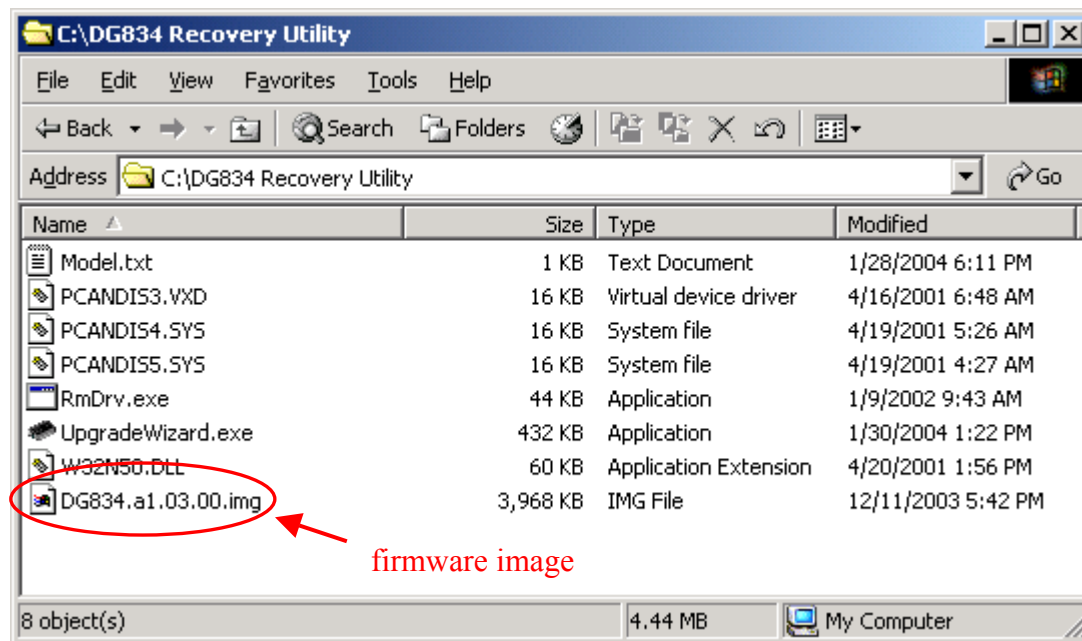


## **DG834 Firmware Recovery Procedure**

The included utility will assist in recovering a Netgear DG834 ADSL Router that has failed during a normal firmware upgrade. A DG834 that may be recovered with the included utility has the following symptom: After power up, the Power and Check LED's blink in an alternating pattern.

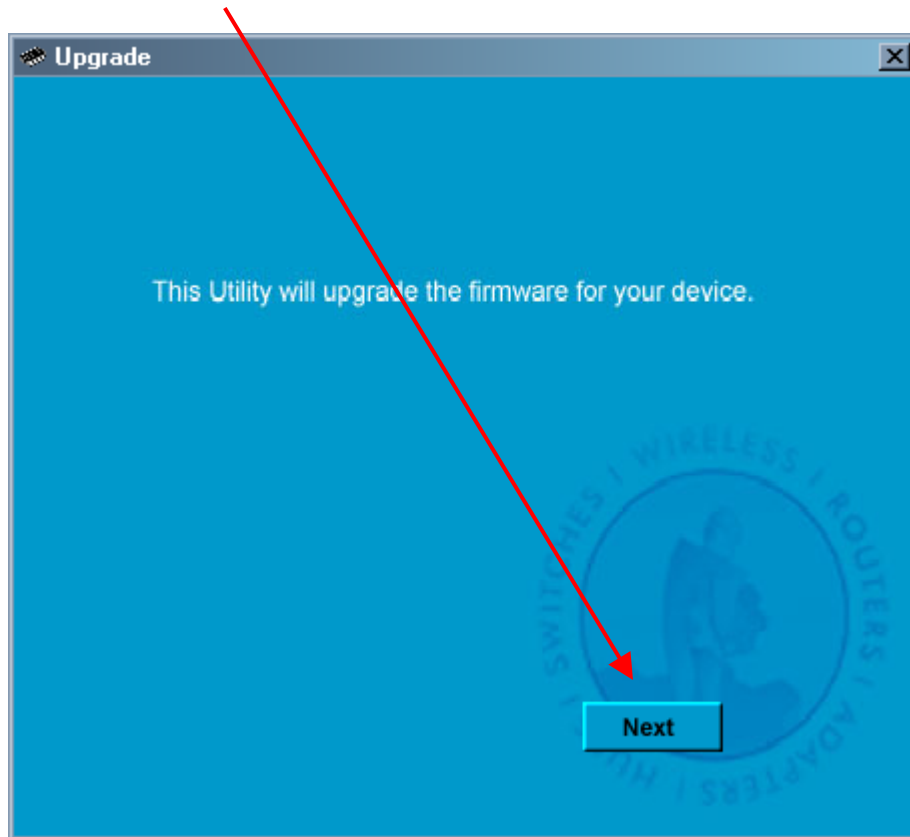
NOTE: The procedure must be performed from a PC running a recent Windows operating system.

1. Copy a DG834 firmware image into the same directory as the recovery utility. The firmware should have a .img extension.

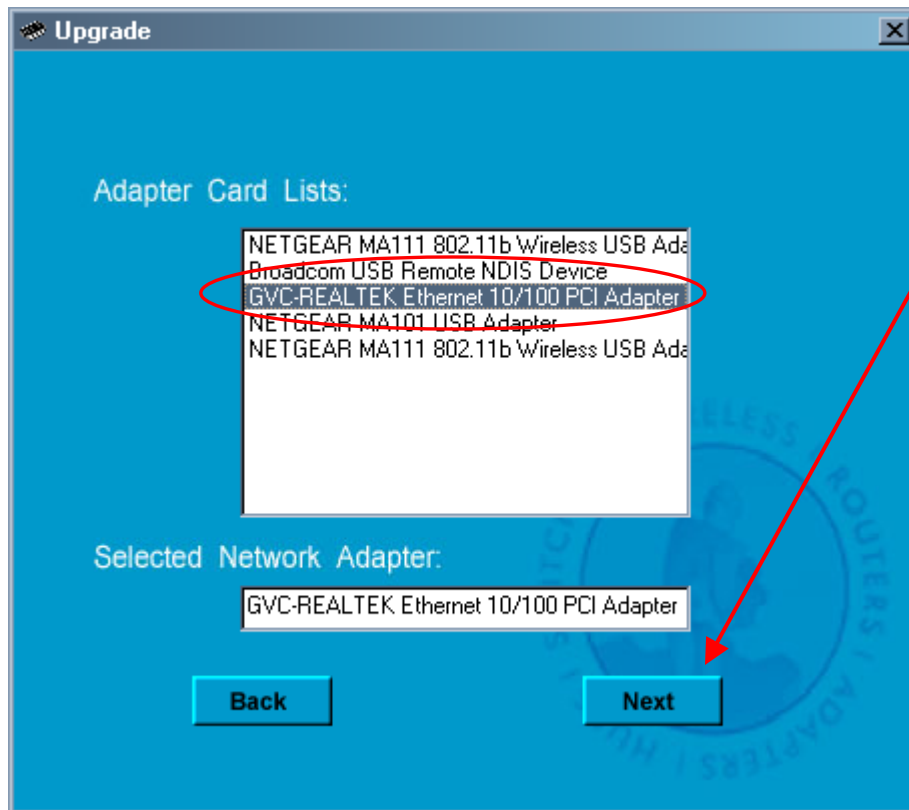


2. Connect a single PC to the DG834 via Ethernet. This must be the same PC that has the recovery utility and DG834 firmware image.
3. Run the recovery utility by double-clicking the 'UpgradeWizard.exe' application file.

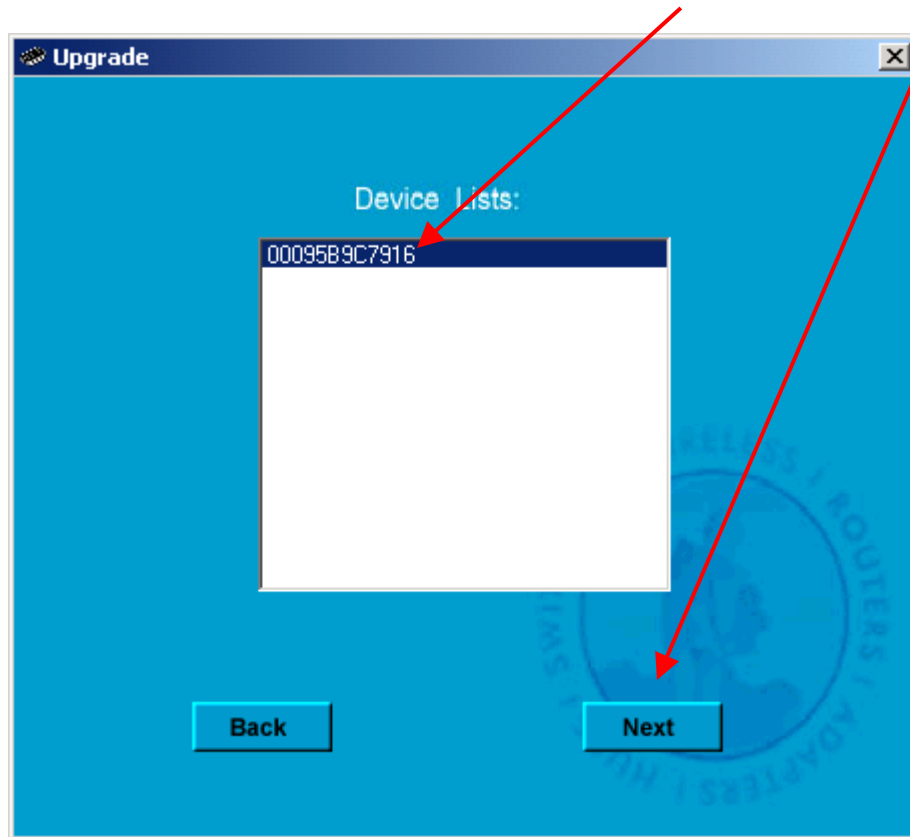
4. Click the 'Next' button.



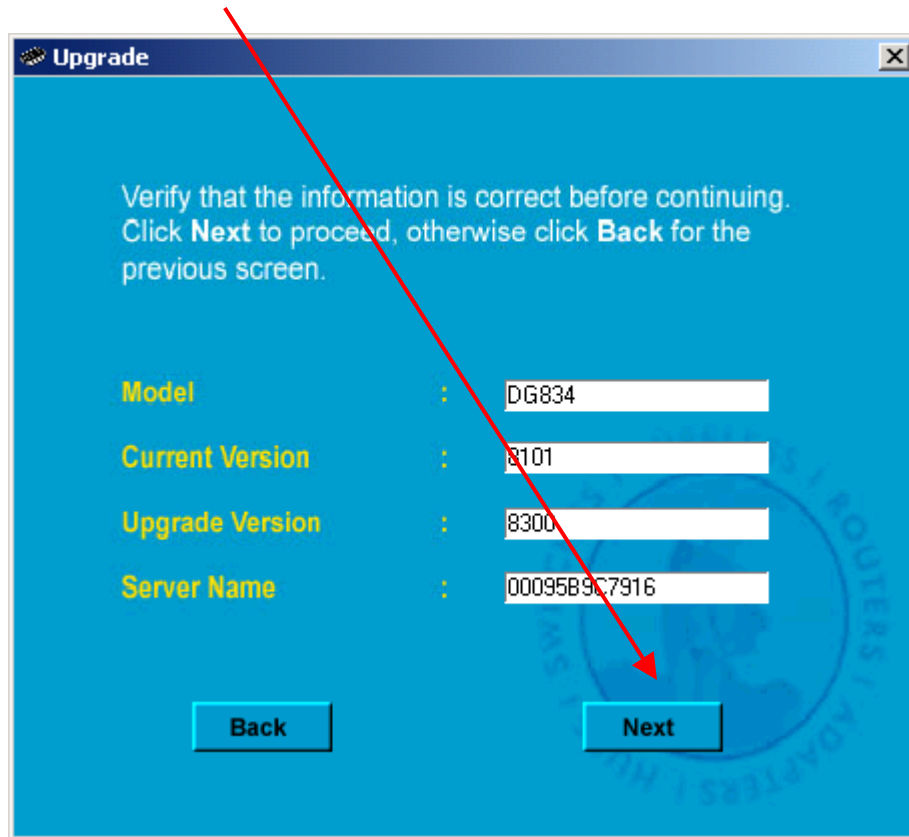
5. Select the Adapter Card from the list that corresponds to the interface used by the PC to connect to the DG834. This will vary depending on your system configuration. Click the 'Next' button.



6. There should be one and only one item in the Device List. Click the 'Next' button.



7. Click the 'Next' button again.



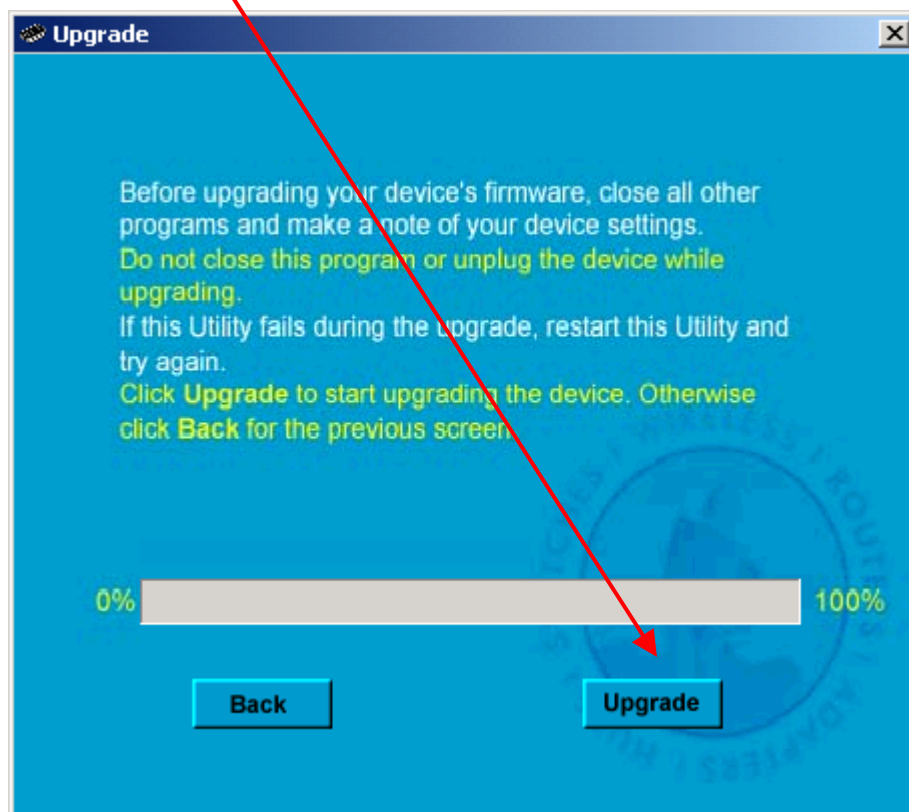
The screenshot shows a Windows-style dialog box titled "Upgrade". The background is blue. At the top, there is a close button (X). The main text reads: "Verify that the information is correct before continuing. Click **Next** to proceed, otherwise click **Back** for the previous screen."

Below the text, there are four fields with labels in yellow:

- Model** : DG834
- Current Version** : 8101
- Upgrade Version** : 8300
- Server Name** : 00095B9C7916

At the bottom, there are two buttons: "Back" on the left and "Next" on the right. A red arrow originates from the instruction text above and points directly to the "Next" button.

8. Click the 'Upgrade' button to continue recovery of the DG834.



9. The utility will go through a series of steps to recover the DG834: Erasing EEPROM, Upgrade, Verification. Once verification completes, the DG834 is recovered and can be used as normal.

