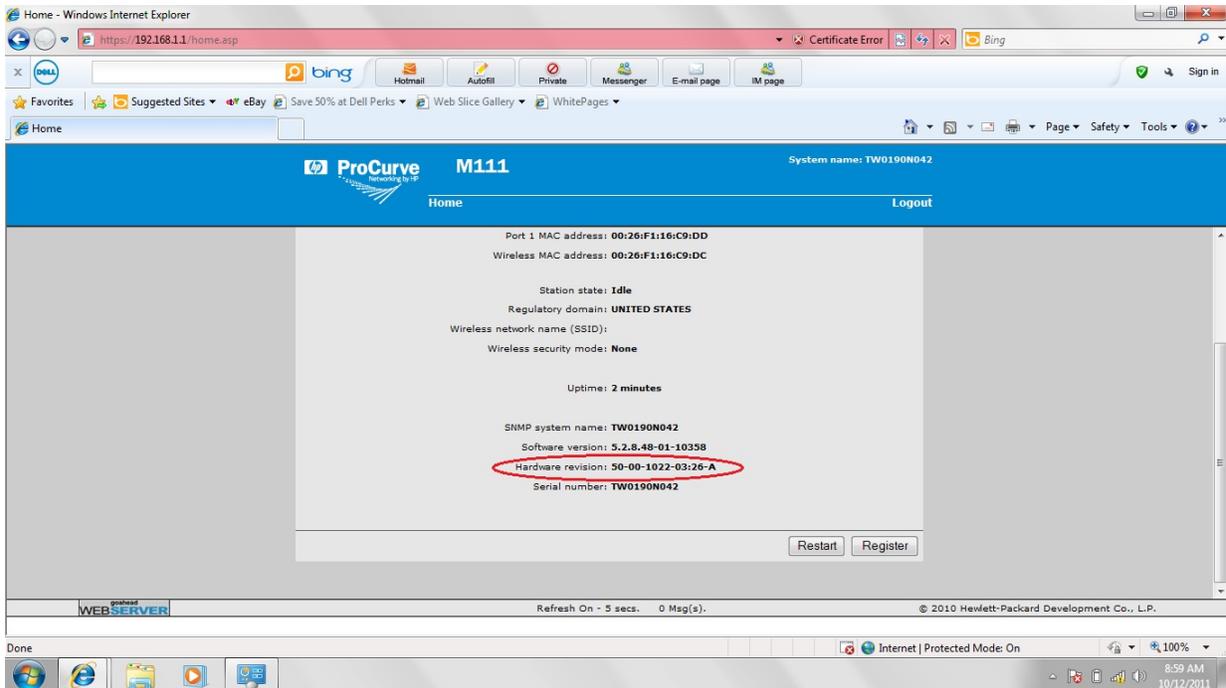


SUBJECT: LOADING HP / COLUBRIS RADIO FIRMWARE

WARNING!
PLEASE BE AWARE THAT THIS FIRMWARE IS SPECIALLY MADE BY JERVIS B WEBB COMPANY AND CANNOT BE ACQUIRED FROM THE HP WEBSITE. WE DO NOT ENCOURAGE CART USERS TO DOWNLOAD ANY FIRMWARE DIRECTLY FROM HP.

1. Identify the Hardware revision of your radio. First, connect to your radio and log into the radio home page. Once you are connected, you will see the hardware revision. Please refer to the image below. If you are in need of help connecting to your radio, please see the HP / Colubris radio setup guide in your manual.



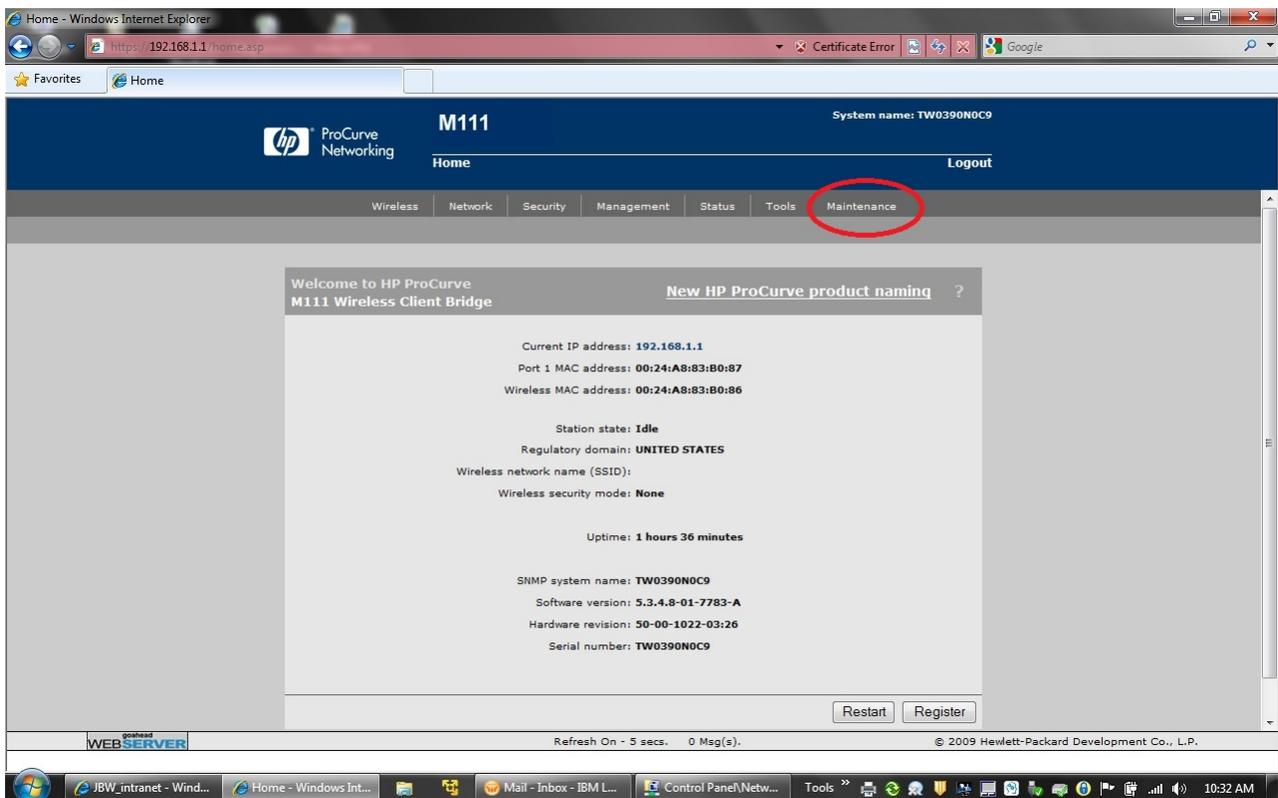
2. Please make a note of the Hardware revision level so that you load the appropriate Firmware for your revision level. If your radio has Hardware revision level **50-00-1022-03:26-A**, you will require Firmware revision **5.2.8.48-01-10358**; if your radio has Hardware revision level **50-00-1022-03:26**, you will require Firmware revision level **5.3.4.8-01-7783-A**.

3. Create a folder on your C:\ called HPFW. When you download the Firmware, save it to this location. PLEASE be aware that this Firmware is specially made by Jervis B Webb Company and is cannot be acquired from the HP website. We also do not encourage cart users to download any Firmware directly from HP. Click on the proper version of the Firmware here (refer to step 2) :

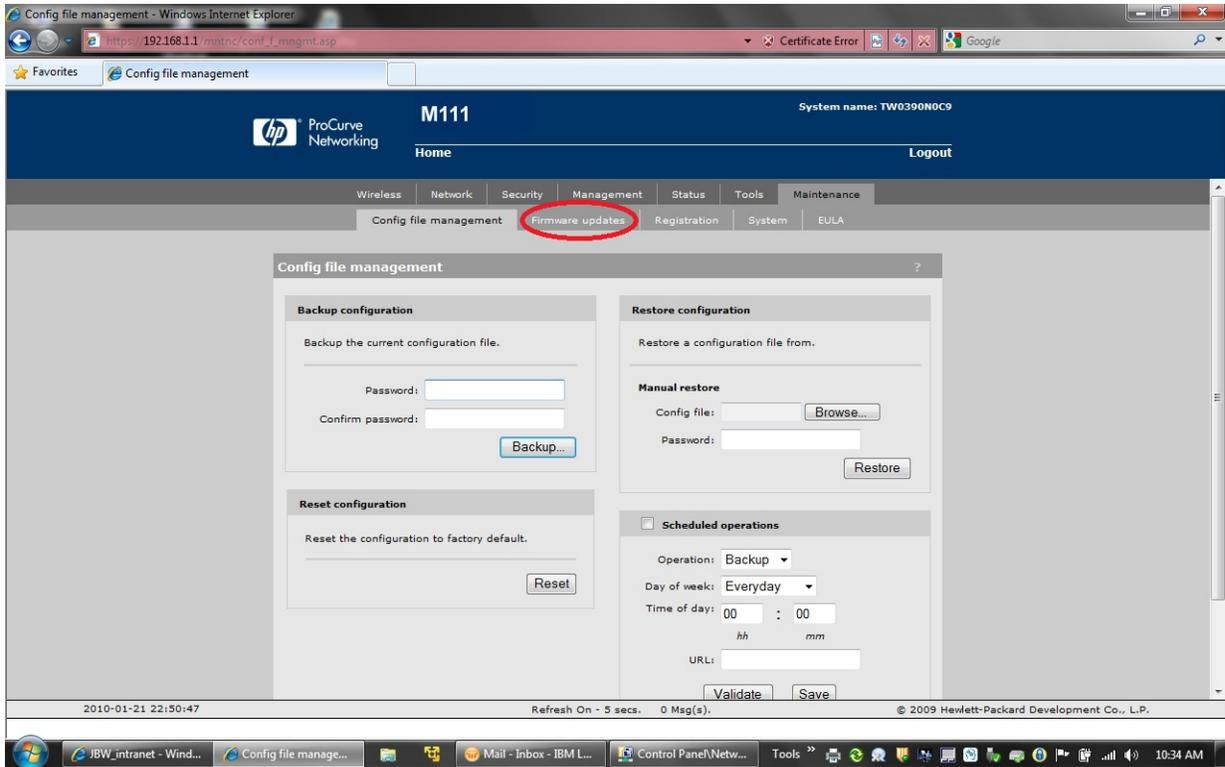
[5.2.8.48-01-10358](#)

[5.3.4.8-01-7783-A](#)

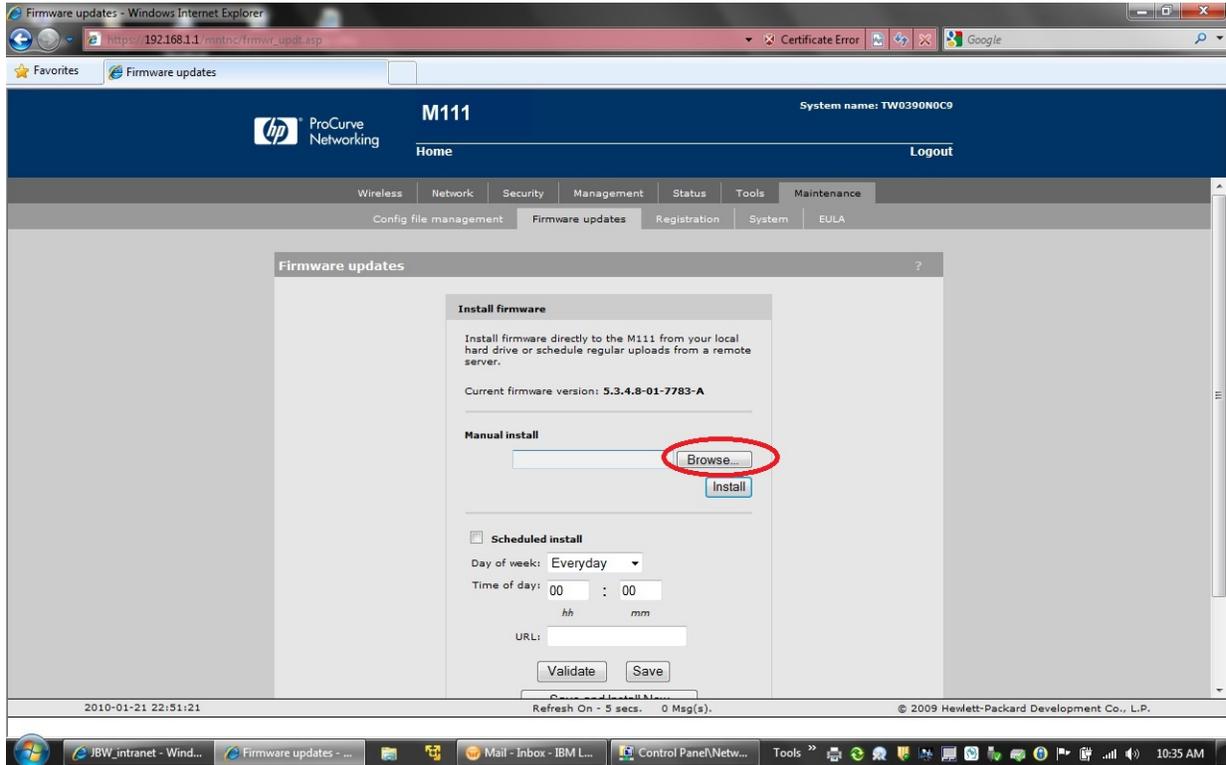
4. Reconnect to your radio and login. Once you are at the home page, click on the maintenance tab as seen in the following picture



- 5. Click on Firmware updates as shown in the picture below.



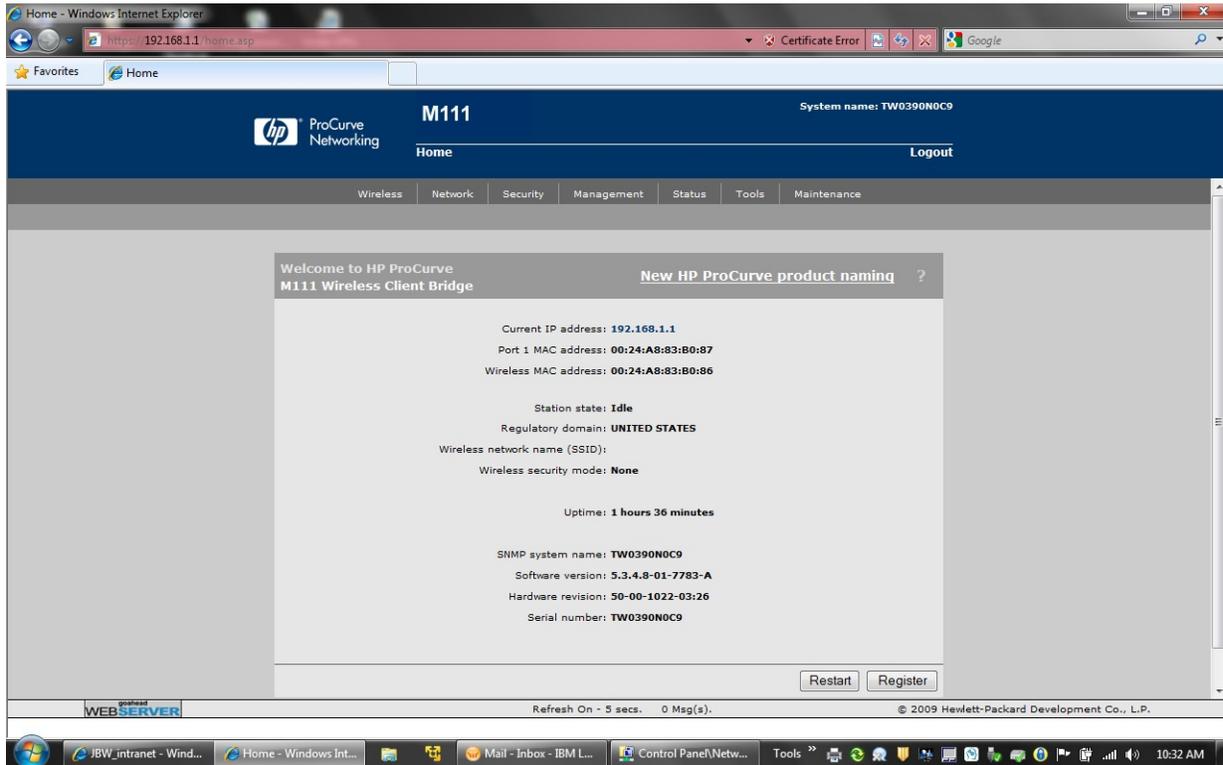
- 6. Click browse to select the Firmware location (remember that you stored it in C:\HPFW\). Select the version downloaded in Step 3. See the picture below for the browse for Firmware location button.



- 7. Once the Radio Firmware installation is initiated, it will take 5-10minutes for the Firmware to install and the radio to come back online.

WARNING!
PLEASE DO NOT DISCONNECT POWER TO THE RADIO OR UNPLUG YOUR ETHERNET CONNECTION TO THE RADIO OR SEVERE DAMAGE TO THE RADIO WILL OCCUR AND RENDER IT USELESS UNTIL SENT BACK TO HP FOR REPAIR.

- The Radio will automatically come back to the home page when the Firmware installation has been completed, provided you left your browser window open and waited for it to complete. When the Firmware load is complete it will look like the picture below



- Verify your Radio now has the correct version of Firmware. You are now finished and can load your site-specific radio configuration to the radio. If your radio already has a configuration, please verify communication.

If you have additional issues or require assistance please contact Jervis B Webb Company Customer Service at (877) 529-3221 for further assistance.