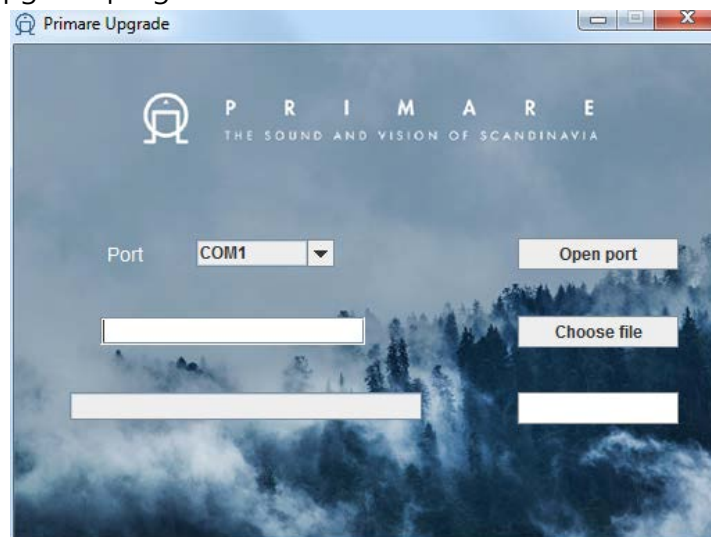**Primare Upgrade instructions for Windows**

Last updated: 2018-03-28

This document explains how to use the program "Primare Upgrade" for updating firmware in your Primare product.

You will need a twisted (null modem) serial cable connected between your PC computer and the RS232 port on your Primare device's rear panel.
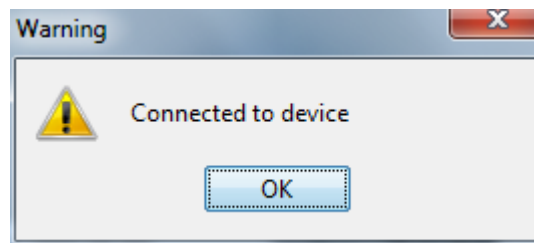
Follow these steps to update the firmware:

1. Connect cable between PC and RS232 port

2. Turn on your Primare device and wait until PRIMARE startup logo in display disappears

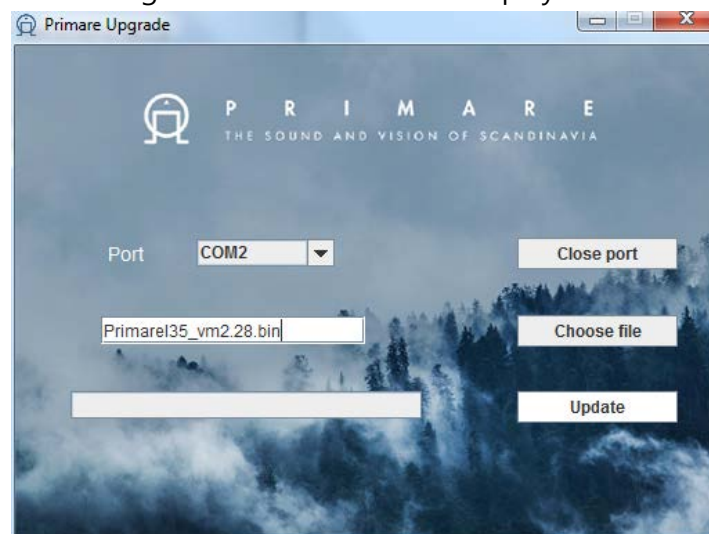3. Start Primare Upgrade program

4. Select the COM-port which your computer is using for the serial cable

5. Press 'Open port'

6. After a few seconds, a warning message will show if your computer is connected to the device or not

7. Once connected, press 'Choose file' and browse for the firmware file and select it

8. Once the firmware file has been chosen, press 'Update' button to start updating the Primare device. You will see update progress in the lower left bar and your Primare device will indicate "Installing firmware" in its OLED display

9. Once the firmware update is done, please close the COM-port and close down Primare Upgrade program

10. Disconnect the cable from the RS232 port