

Upgrading ActivExpression Firmware

When would I need to upgrade the firmware on my ActivExpression devices?

If you notice that your ActivExpressions are not working properly, upgrading the firmware on the devices will almost always fix those problems. For example, one or more of ActivExpression devices is intermittently receiving the question sent from the Promethean Board. Or, perhaps, the students are voting with the ActivExpressions, but their results are not being recognized. These glitches can be fixed by simply following the directions below.



Please read all of the directions before beginning the upgrade process! It is very important that each of these steps is followed precisely in order. At any point during the upgrade process, please call **Tech Support** if you have any questions, **888-652-2848**.

Step 1: Upgrade the ActivDriver (Windows)

1. Go to www.prometheanplanet.com.
2. Login to Promethean Planet.
3. Select the Support Tab. (**Image 1**)
4. Select ActivDrivers from the Software list.
5. Scroll down, and select the Windows 7, XP & Vista 32 bit driver. (**Image 2**)
6. When the File Download box appears, run the file. (**Image 3**)
7. You can check to make sure that the ActivDriver has been successfully upgraded by right-clicking on the ActivManager icon in your task bar at the bottom, right corner of your screen. Select Control Panel (**Image 4**). If the install was completed successfully, the driver version should be listed at 5.5.37. The ActivManager icon can be displayed either way:



Image 1



Image 2

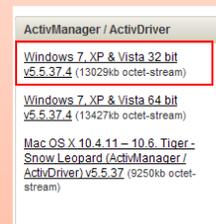
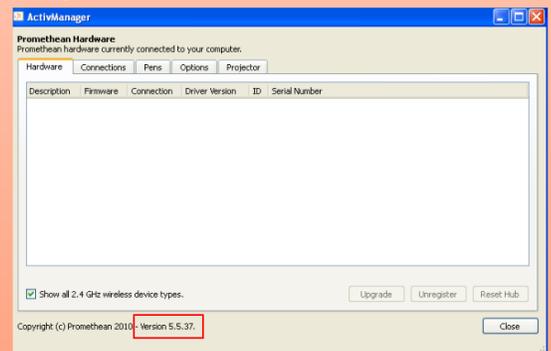


Image 3



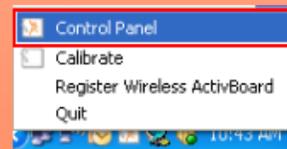
Image 4



Step 2: Upgrade the ActivHub

1. Plug in the ActivHub to your laptop. Before proceeding to step 2, make sure that the green light is blinking on the Hub.
2. Right-click on the ActivManager icon in your task bar at the bottom, right corner of your screen. Select Control Panel. (**Image 5**)
3. Ensure that the box "Show all 2.4 GHz wireless device types" is checked. Select the ActivHub from the list and choose Upgrade. (**Image 6**)

Image 5



4. Choose Internet as the source. Select Load. Please make sure that your laptop is connected to the internet and is plugged into its power source! **(Image 7)**
5. The ActivManager will automatically select the firmware if your ActivHub needs to be upgraded. If you have the most recent version of firmware, it will tell you that an upgrade is not necessary. Select OK to begin the upgrade. **(Image 8)**
6. ActivManager will prompt you with a message that asks if you are sure that you want to upgrade the firmware on the ActivHub. Select OK. The upgrade will begin to run and the progress bar at the bottom of the screen will be green. When the upgrade is complete, ActivManager will alert you that the upgrade was successful. Select OK. **(Image 9)**

Image 6

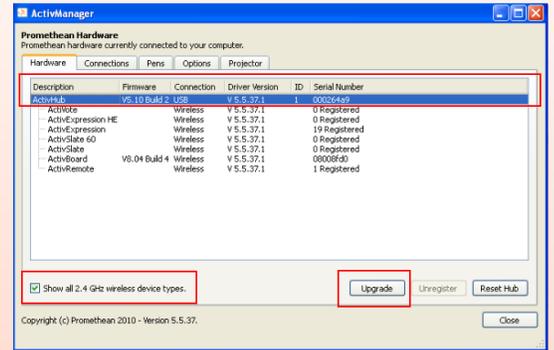


Image 7

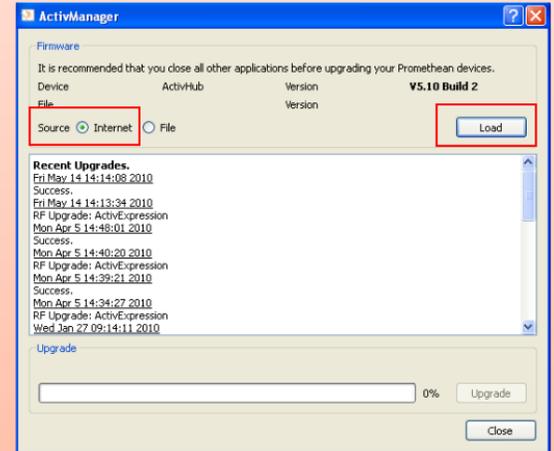


Image 8

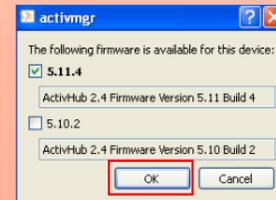
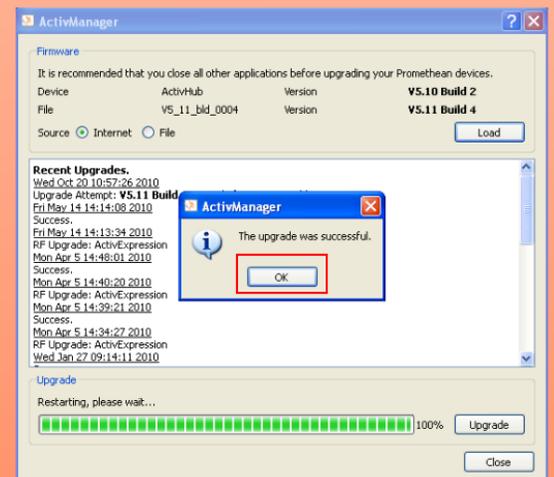


Image 9



Step 3: Upgrade the ActivExpressions

Upgrading the Expressions may or may not take place in two steps. Follow the directions below to check to see whether or not you need to upgrade the ActivExpression Kernel and/or the ActivExpression firmware.

ActivExpression Check: Power on your ActivExpressions. Select the Menu/Sym Button. Choose Diagnostics from the screen. If your ActivExpression screen (**Image 10**) shows Version 9.01, proceed to step 1. If your ActivExpression screen shows Version 9.02, proceed to step 6.

UPGRADE THE KERNEL ONLY IF YOUR ActivExpression IS VERSION 9.01

1. Make sure that your ActivHub is plugged into your laptop and the green light is blinking. Right-click on the ActivManager icon in your task bar at the bottom, right corner of your screen. Select Control Panel. (**Image 11**)
2. Ensure that the box "Show all 2.4 GHz wireless device types" is checked. Select ActivExpression from the list and choose Upgrade. (**Image 12**)
3. Choose Internet as the source. Select Load. Please make sure that your laptop is connected to the internet and is plugged into its power source! (**Image 13**)
4. Select 2.0 Kernel. Select OK. A warning will appear on the screen to remind you that no other RF upgrades should be taking place at the same time. Select OK. (**Image 14**)
5. When the upgrade begins to run on the computer, power on each ActivExpression device. Select the Menu/Sym button on each device. Select the "RF UPGRADE" hot key on the screen. The ActivExpression devices will prompt you to select the Enter key on each device to proceed with the upgrade. When the Kernel has loaded successfully, the ActivExpressions will automatically power off.

BEFORE YOU STOP THE KERNEL FROM RUNNING ON THE COMPUTER, power on each ActivExpression device. An empty progress bar should be displayed on the screen. Select Stop on the computer and choose OK when the upgrade is complete.

Image 10



This ActivExpression screen shows Version 9.01. I must proceed with step 1.

Image 11



Image 12

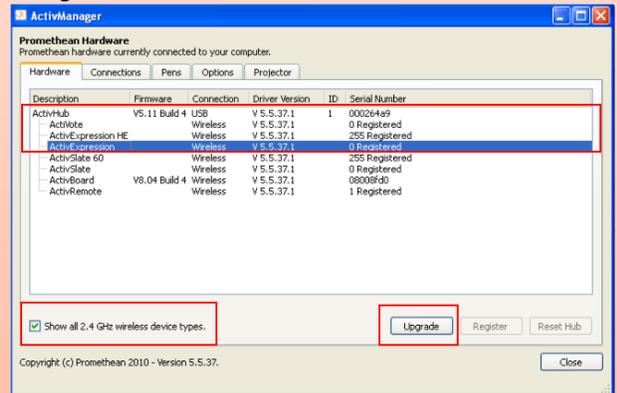


Image 13

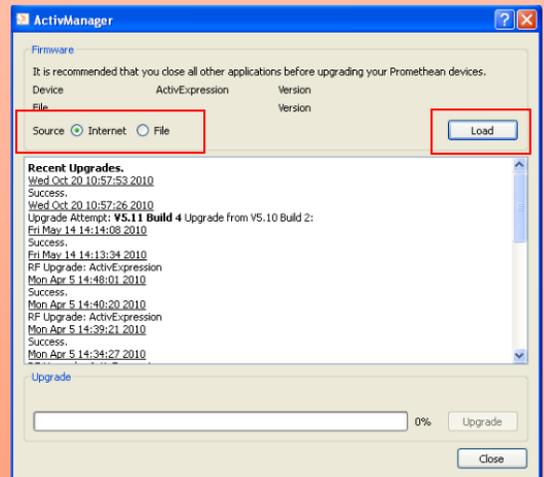
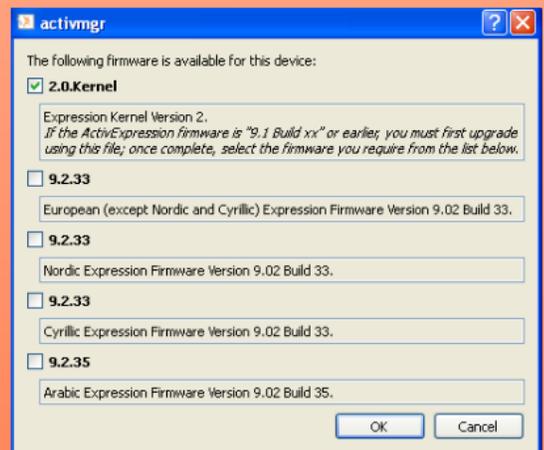


Image 14



UPGRADING FIRMWARE

6. Make sure that your ActivHub is plugged into your laptop and the green light is blinking. Right-click on the ActivManager icon in your task bar at the bottom, right corner of your screen. Select Control Panel. **(Image 15)**
7. Ensure that the box "Show all 2.4 GHz wireless device types" is checked. Select ActivExpression from the list and choose Upgrade. **(Image 16)**
8. Choose Internet as the source. Select Load. Please make sure that your laptop is connected to the internet and is plugged into its power source! **(Image 17)**
9. Select the European version of Firmware. Select OK. A warning will appear on the screen to remind you that no other RF upgrades should be taking place at the same time. Select OK. **(Image 18)**
10. When the upgrade begins to run on the computer, power on each ActivExpression device. Wait for the progress bar to load on each ActivExpression device. Each device will power off when the firmware has loaded.

BEFORE YOU STOP THE FIRMWARE FROM RUNNING ON YOUR COMPUTER, power on each ActivExpression device and confirm that the firmware has loaded correctly. You should see "9.02" listed in the bottom right corner of each ActivExpression. Select Stop on the computer and choose OK when the upgrade is complete.

Image 15



Image 16

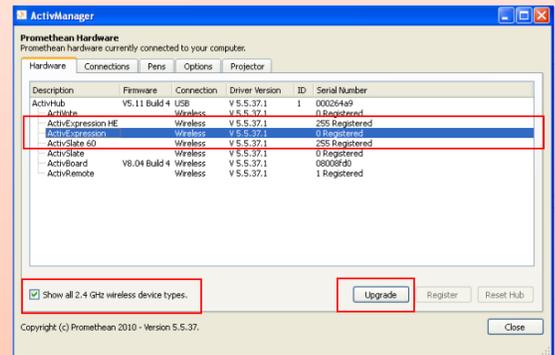


Image 17

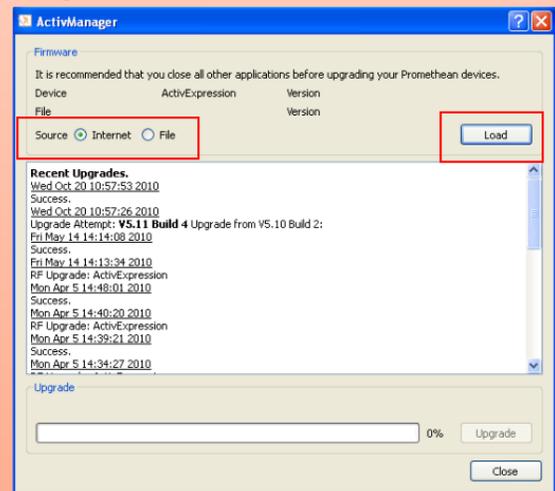


Image 18

