

Update your Huawei B315 modem's firmware

This page gives you step-by-step instructions on how to update your Farmside Huawei B315 modem's firmware (Rural Wireless Broadband modem). If you have any trouble completing the steps below, please call our Customer Service team on 0800 32 76 74 and select option five. Our team is available to take your calls between 8am to 7pm Monday to Friday and 9am to 5.30pm weekends and public holidays.



We're always looking to give our rural communities the best wireless broadband available. As part of this, we've upgraded some of our broadband sites and to make the most of it, you'll just need to update your modem. By updating your modem, you could get faster broadband speeds, a more consistent connection and an overall improved experience.

Important things to know

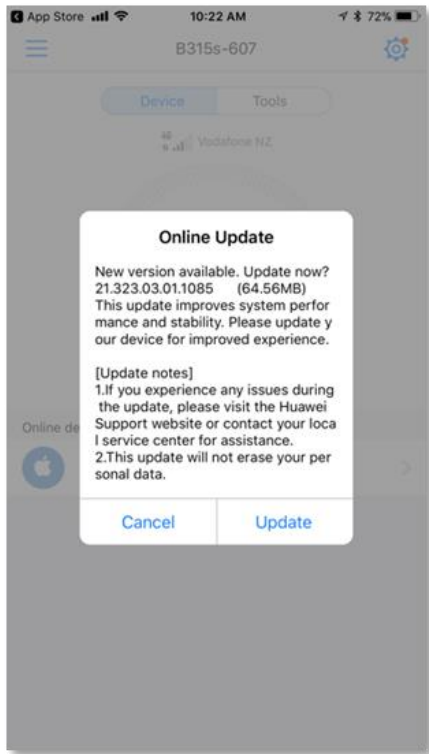
- It will take around 20 minutes to update your software. While the upgrade is being completed your broadband will be affected as will your phone if it is connected to your modem. For this reason, we suggest you do the upgrade just before bed or first thing in the morning.
- When you update your modem, your Wi-Fi password will be changed and any customised or advanced configuration will be removed.
- Improved speed is dependent on cell sites in your area being upgraded.

Before you start

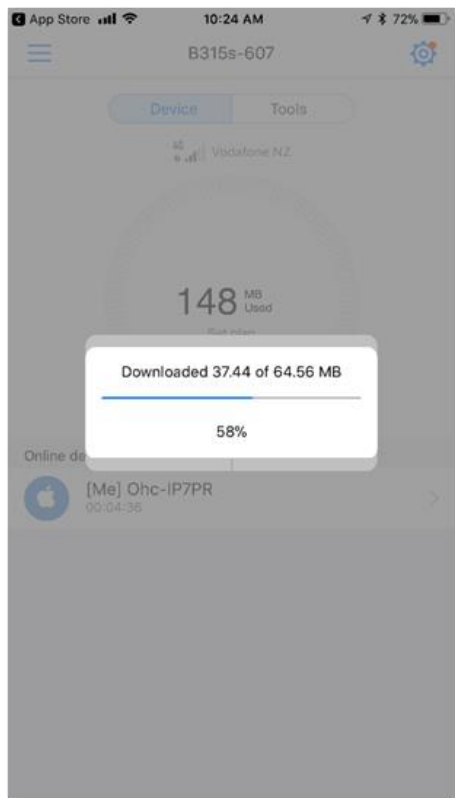
Before you get started have a quick look at the check list below to make sure you have everything you need for the update. You'll need:

- A Huawei B315 modem, which is also known as a Farmside Rural Wireless Broadband modem
- Your modem needs to be working so that you're connected to the internet
- Either a computer connected to your modem by Wi-Fi or an Ethernet cable, or an iPhone, iPad or an Android smartphone or tablet connected to your modem by Wi-Fi
- If you're using an Apple or Android device you'll also need to have downloaded the Huawei HiLink app, <https://itunes.apple.com/am/app/huawei-hilink-mobile-wifi/id546979875?mt=8>

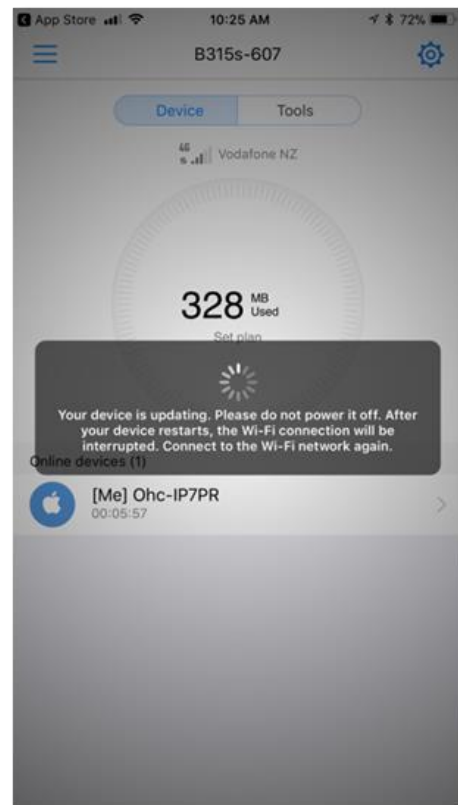
Step-by-step instructions to update your modem using an iPhone or iPad

<ol style="list-style-type: none">1. Make sure your iPhone or iPad is connected to your modem by Wi-Fi.2. Download and install the HUAWEI HiLink (Mobile WiFi) app, which is available for free from the Apple app store. https://itunes.apple.com/am/app/huawei-hilink-mobile-wifi/id546979875?mt=83. Open the HUAWEI HiLink app4. The app will prompt you for login details for your device5. Login as an admin user (username/password both 'admin')	<ol style="list-style-type: none">6. You will see a notification that an update is available, click UPDATE 
---	---

7. The software will start downloading to your modem



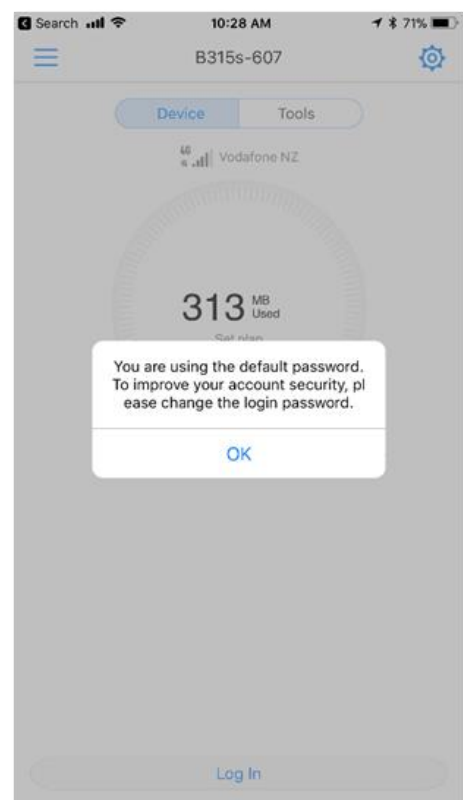
8. Once downloaded the modem will start updating itself



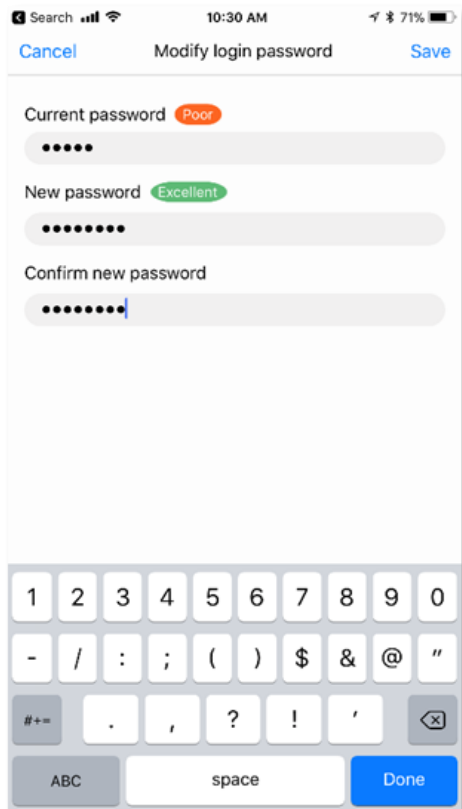
9. Your modem will shut off the Wi-Fi connection and once available again you will need to reconnect to your Wi-Fi once the modem has completed updating its software and restored the Wi-Fi.



10. If you have the default admin login and password, you will be prompted to update this

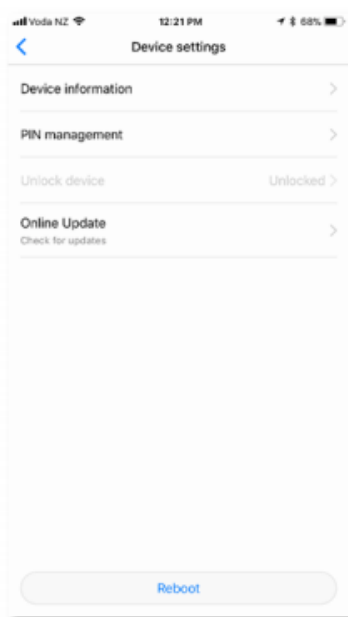


11. You'll need to enter 'admin' as your current password and think of a new one and confirm it

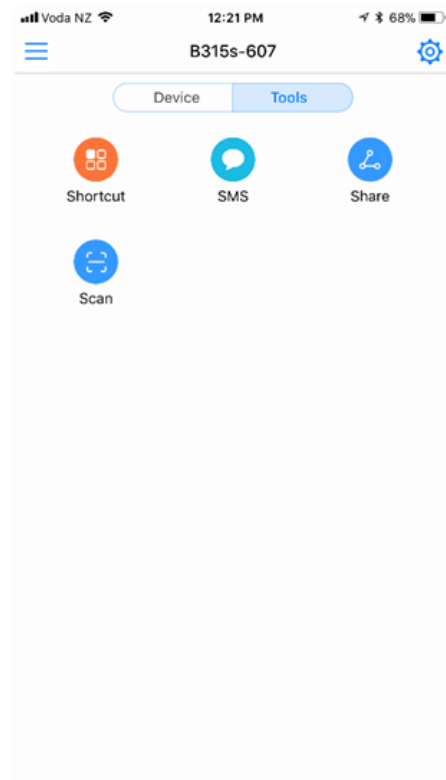


12. You'll then be prompted to login as administrator - use your new password!

14. There you'll be able to see info about your device as well as where to see when updates are available in the future.



13. In the app, tap the SETTINGS icon - blue gear image top right to check on your device's setting



Need help?

If you have any trouble completing the update or need help, please call our Customer Service team on 0800 32 76 74 and select option five. Our team is available to take your calls between 8am to 7pm Monday to Friday and 9am to 5.30pm weekends and public holidays.