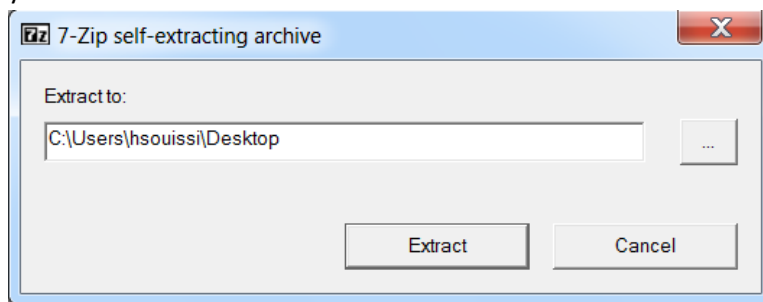# Novatel Wireless Inc.
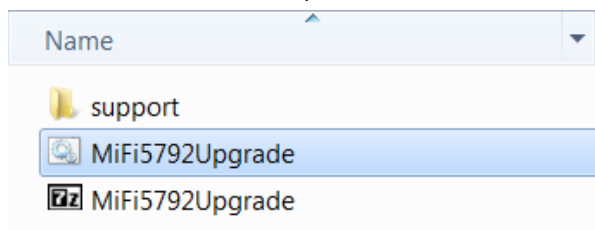# MiFi5792

Instructions for upgrading Firmware

1- First, download the zip file named "MiFi5792Upgrade" from the following location:
   http://www.novatelwireless.com/mifiliberate

2- Unzip the file

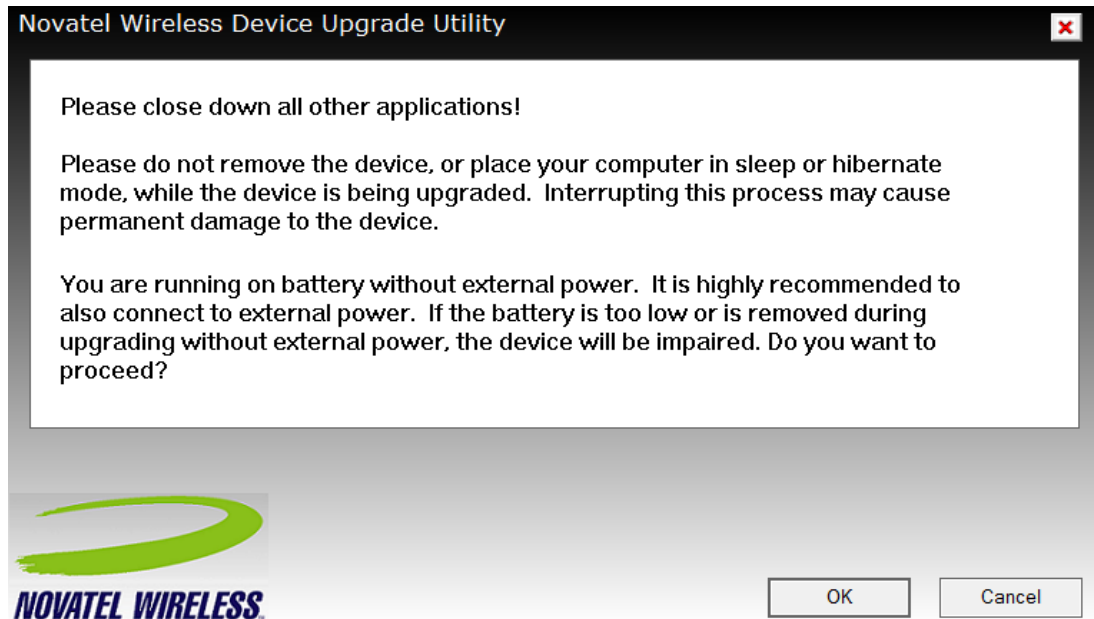3- Double click on the unzipped file, then click Extract to save the executable to a specific location you choose:

4- Once the file is extracted, **double click on the file highlighted below**. Ignore the support folder.
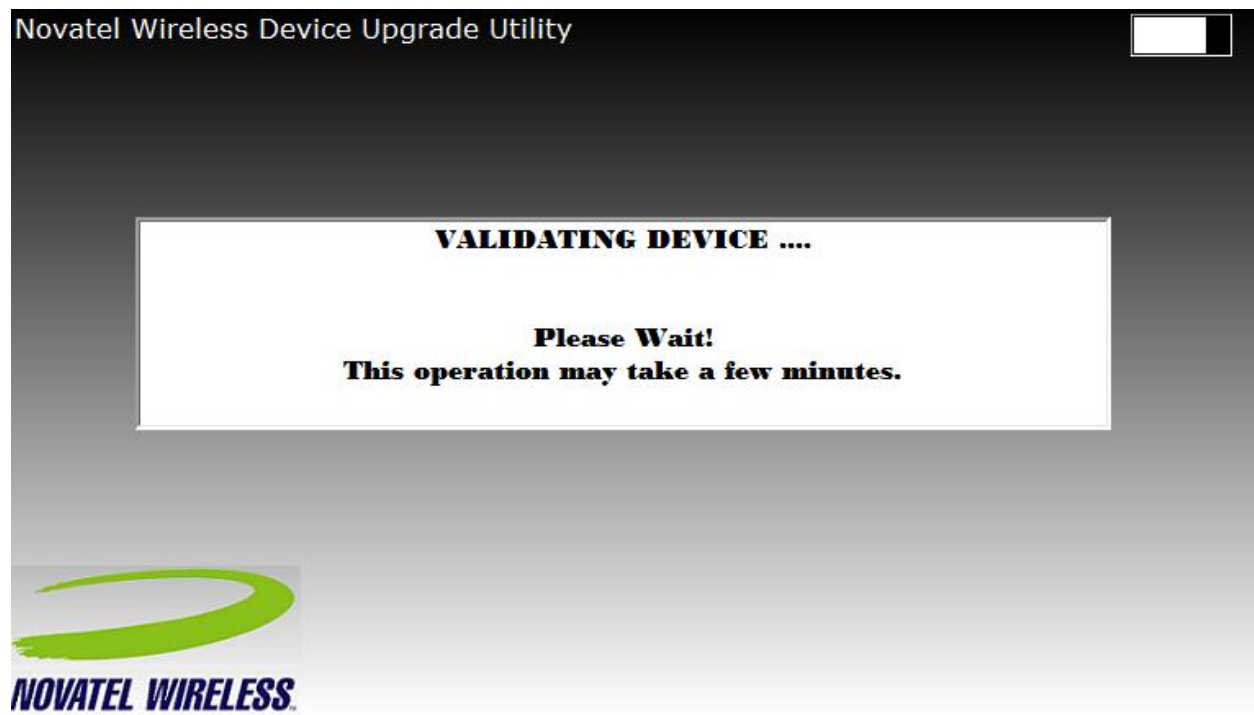

5- Wait a couple of seconds and then follow the steps to install the Drivers and the Tool. Please note that this executable combines two installations, once drivers are installed, the tool installation is automatically triggered. Please allow the process to complete, do not close the executable after drivers installation is complete, as this is automatically followed two seconds later by tools installation.

6- Once installation is complete, using a USB cable, plug in the device to the computer's USB port, **then power off the device by pressing the power down button and selecting shutdown from the device UI.** Very important to make sure device completely off before launching the tool.
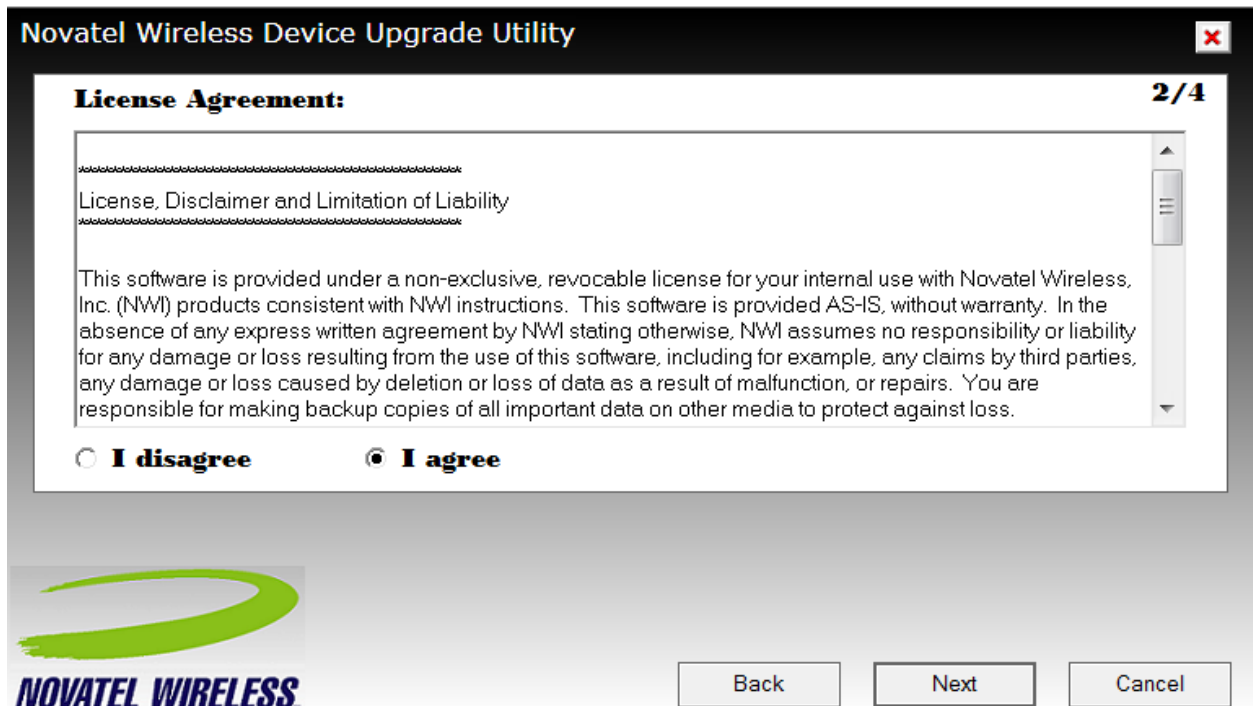
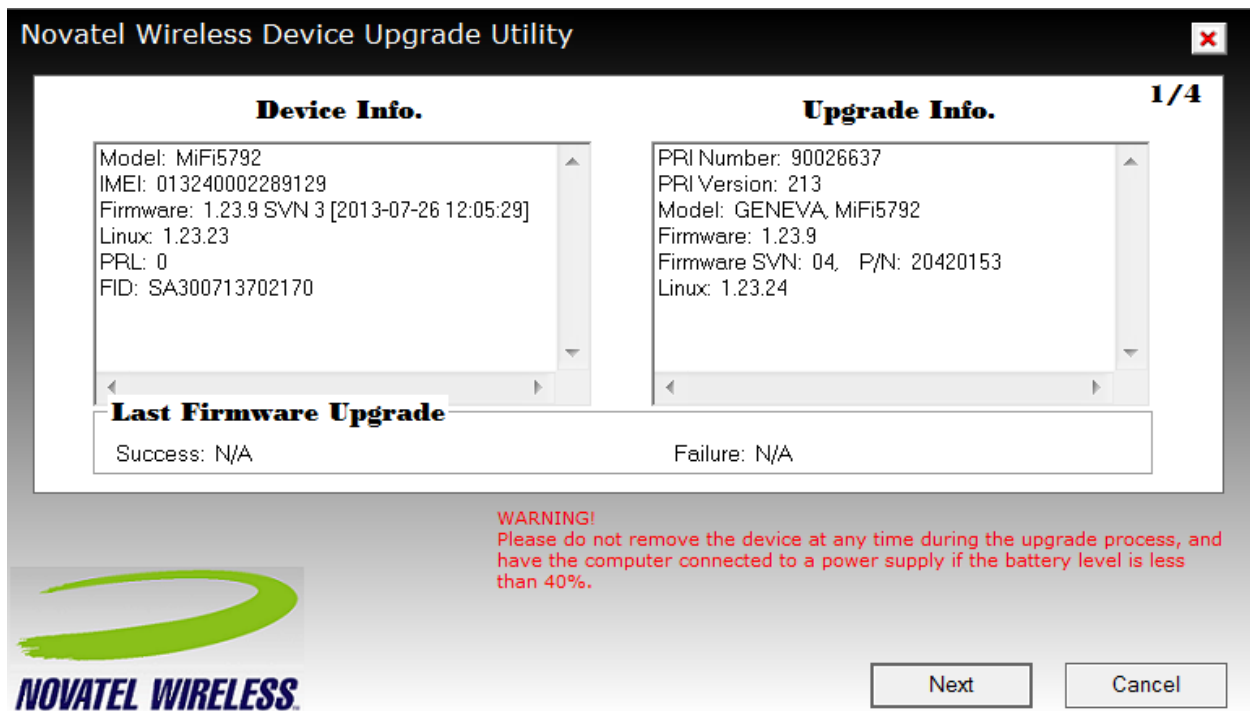7- Launch the tool, the following screen would display. **Click Ok.**

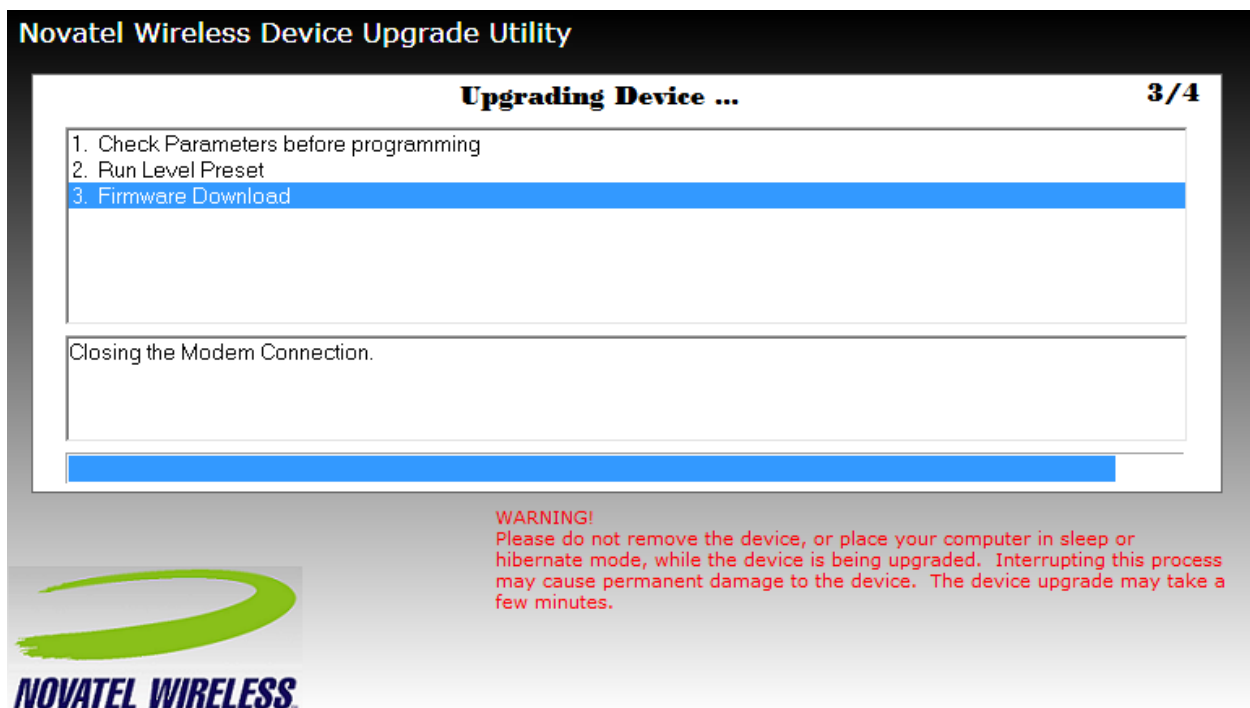8- The tool would read the device to validate it. This step could take a minute.
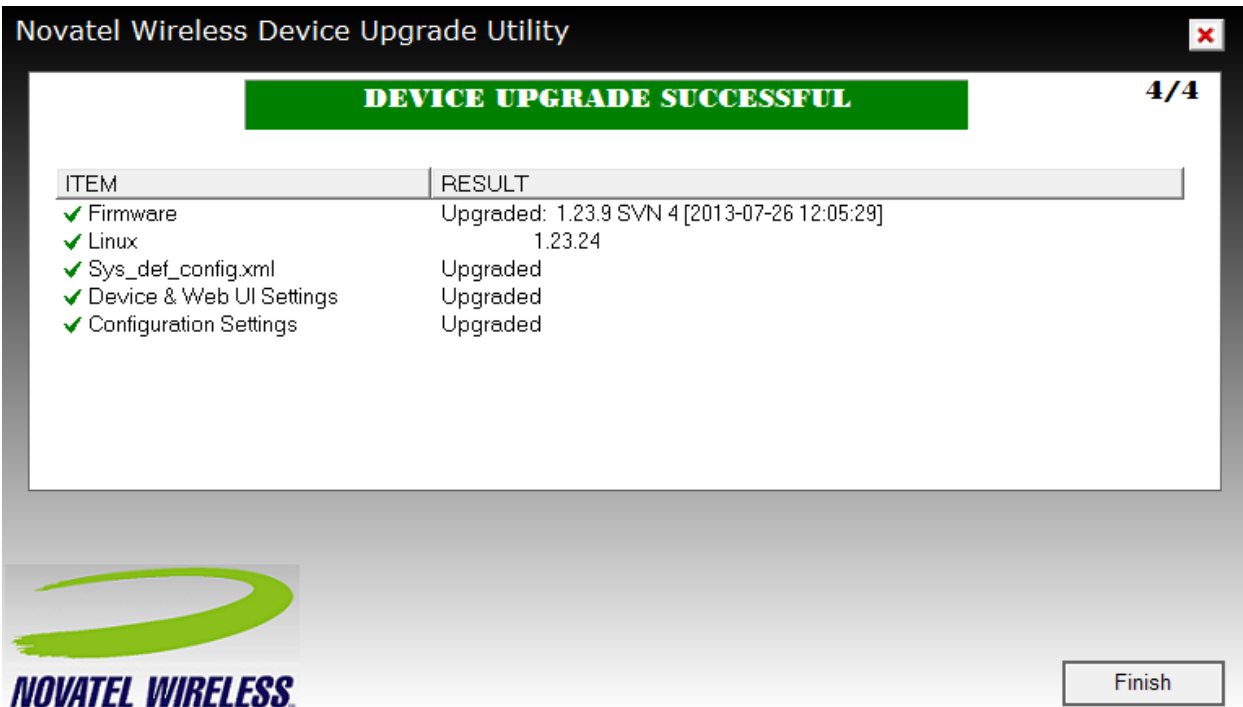
9- Select Agree and click Next

10- Click Next

Novatel Wireless Device Upgrade Utility   1/4

Device Info.

```
Model: MiFi5792
IMEI: 013240002289129
Firmware: 1.23.9 SVN 3 [2013-07-26 12:05:29]
Linux: 1.23.23
PRL: 0
FID: SA300713702170
```

Upgrade Info.

```
PRI Number: 90026637
PRI Version: 213
Model: GENEVA, MiFi5792
Firmware: 1.23.9
Firmware SVN: 04, P/N: 20420153
Linux: 1.23.24
```

Last Firmware Upgrade

Success: N/A   Failure: N/A

WARNING!
Please do not remove the device at any time during the upgrade process, and
have the computer connected to a power supply if the battery level is less
than 40%.

NOVATEL WIRELESS   [Next]   [Cancel]

11- FW upgrade in progress

Novatel Wireless Device Upgrade Utility

Upgrading Device ...   3/4

```
1. Check Parameters before programming
2. Run Level Preset
3. Firmware Download
```

Closing the Modem Connection.

WARNING!
Please do not remove the device, or place your computer in sleep or
hibernate mode, while the device is being upgraded. Interrupting this process
may cause permanent damage to the device. The device upgrade may take a
few minutes.

NOVATEL WIRELESS

12- FW upgrade complete. Your device has been upgraded to FW 1.5.

TROUBLESHOOTING

- **If device is unplugged during the upgrade process, the upgrade would fail and the device may become unusable.**
- **As soon as you plug in the device, make sure you power it off. If the device is powered ON at the start of the process, the upgrade would not begin.**
- **During the validation phase of the process (Step 8), if it takes more than three minutes, remove the device and plug it back in. Make sure you power it off after plug in.**
- **The device needs to be power cycled prior to any subsequent upgrade.**