

Zyxel OpenSync Conversion

Updated 31 August 2022

Supported models: **EX3510-B0, EX3510-B1, EX5510-B0, WX3310-B0**

STEP 1

Provide the Device Serial Number that you plan to convert and your Partner ID to your Plume contact and logistics@plume.com to add the device to your Partner ID.

STEP 2

Download the OpenSync firmware from Zyxel Knack site here:

<https://zyxel.knack.com/firmware>

STEP 3

Load the firmware to the device conventionally, either through the web interface or via TR069 ACS server.

After the firmware is updated, your Zyxel device will work like brand new Superpod and be ready for onboarding with Plume Frontline and the HomePass app.

- ▶ Please note that after the firmware is converted to OpenSync, all the previous settings are reset to OpenSync initial default settings.
- ▶ We recommend setting up the device via Frontline before installing on site to duplicate a customer's existing WiFi settings.

For additional information, such as having the device reachable by ACS while on OpenSync firmware, refer to our Zyxel ISP Partner Knowledge Base article here:

<https://zyxel.zendesk.com/hc/en-us/articles/8021770978195>

Contact your Zyxel Broadband Support Engineer if you need access to our ISP Knowledge Base.