

**Use this upgrade procedure only for Xtreme with v3.5.3 or newer installed.**

**If upgrading from v3.5.1, please refer to the appropriate upgrade guide.**

**Caution: This upgrade process cannot be reversed.**

## Overview

This document is a detailed step-by-step guide for upgrading the firmware for the BAD BOY Xtreme Wi-Fi device. The upgrade to the firmware does not change Xtreme's performance. The actual upgrade consists of the following steps:

- 1) Preparation before upgrade
- 2) Opening Xtreme's administration application
- 3) Installing the Upgrade Utility
- 4) Upgrading Xtreme firmware using the Upgrade Utility
- 5) Activating the new Xtreme firmware
- 6) Refreshing the browser to fully activate the new firmware
- 7) Verifying operation after upgrade

## What's Changed in Xtreme

### **General**

- Improved user experience. Mobile device friendly by eliminating pop-up windows for all common functions.
- Complete automation of all security settings. Security types and key lengths are now automatically set to the correct values based on the hotspot's security type.
- Auto configuration of Xtreme operating parameters based on country selection. This assists in complying with various country's regulations including channel usage, maximum output power allowed and mode of operation. Addition of country selection capability at each login.
- Retention of access keys entered with automatic recall when returning to a previous hotspot.
- Ability to save (offload) hotspot access keys and restore at a later time.
- Improvements for stability and operation.

**Do all of the following steps in the order presented. Avoid going back to repeat steps.**

- Check off items when verified or completed.

### Step 1 - Before beginning, ensure that you have:

- Unleashed upgraded before upgrading Xtreme (if part of your system and requiring upgrade).
- Access to Xtreme's management application.
- Upgrade Utility - download from [www.bitstorm.com](http://www.bitstorm.com) under the **Support** tab.
- Xtreme Firmware file - download from [www.bitstorm.com](http://www.bitstorm.com) under the **Support** tab. **Ensure that you download the correct firmware for Xtreme.** Attempting to upgrade using a different family product firmware (i.e. Unleashed, Express or Zone) will likely be reported as an error and not installed but if allowed can result in your device becoming unusable (bricked). If this happens, you may be required to return your Xtreme to Bitstorm for firmware re-installation.
- Latest Xtreme Installation and Operation Guide to reference after upgrading – download this from [www.bitstorm.com](http://www.bitstorm.com) under the **Support** tab.
- The process of upgrading firmware will disconnect the device from any hotspot that it may be connected to. Please ensure that all downloads or uploads have completed and all work saved prior to doing this firmware update.

**Note: Reference images are representative and may not be exactly as your Xtreme has.**

### Step 2 - Open Xtreme management application

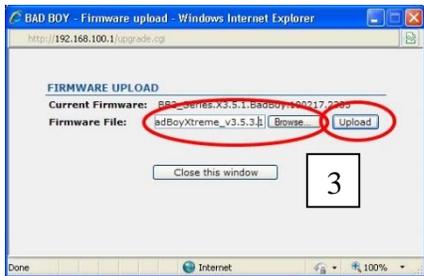
- Depending on your model, enter [xtreme.wifi/](http://xtreme.wifi/) or [badboy.xtreme/](http://badboy.xtreme/) or <http://10.20.30.1> in the address bar of a browser (not the web search bar). Login as required and navigate to the System tab. [1]



### Step 3 – Install Upgrade Utility

**Note: Due to changes in the latest firmware, an Upgrade Utility is required for its installation.**

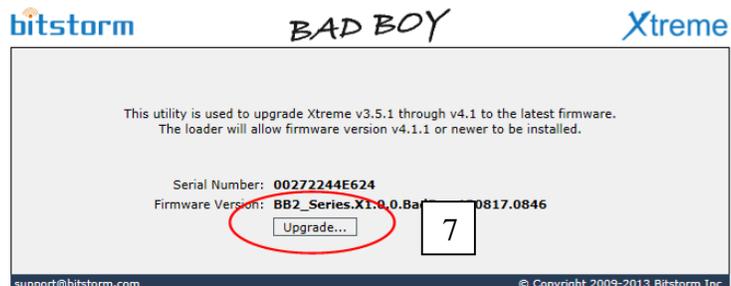
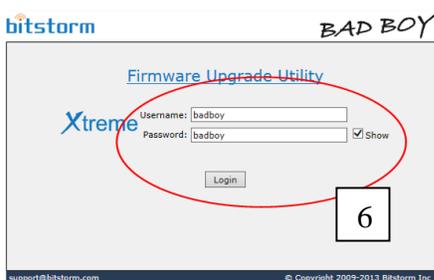
- Click 'Upgrade' in the Firmware section of the System tab. [2]
- Browse for the Upgrade Utility file that was downloaded and once selected, click Upload which will transfer the new firmware to your Xtreme. The transfer will take a few seconds and activity may not be displayed on the screen, so be patient. [3]
- Review that the Upgrade Utility was successfully sent to Xtreme. [4]



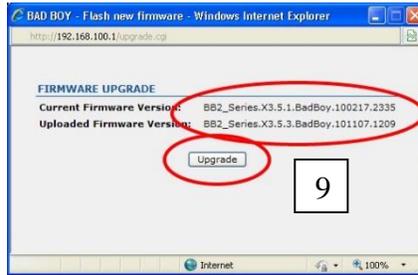
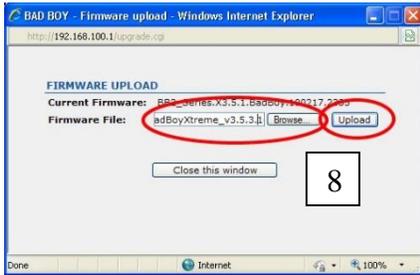
- Click 'Upgrade'. [4] A progress bar will be displayed. On Xtreme, you will see a single up-down sequential shifting of the signal strength LEDs. This will take several minutes to complete. You may also note Ethernet disconnects and reconnects throughout. **IMPORTANT: DO NOT POWER OFF XTREME!** [5]

### Step 4 – Upgrade to latest Xtreme firmware

- Login to the Upgrade Utility using your username and password. [6]
- Click 'Upgrade'. [7]



- Browse for the new Xtreme firmware file that was downloaded and once selected, click Upload which will transfer the new firmware to your Xtreme. The transfer will take a few seconds and activity may not be displayed on the screen, so be patient. [8]
- Review the Uploaded Firmware version and ensure that you have the correct Xtreme firmware. [9]



- Click 'Upgrade'. [9] A progress bar will be displayed. On the device, you will see a single up-down sequential shifting of the signal strength LEDs. This will take several minutes to complete. You may also note Ethernet disconnects and reconnects throughout. **IMPORTANT: DO NOT POWER OFF THE XTREME!** [10]

### Step 5 - Resetting your device to activate your new firmware

**Note: Do not miss performing the following step.**

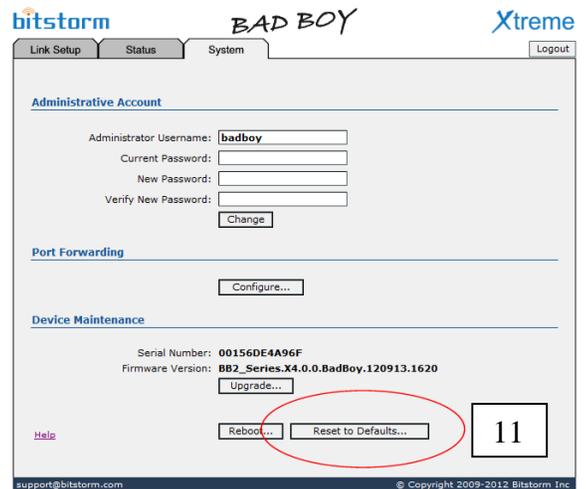
- Once the upgrade is complete, on the System tab, click 'Reset to Defaults' button followed by 'Yes' in the confirmation window. [11]

### Step 6 – Resetting you browser

**Note: Do not miss performing the following step.**

- Once the reset has completed from Step 5, press **Ctrl-R** (or **Ctrl-F5**) on your keyboard to cause your browser to fully use the latest Xtreme firmware.

**Congratulations!**  
Your firmware upgrade is now complete.



## Troubleshooting:

If after following the above steps, your Xtreme is not responding, check and do the following:

- 1) If you cannot connect to the administration application, try using all of the following browser addresses: **xtreme.wifi/**, **badboy.xtreme/** or **http://10.20.30.1**.
- 2) After ensuring that the update function has completed, power off the Xtreme, wait a number of seconds and then re-apply power.
- 3) Contact us if you experience continued difficulty. We can be reached at 647-724-8328. See hours of operation below.

## Contact:

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Phone: 1-647-724-8328 (between 8:30am and 5pm EST Mon – Fri)  
Skye: bitstorm.inc