RedPort

How to Update RedPort Firmware including the Optimizer, Glow and Aurora

From time to time, RedPort updates the firmware for our routers and satellite terminals to provide new features, performance enhancements, and security updates. The same basic process applies to all RedPort devices including Optimizer routers and Glow satellite terminals.

Updating the firmware is easy, can be done performed by anyone with access to the Internet to download the new firmware, and an administrator's password to the RedPort device so they can access the administrative portal.

Update Your Firmware

Before you begin: If you have created any Profiles you may want to export them before flashing new firmware and import them when done. See the manual for your device for details on Profiles. Documentation can be found at https://www.redportglobal.com/support/documentation-manuals/

Step 1: Get the new firmware

Get the latest Optimizer firmware version for your device from the RedPort site:

https://www.redportglobal.com/support/firmware-and-app-downloads/

Save the .bin file to your computer (PC or Mac).

Step 2: Update the firmware

Connect to your device and login and go to: System > Backup/Flash Firmware.

1. Keep Settings: remove the check in the box to uncheck Keep Settings.

2. <Browse> to where you saved the .bin file and Click that file.

3. Click <Flash Image>.

4. Wait for the gray button on top of the Optimizer to begin flashing, if updating the Optimizer. When the button stops flashing, the firmware is done updating. This typically takes several minutes.

Step 3: Confirm the new firmware version

To confirm the firmware upgrade, login to the Optimizer Home Page again. The firmware version displays in the top banner of the User Interface.