

# Radiance Tech Tip 6

## Updating the Software

---

### Introduction

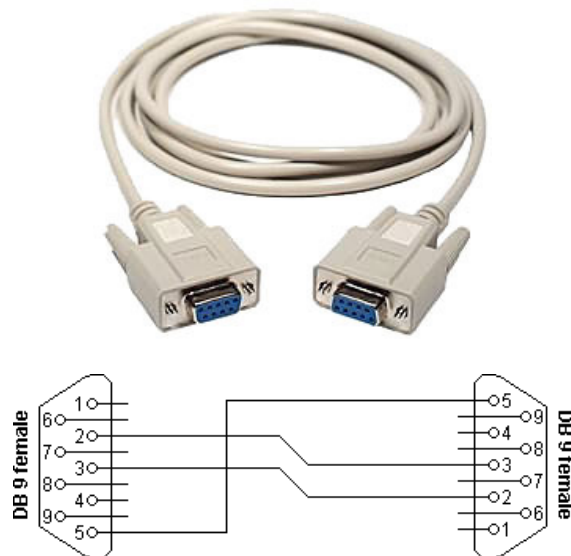
The latest software update for the Radiance is at the top of the software update list on our website. This version includes all the previous updates. You can download the latest software to your Radiance no matter what version of software is currently loaded. Your saved settings and configurations aren't changed when you load the software update.

You can check your software revision by looking at the Radiance Info Screen. To display the Info Screen, press "Menu, Info" or press the "Ok" button on your remote when the menu is not up. The update can be performed with a PC and a serial cable.

All models of the Radiance have a RS-232 serial port that is used to load software updates and for control. Starting with the Radiance 21xx there is a USB port that can also be used to load software updates and for control. On units with both types of ports, you can use either port to load software or for control.

### Serial port software update

- Radiance video processor with serial port
- PC with a serial port, or USB to serial adapter for PCs with no serial port
- Windows® 95/98/ME/2000/XP/Vista/7/8
- DB-9 RS232 Female-to-Female (9-pin), null-modem serial cable (picture bellow)



Connector 1	Connector 2	Function
2	3	Rx ← Tx
3	2	TX → Rx
5	5	Signal Ground

If the computer only has a USB connector, you will need to use a USB-to-serial port adapter to make the connection to the Radiance. An adapter isn't required if the computer has a RS232 connector. With or without an adapter, you will need to use a null-modem serial cable to connect the Radiance to the computer.

Most USB-to-serial port adapters should work. If you have trouble downloading new software to the Radiance, try searching for an updated driver for your USB-to-serial port adapter. Load the updated driver on your PC and try again.

Download the software update and unzip the file. Connect your PC to your Radiance using a DB9-F-to-DB9-F null-modem serial cable. Insure that you have a stable power supply to the Radiance. There is a window of a few seconds at the end when the flash memory is programmed that if the power went out the Radiance might need to be reprogrammed at the factory. Don't update the software during a lightning storm!

1. Turn the Radiance power on.
2. On the PC double click (run) the download utility.
3. Choose the correct Com port.
4. Click "Start" when you are ready to begin the download.
5. The software update will start updating which can take a couple minutes. The PC utility will finish and tell you when it's done.
6. If the utility finishes with an error; just turn the Radiance off, then back on and rerun the download utility.

## **USB port software update**

- Radiance video processor with USB port
- PC with a USB port
- Windows® 95/98/ME/2000/XP/Vista/7/8
- USB Type A Male to Type B Male Cable (picture bellow)



Download the software update and unzip the file. Connect your PC to your Radiance using a USB Type A Male to Type B Male Cable. Insure that you have a stable power supply to the Radiance. There is a window of a few seconds at the end when the flash memory is programmed that if the power went out the Radiance might need to be reprogrammed at the factory. Don't update the software during a lightning storm!

1. Turn the Radiance power on.
2. On the PC double click (run) the download utility.
3. Choose the correct Com port.

4. Click "Start" when you are ready to begin the download.
5. The software update will start updating which can take a couple minutes. The PC utility will finish and tell you when it's done.
6. If the utility finishes with an error; just turn the Radiance off, then back on and rerun the download utility.

## **Using the bootloader to update software**

If the software can't be updated using the normal procedure or the Radiance doesn't power up correctly, you can update the software using the bootloader. The bootloader allows you to download new software to a Radiance that has a software error that prevents the unit from booting up and operating normally. You have approximately 10 seconds for the update utility to connect to the bootloader after plugging in power to the Radiance.

1. Turn the Radiance power off by unplugging the AC power cord or unplugging the power cord from the back of the Radiance.
2. On the PC double click (run) the download utility.
3. Choose the correct Com port.
4. Plug in the Radiance power cord.
5. Within 10 seconds, click "Start" to begin the download.
6. The firmware update will start updating which can take a couple minutes. The PC utility will finish and tell you when it's done.
7. If the utility finishes with an error; just turn the Radiance off, then back on and rerun the download utility

## **Determining the Com port**

If your PC has a built in Serial port it is most likely set to "Com 1". You can use the Microsoft Windows "Device Manager" to determine the current Com port setting or to change the Com port setting.

If you use a USB to serial adapter or use a USB cable to connect to the Radiance, the Com port is most likely "Com 2" or higher. You can use the Microsoft Windows "Device Manager" to determine the current Com port setting or to change the Com port setting. If the download utility can't find the Com port, try changing the Com port setting to use a Com port in the range of "Com 1" through "Com 8".