

DTR BUSINESS RADIO FIRMWARE UPGRADE STEPS

Latest tool version: R01.05

Document updated: 16th July 2024

This document provides the detailed steps for DTR Firmware upgrade using the upgrade tool.

*****IMPORTANT**

Users should upgrade their radio Firmware Version step by step. Please refer to the table below on appropriate upgrade tool to use based on radio FW version

| Upgrade Tool Version | Radio FW Version | |
|----------------------|----------------------|-----------------|
| | Base Version | Upgrade Version |
| R01.00.exe | R01.00.02 (or lower) | R01.01.00 |
| R01.01.exe | R01.01.00 | R01.02.01 |
| R01.02.exe | R01.02.00 | R01.02.02 |
| R01.03.exe | R01.02.02 | R01.02.03 |
| R01.04.exe | R01.02.03 | R01.02.04 |
| R01.05.exe | R01.02.04 | R01.04.00 |

This is to avoid Radio Codeplug corruption or Radio Firmware mismatch issues. This may spoil the radios data and radios will not be able to power up.



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Equipment/Tools needed to perform software update

1. Prepare the below equipment.
 - a. CPS Cable kit is HKKN4025A.
 - b. Single Unit Charger/docking station PMPN4468.



Computer System Requirements

1. Computer with Windows 10 & 11 operating system.
2. Computer with USB port.

Note

1. Only 1 radio can be updated at any one time.
2. Please ensure the radio battery is fully charged before the update commences.

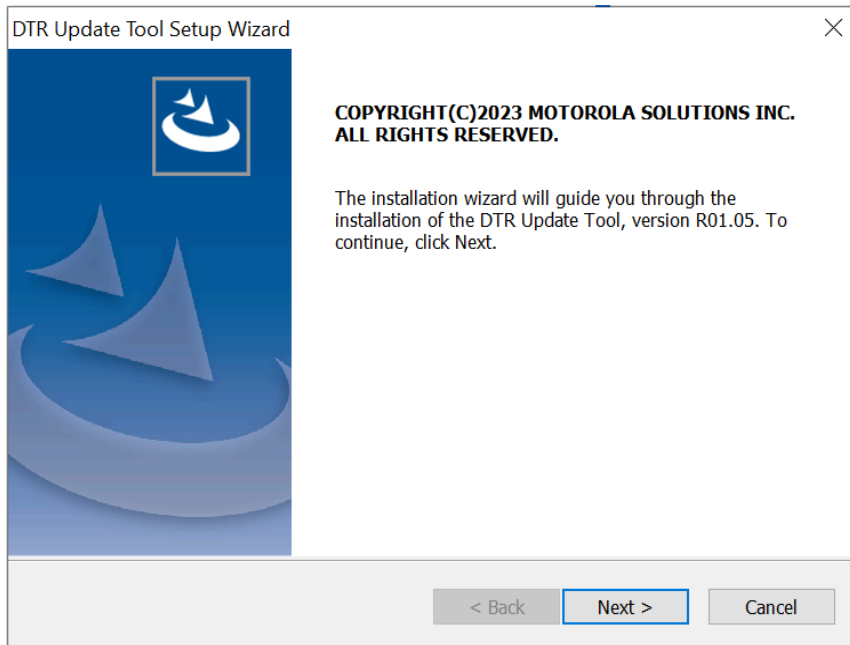
Setup Steps (one time)

1. Connect the programming kit docking/charging station to the computer using the USB programming cable from the programming kit.
2. On the programming cable HKKN4025, please make sure to set the mode switch to Digital CPS.
3. Observe your computer will scan and install the programming cable driver automatically in the background (task tray for Windows computer). This will take a while.
4. Please wait until the driver installation is completed.
5. Download and double click to install the Update Tool application (provided by Motorola Team) into the computer.

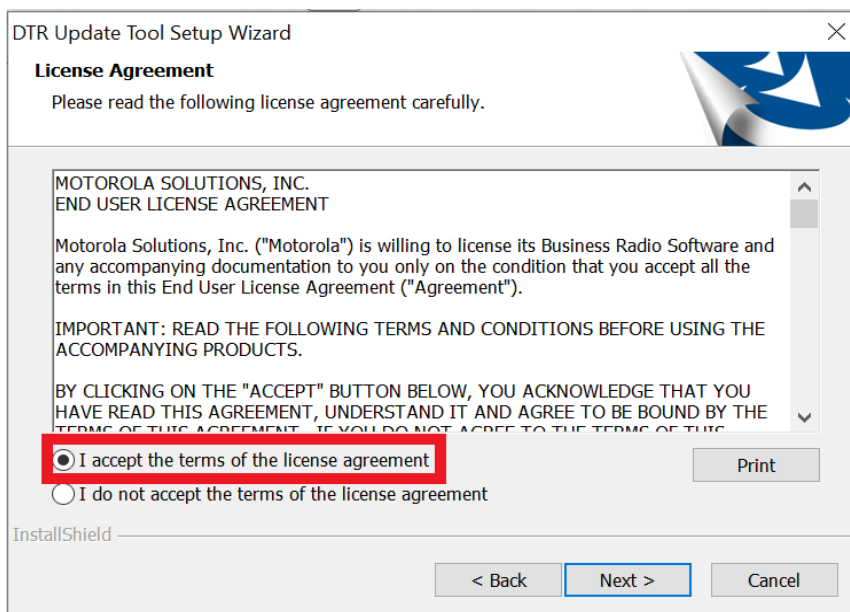


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6. Click Next to continue the installation.



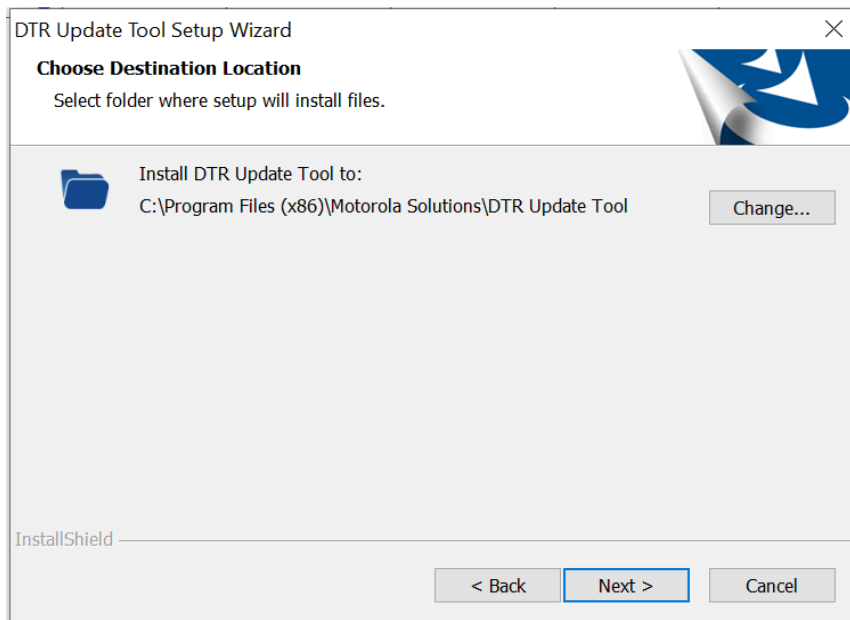
7. Click to accept the agreement and click "Next".



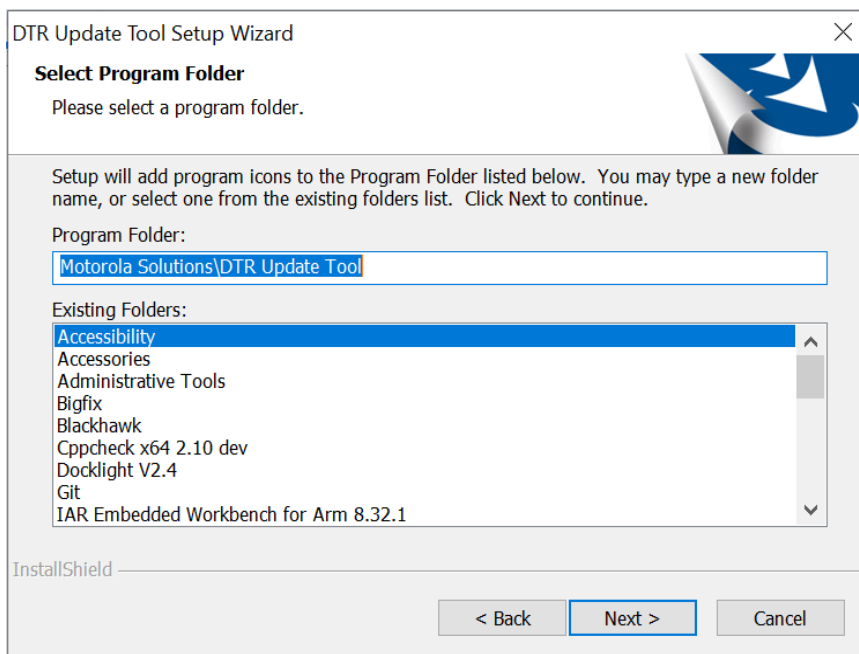


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- Click “Next” to install the DTR Update Tool in default location in your computer.



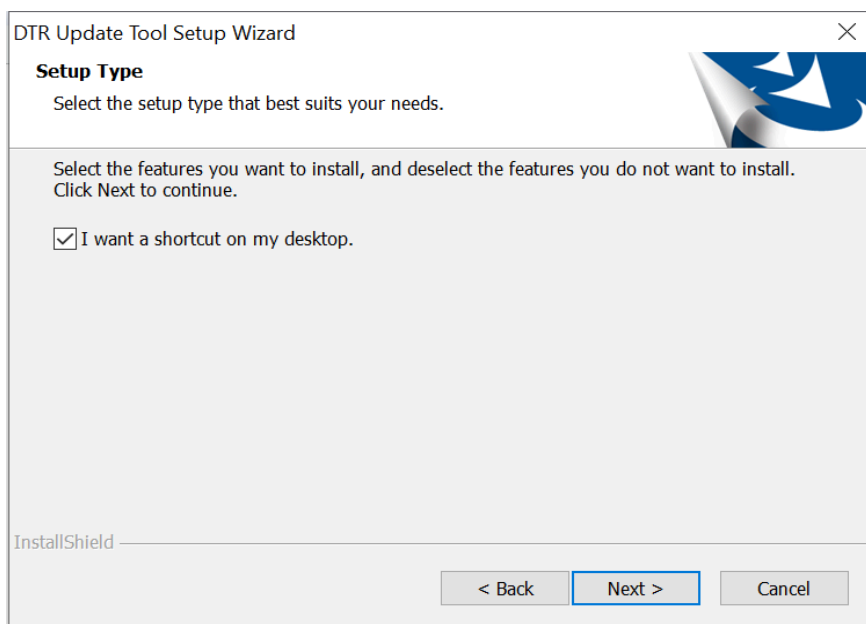
- Click “Next” to select the default program folder.





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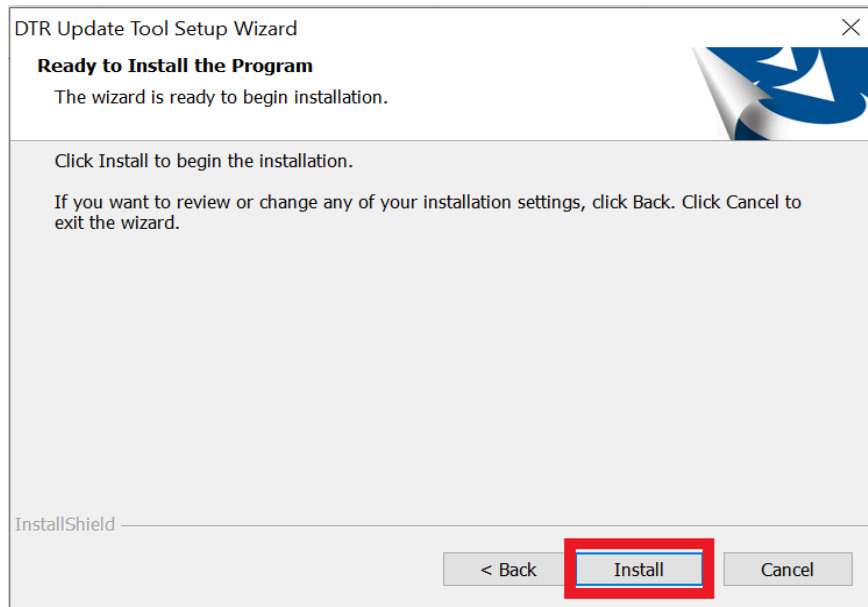
10. Click “Next” to proceed to the install type.





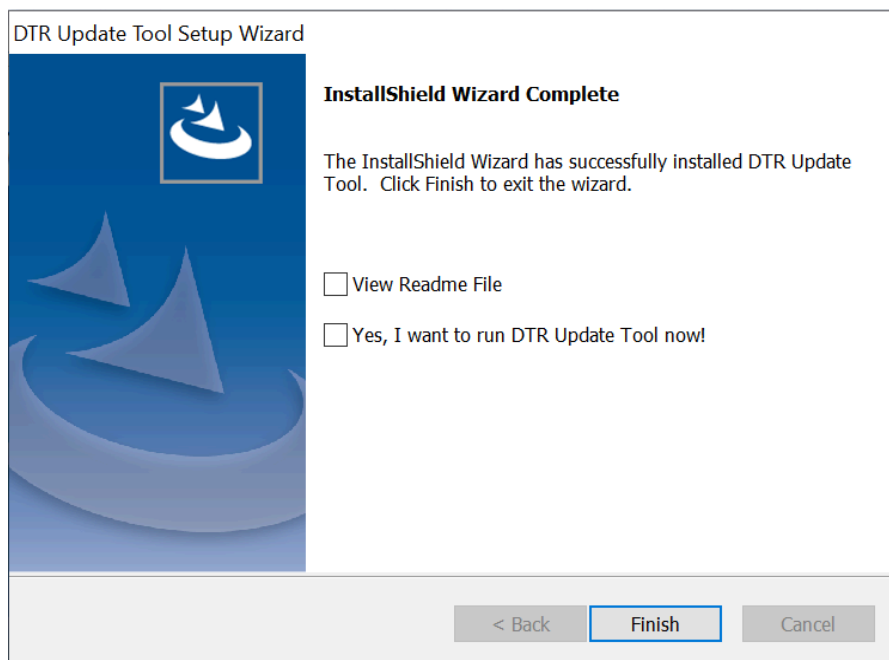
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11. Click “Install” to proceed installation.



The installation will take a few minutes.

Once the installation is finished, check the checkbox to run the Update Tool now. Then click “Finish”.



12. This ends your one time setup steps.

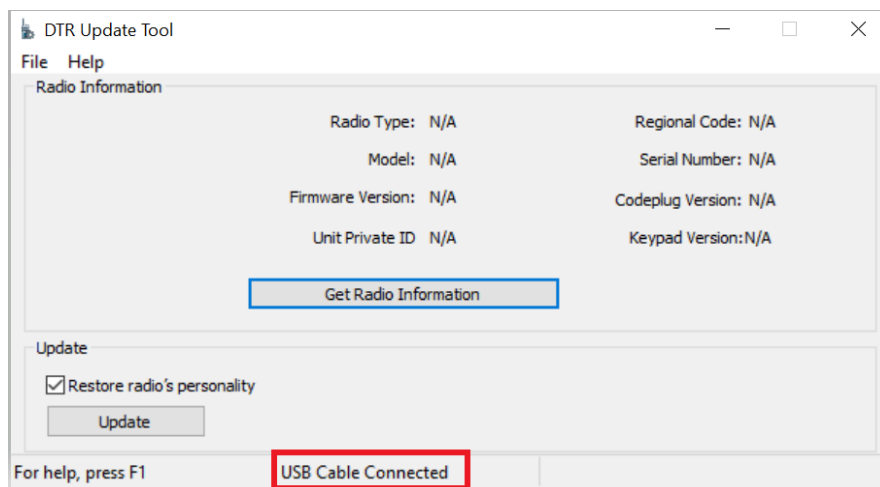


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Steps to update radio firmware

(Note: Versions shown in screenshot might differ based on tool version that user is using)

1. **Before starting, ensure no other USB devices are plugged into your computer except keyboard and mouse.**
2. Execute/Run the Update Tool program with a computer connected to radios via cable and docking station, please wait for a while, you should see “USB Cable Connected” at the bottom of the Update Tool.

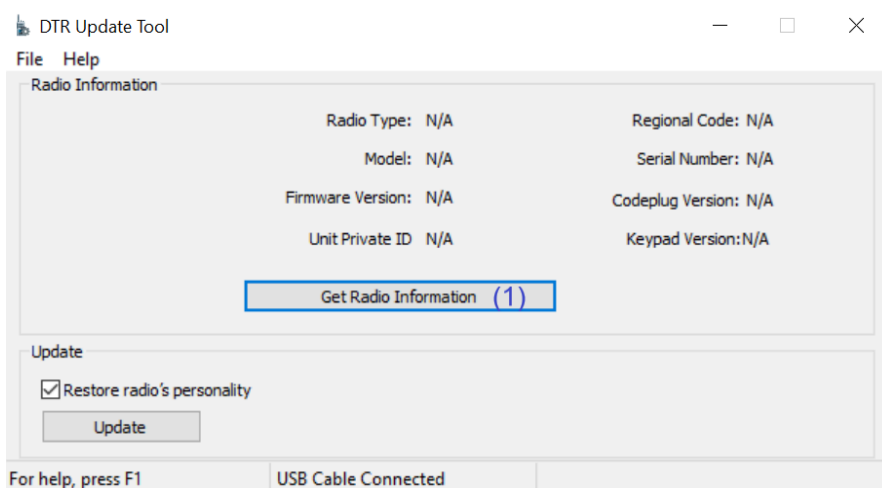


3. If you do not see “USB Cable Connected”, please check if your computer has successfully installed the programming cable driver.
4. **Ensure the battery is full** and inserted into the radio then turned ON the radio. Put the radio onto docking/programming/charging station.

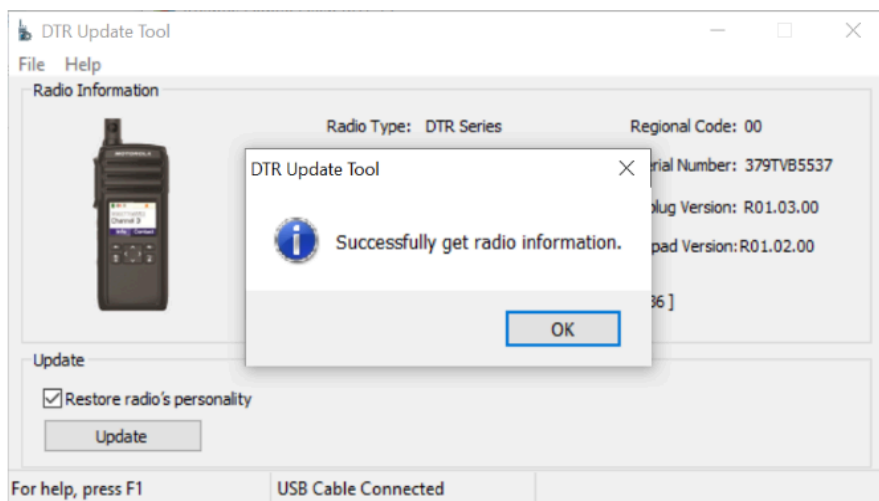


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5. Click “Get Radio Information” button to read the current radio information shown on the screen.



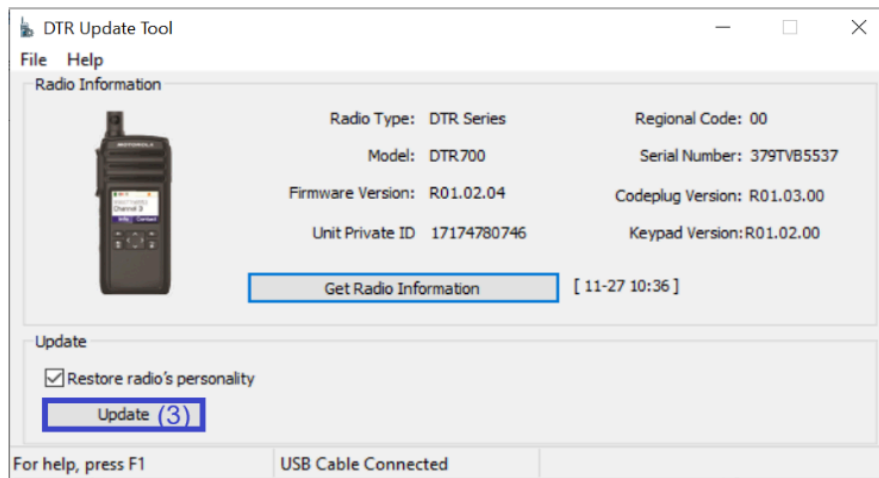
6. Observe a pop up show “Successfully get radio information”.





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7. Ensure the radio model is the one you want to upgrade and with the correct firmware version which is R01.02.04/R01.03.00 in this example. Do not proceed with the update if the radio is not the correct model/firmware version.

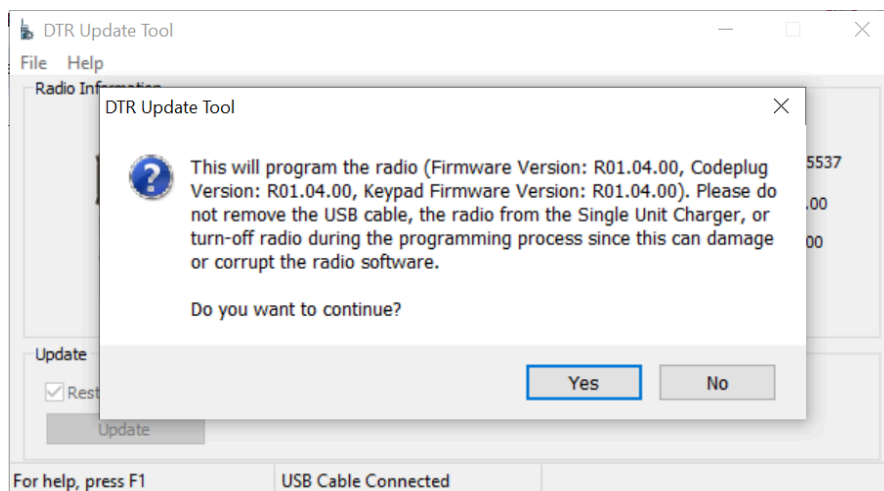


8. Click Restore if you need to restore your previous configurations.

9. Click the "update" button to update the radio to the new firmware.

*****Do not disconnect and do not power down the radio during the upgrade process.**

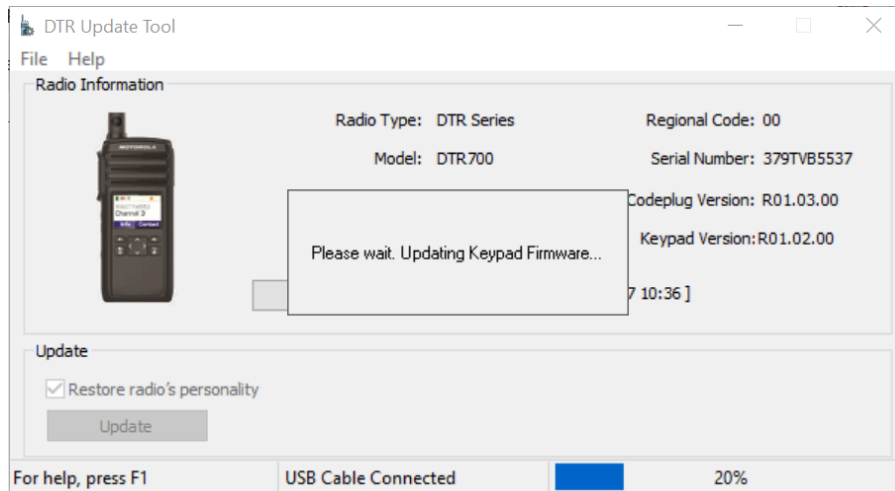
10. A pop up will remind you of your update information and cautions to take note. Click the "Yes" button.



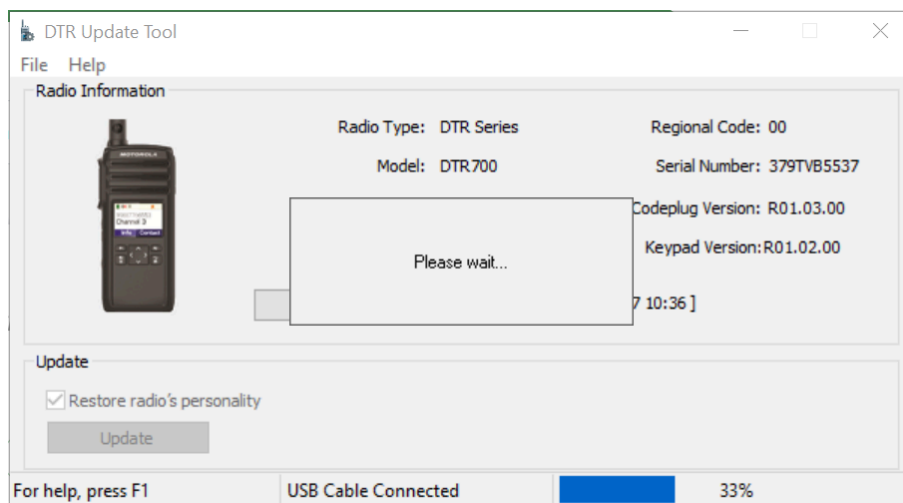


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11. There will be a progress meter at the bottom of the tools. It will update the keypad firmware first. Screen will show Please wait.. Updating Keypad Firmware and the progress.



12. After completing the Keypad Firmware update, it will proceed with updating the firmware. Screen will show Please wait and the progress.

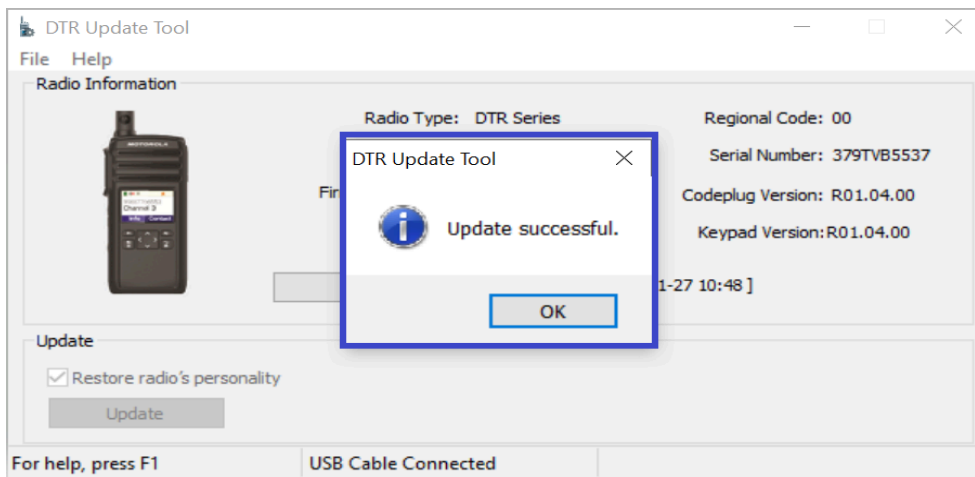


13. If you see failure, please try to power cycle your radio and perform the upgrade again.
14. If the radio still cannot upgrade again or if the radio shows any symptom cannot power up or showing any failure, please return your radio for warranty.

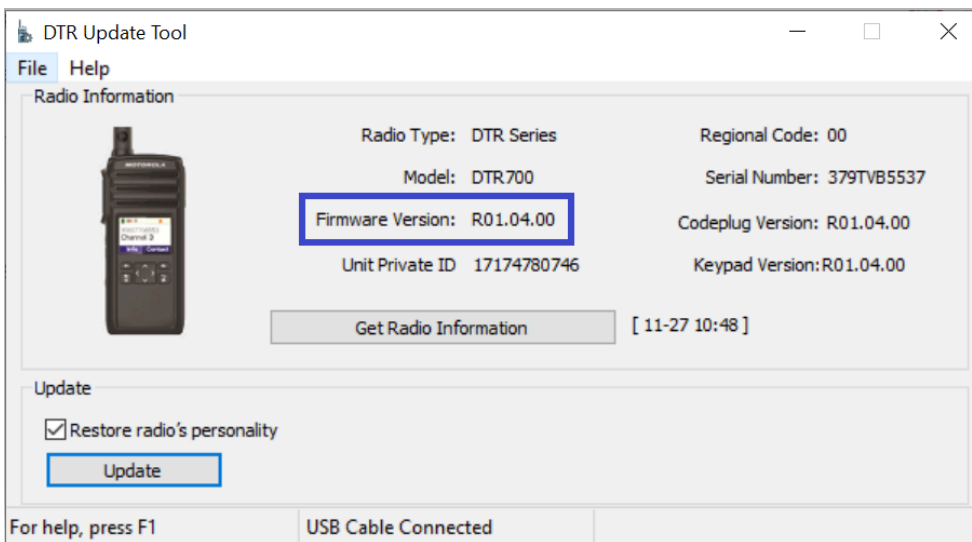


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15. Once the update is completed, the below screen will be shown.



16. Check the Radio Information in the DTR Update Tool and make sure all firmware versions are the same as figure below.



17. Please wait for the radio to complete the restart before unplugging the radio from the docking/charging station.

18. If you see failure, please try to power cycle your radio and perform an upgrade again.

19. if the radio still cannot upgrade again or if the radio shows any symptom cannot power up or showing any failure, please return your radio for warranty.



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Minimum PC Spec requirement

1. Intel core i5-3320M @2.60 Ghz
2. 8 GB RAM
3. Windows 10, 64-bit OS
4. 320 GB HDD

Notes

*There will be a chance of failing during the update depending on the computer usage and environment.

*Please close all the running applications before starting update.

*If failure persists, please stop upgrading using this computer and try another computer. If failure still persists, please do not perform the upgrade and contact Motorola for support.