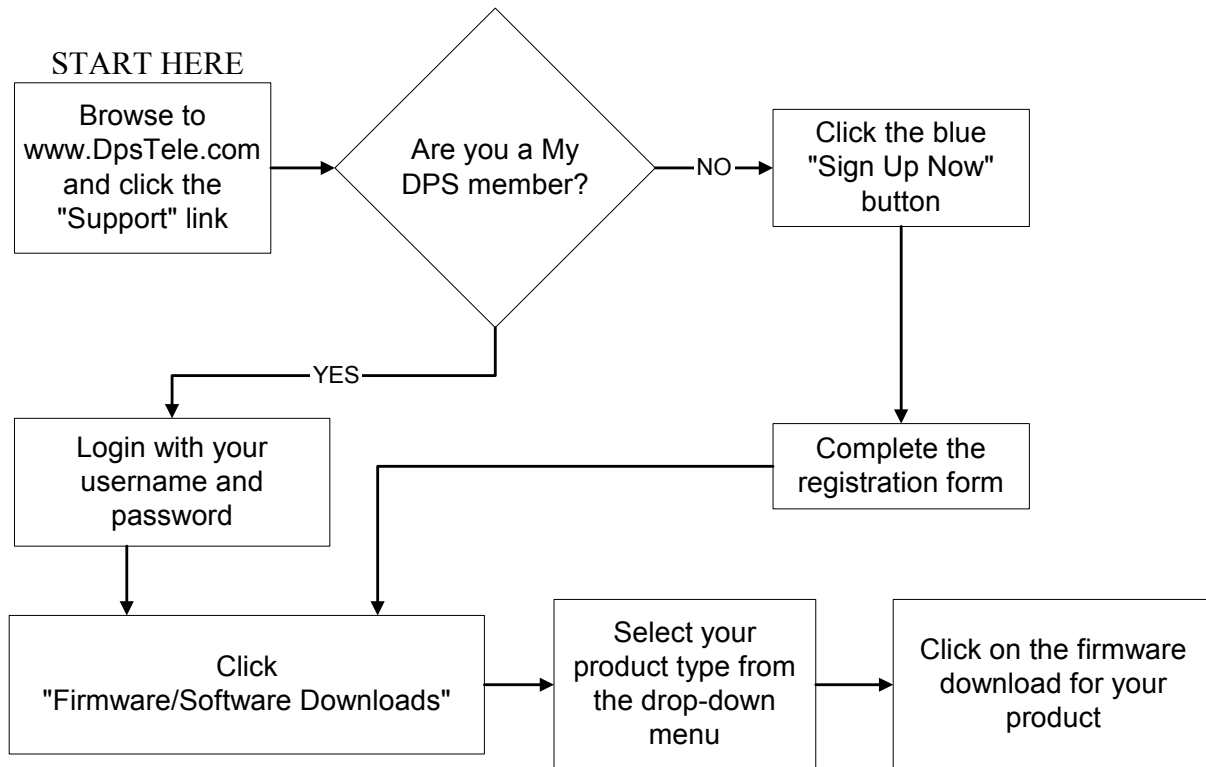
Firmware	
Version Name / Description	Release
<b>NetGuardian v3.1H with NEdit v2.0N</b> Firmware: NGD31H.TSK (CD39) build.0016 7-24-2006 6:22pm <a href="#">Release Notes</a>	08/24/2006

### This techno knowledge paper can help you if:

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

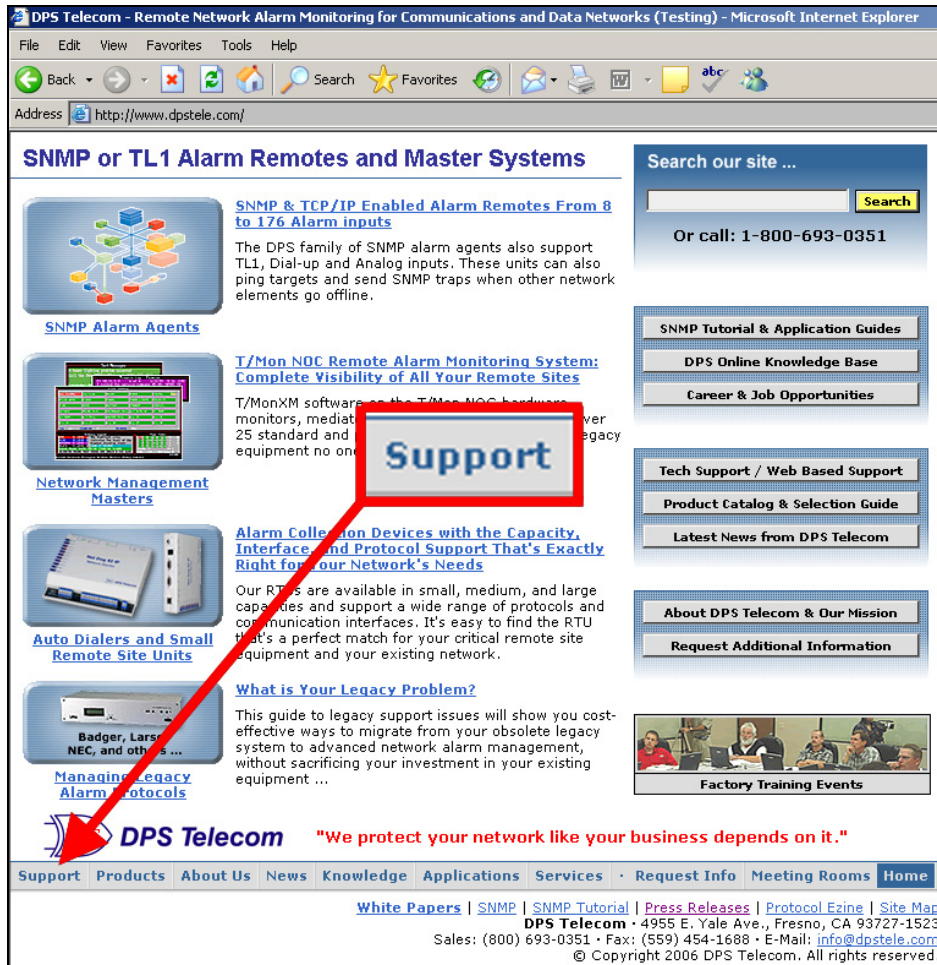
### Quick Reference Chart

(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**

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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**

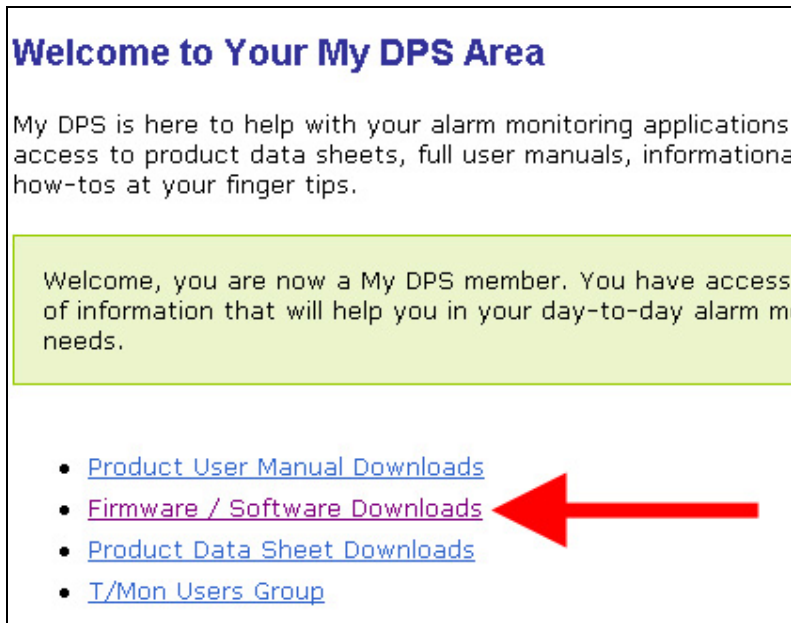
Think of an alpha-numeric password, that you can remember, to login into your My DPS Members area.

\* Password:

\* Re-Enter Password:

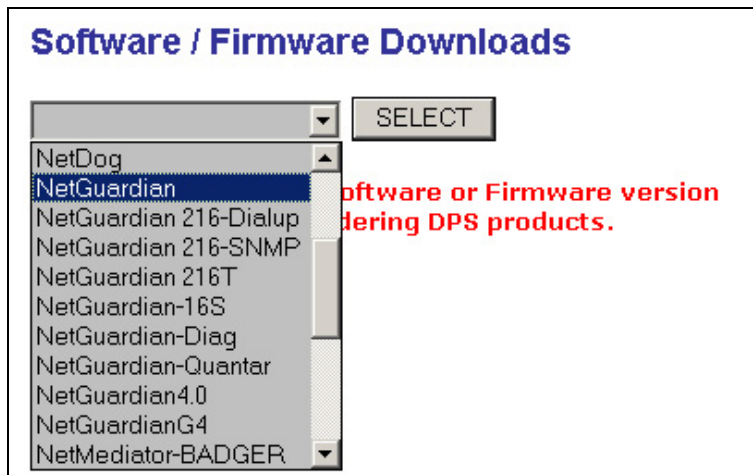
Click “Sign Up Now” and complete the registration form to get My DPS access

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

Click on the firmware download for your product

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

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