1. Download the firmware file relating to the model of Draytek router you have; note that only the most common versions have been added, so if you require an alternative then please email support@focusgroup.co.uk
2. Disconnect the Draytek router from the Openreach NTE or ONT, as per the below examples:

A white box with a lit up sign

AI-generated content may be incorrect.

1. Type *http://192.168.1.1* into your internet browser (Chrome, Edge, Firefox, etc.) URL bar at the top and press return/enter on the keyboard:

A screenshot of a computer

AI-generated content may be incorrect.

1. The login credentials for the router will be username = admin / password = < FOCUS customer-account-code > **or** <!FOCUS customer-account-code> e.g. FOCUSFG0123 **or** !FOCUSFG0123:

A screenshot of a login screen

AI-generated content may be incorrect.

1. Click on *System Maintenance > Firmware Upgrade:*

A screenshot of a computer

AI-generated content may be incorrect.

1. Click on *Choose File* andopen the firmware version file, relating to your model of Draytek:

A screenshot of a computer

AI-generated content may be incorrect.

1. Click *Upgrade* and then click *OK* on the pop-up window:

A screenshot of a computer error

AI-generated content may be incorrect.

1. Do not leave the page until the router logs you out. Then log back into the router and check that the firmware is showing as the latest version on the dashboard

A screenshot of a computer

Description automatically generated with low confidence

1. If the router requests a password change, post firmware upgrade, then use the format of <!FOCUS customer-account-code> e.g. !FOCUSFG0123