



## Upgrading Your Radio Software via USB

Laura - 2020-11-03 - General Questions

**Please note - this guide assumes your radio is in full working order and you are performing a voluntary software upgrade. If your radio appears to have suffered a failure and is displaying a fault message advising you that it is waiting for an upgrade, you should follow the instructions found in the article 'Waiting for upgrade...'**

**This FAQ is not applicable to Jongos, Sensia 200D Connect, Evoke F4 with Bluetooth, Contour 200i Air, Contour i1 Air, Highway 300Di, Highway H260DBi, and Avalon. For instructions to update these please go to the downloads and user guides section. You can select your product and instructions will be listed.**

**These instructions are only used for products in our range that can only be updated by windows 32 bit Windows operating systems**

**If the software page for your product states that there is a Mac or 64 bit Windows update please ignore this FAQ and just run the software update, you will be prompted with on-screen instructions as the update runs.**

### **Checklist...**

Before starting - there are several requirements needed to ensure a successful software update via USB:

You need a Windows powered PC running Windows XP(32 bit), Windows Vista (32 bit) or Windows 7 (32 bit). 64 bit Windows systems are not currently supported in this process. Mac OS systems are not supported in this process.

You will need a USB lead. Depending on your radio, this will either be a USB A to B lead or a USB A to Mini B lead.

Make sure you remove all batteries and battery packs before updating your Pure product. Your Pure product must be running on mains power while performing a software update. Make sure the software update you download is the correct software for your PURE product, and that you are not back dating your current software version. Compare your product's current software version with the new version before installing.

OK that's the checklist done. If you have all of the above in place then you should have no problems installing new software on your Pure product.

### **Windows 2000\ XP**

**Please note - do not connect your radio to your computer via USB until instructed to by the software update package. If you have already connected your radio you should disconnect the USB cable and reboot both the radio and the computer in preparation.**

Open your web browser and go to the downloads website and locate your product software download. The software download always looks something like the\_name\_of\_your\_radio\_version\_number.exe' and is underlined. When downloading, make sure you save your software update package to a location on your PC where you will be able to easily find it.

On completion of the download, double click the file to start the installation process. You may need to confirm any Windows security prompts to allow the process to run.

At the welcome screen press the button marked '**Next**'.

At the 'Software Licence' screen press '**Yes**' to accept.

At the 'Connect USB Cable' screen, press '**Next**'.

Now you can go ahead and connect your radio to your PC via the USB cable – using the USB socket on the side or the back of the radio.

Connecting your radio to your PC may now start the Windows '**Found New Hardware**' wizard to identify the radio attached. You will be prompted with an option to search Windows Update for drivers, as the drivers were installed when you started the update wizard, you can decline this and continue the wizard. You then will be given the option to insert an installation disc, just select 'Install the device driver automatically' and click '**Next**'. If you've plugged your radio in at the right time the drivers will install and your radio should register as a device on your computer.

The Pure software update package can now install it's software on to your radio and will prompt you to press the '**Next**' button to start the Upgrade. Click the '**Next**' button to start the upgrade. This may take as long as 5 minutes so please be patient with it and do not touch or turn off your radio during the update process.

From this point onwards you should be able to follow any onscreen instructions to complete the process. Clicking '**Finish**' at the end of the process will re-boot your radio and the recovery process is complete.

#### **Windows 7\ Vista ( 32 bit only)**

**Please note - do not connect your radio to your computer via USB until instructed to by the software update package. If you have already connected your radio you should disconnect the USB cable and reboot both the radio and the computer in**

## **preparation.**

Open your web browser and go to <http://support-uk.pure.com/downloads> and locate your product software download. The software download always looks something like the\_name\_of\_your\_radio\_version\_number.exe' and is underlined. When downloading, make sure you save your software update package to a location on your PC where you will be able to easily find it.

On completion of the download, right click the software update package and select '**Run As Administrator**', and confirm any Windows security prompts as necessary.

At the welcome screen press the button marked '**Next**'.

At the 'Software Licence' screen press '**Yes**' to accept.

At the 'Connect USB Cable' screen, press '**Next**'.

Now you can go ahead and connect your radio to your PC via the USB cable - using the USB socket on the side or the back of the radio.

Connecting your radio to your PC may now start the Windows '**Found New Hardware**' wizard to identify the radio attached. Complete this process to allow the PURE update package to continue. You may see a taskbar message confirming that your radio has been installed successfully and again you may need to confirm any Windows security prompts as necessary.

The Pure software update package can now install it's software on to your radio and will prompt you to press the '**Next**' button to start the Upgrade. Click the '**Next**' button to start the upgrade. This may take as long as 5 minutes so please be patient with it and do not touch or turn off your radio during the update process.

From this point onwards you should be able to follow any on-screen instructions to complete the process. Clicking 'Finish' at the end of the process will re-boot your radio and the recovery process is complete.

**Note:** At the end of the process You may need to confirm to Windows that the installation was successful. You may need to reset any alarm settings or preset stations if they have been removed as part of the update.