# IPaccess
### international

## Manually Loading iDirect iDX 4.1.3 Software

Before beginning, the IP address of your computer must belong to the same network as the modem.  New, unconfigured modems will have the following IP address: 192.168.0.1, and subnet mask 255.255.255.0.

Existing, already configured modems' IP addresses will be determined by their configuration file.  If the Windows Firewall is disabled, opening iSite while connected directly to a modem's LAN port should auto-detect the modem and display its IP address.  (**Note that the IP of your computer will still need to be changed to match before you will be able to log into the modem.**)

### EVOLUTION X3, X5 AND E800/E8000 SERIES MODEMS

**NOTE:**
The X3 and X5 modems will both utilize the iDirect 21.0.3.0 software packages.  These may also be referred to as version "4.1.3." The e8X series modems will use the iDirect 16.0.3.5 software package.

The latest software packages and iSite can always be downloaded from our web site:
http://www.ipinternational.net/downloads/

If you are upgrading your modem from a previous software release, you may need to download the 21.x ("4.1") version of iSite from the link above.

1. Before beginning, make sure you have a copy of your options file.  This can be obtained by contacting IP Access support at 888-310-0131.  Be sure to have your Circuit ID available.

2. Launch the iSite and log in to your modem.

    a. If your modem appears automatically in the tree on the left side of the screen, right-click the modem and select **Log In**.

    b. If your modem does not automatically appear in the tree on the left side, right-click on iDirect at the top of the tree and select New.  On the new modem that appears in the tree, right-click it and select **Log In**.

    c. Select the "Admin" user.  If the modem is new/unconfigured, the admin password is iDirect.  If the modem has already been configured, the password is most likely P@55w0rd!

    d. **IMPORTANT**: If you are not able to log in with the current version of iSite, please download iSite 4.1 from the link above and use it instead.

3. Right-click the modem and select **Download Package**.

4. Browse to the location where you have the images saved, and select the BSP Update:

5. The name of this file is based upon the modem type:
   Evolution X3 Modems: evo_x3_bsp-21.0.1.4.pkg
   Evolution X5 Modems: evo_x5_bsp-21.0.1.4.pkg
   Evolution e800/e8000 Series Modems: evo_bsp-16.0.3.5.pkg

6. Once the package is selected, click **Open**, and then choose the following options:

7. **Don't check versions**

8. **Download images only**

9. **Don't reset**

10. Click **Start**.  Status will appear in the "**Information**" box as shown below:
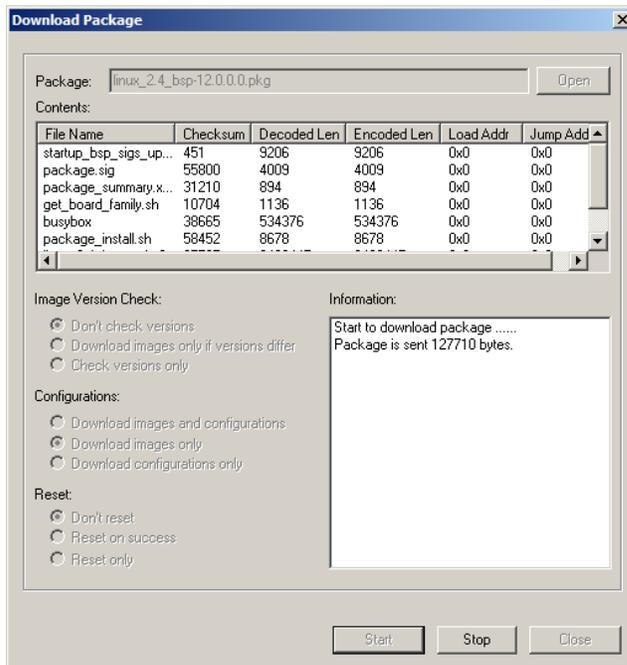


11. Wait for the "Done" message to appear in the Information window before continuing:



12. Click **Open** again, and this time browse to and select the iDX software package for your modem.

13. The name of this file is based upon the modem type:
    Evolution X3 Modems: evo_x3_rmt-21.0.1.4.pkg

Evolution X5 Modems: evo_x5_rmt-21.0.1.4.pkg
Evolution e800/e8000 Series Modems: e8_rmt-16.0.3.5.pkg

14. Once the package is selected, click **Open**.

15. Ensure that **Don't check versions**, **Download images only**, and **Don't reset** are still selected.  Click **Start**, and again wait for the "**Done**" message to appear in the **Information** box.

16. When the "**Done**" message appears, please **wait 2 additional minutes** before proceeding. This is an important step as the flash process running on your modem may take longer than the iSite program accounts for.

17. Right-click the modem, choose **Download Options From Disk**, and then browse to the location of your options file.  Select it and click **Open**.

18. iSite will prompt you to download the options file – select **Yes**.

19. When the process is complete, you will be presented with a prompt to reset your modem:



20. Select **Reset Now**.  When your modem boots up, it will contain the correct images and configuration.


## EVOLUTION X1 AND X7 MODEMS

1. Before beginning, make sure you have a copy of your options file.  This can be obtained by contacting IP Access support at 888-310-0131.  Be sure to have your Circuit ID available.

2. Launch a web browser and connect to the IP address of your modem.  (The default factory IP address of the modem is 192.168.0.1, with a Subnet mask of 255.255.255.0, and DHCP enabled).  If you do not know the IP address of your modem, a factory reset can be performed, which will return it to the factory IP address (see next section).  For example, https://192.168.0.1.  (You may need to accept any security warnings from your browser.)

3. At the login prompt, enter the username "admin" and the current admin password for your modem.  If you have a factory new modem, this will be "iDirect" – if it has been configured previously, the password is likely "P@55w0rd!"

   If neither of these passwords work, you will either need to perform a factory reset or

contact your network operator for the password that was in your previous configuration.



4. Once connected to the web interface, there are several icons at the top of the page. Click on the **Admin** icon, and then make sure that the **File Management** option is selected in the left column.
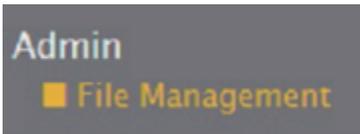




5. Click on **Load Package** to expand that section.



6. Click on **Browse** to select the iDirect X7 software package downloaded from our web site (http://downloads.ipinternational.net/).  The package is called **evo_x7_rmt-21.0.3.0.pkg**.

7. Click on the **Load** button.
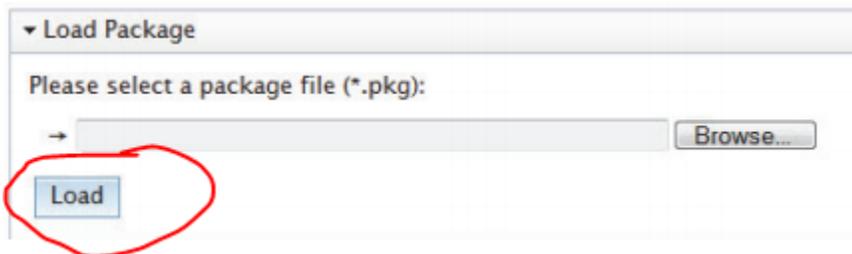
8. Click on the **Load Options File** option to expand that section.  Click on **Browse** and navigate to your option file.  Then click the **Load** button.
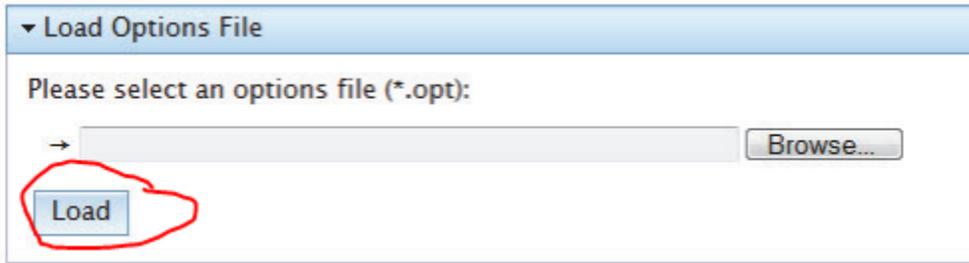


9. Once the software package and option file are loaded, click **Restart Device** and then click the **Restart** button.
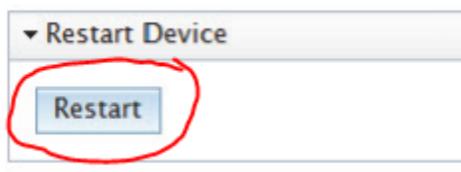


10. Your modem will now reboot with the newly loaded software and option file.

## FACTORY RESETTING X1 AND X7 MODEMS

1. On the rear panel of the modem, there is a small hole.  With the modem powered up, insert a paperclip to press the reset button behind this opening.  Hold the button down for more than 15 seconds.
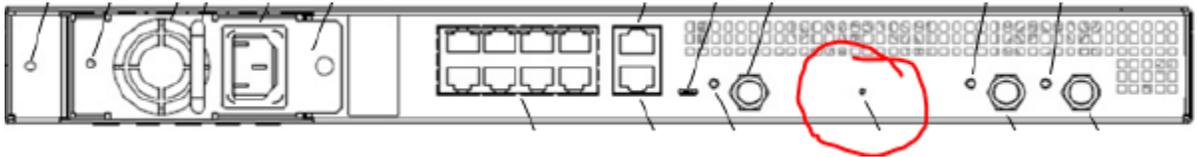


2. Once the reset is initiated, the BUC PWR LED will turn solid green.

3. After more than 15 seconds has elapsed, release the reset button.

4. The modem will now boot with factory settings (modem IP address will be 192.168.0.1, with DHCP enabled.)  If you wish to assign a static IP address to your device, assign 192.168.0.x with a subnet mask of 255.255.255.0.  The modem will be accessible at 192.168.0.1.