CURVE BUSINESS RADIO FIRMWARE UPGRADE STEPS

Curve two-way radios firmware to be updated from:

Firmware Version R01.04.00 to R01.05.00

Document updated on December 5, 2024.

Update Information:

Firmware Version	**R01.05.00**
Codeplug Version	**R01.05.00**
WIFI Board Version	**R02.04.00**

Equipment/Tools needed to perform software update

1. Prepare the below equipment.
   a. CPS Cable kit is HKKN4027A.
   b. Single Unit Charger/docking station PMPN4468.

Computer System Requirements

1. Computer with Windows 10 & 11 operating system.
2. Computer with USB port.
3. Intel core i5-3320M @2.60 Ghz
4. 8 GB RAM
5. Windows 7 Professional SP1, 64-bit OS
6. 320 GB HDD

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.
3. Please ensure no other FTDI cables are connected to the PC; only the CPS cable should be connected.
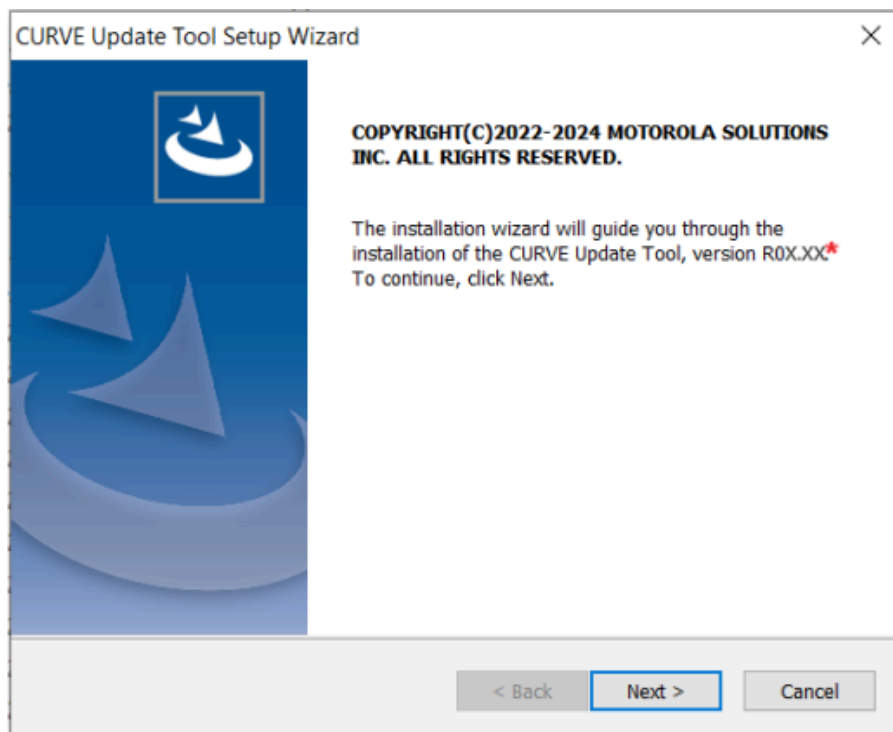
Setup Steps (one time)

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 HKKN4027, set the mode switch to "Digital CPS".
3. Your computer will automatically detect and install the programming cable driver in the background. This can be monitored in the background task tray for Windows computers and may take some time.
4. Wait until the driver installation is completed.
5. Download the Update Tool application provided by the Motorola Team and right-click the application and select "Run as administrator" to install it on the computer.
6. Click "Next" to begin the installation process.

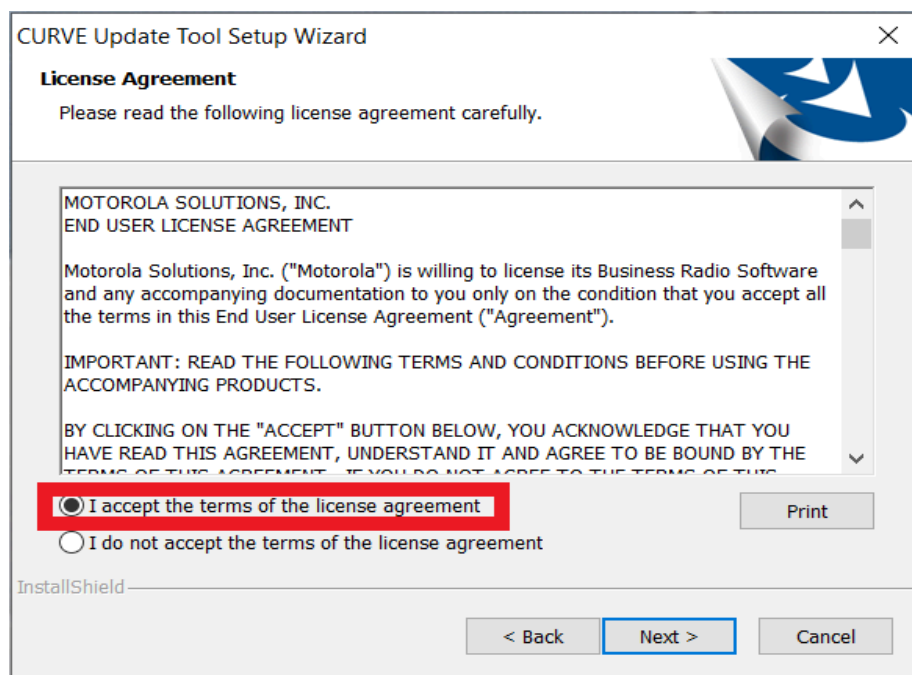> ***Latest CURVE Update Tool version: R02.00 (Released on December 2024)**

Info: The installation wizard will guide you through the installation of the CURVE Update Tool, Version R0X.XX* → This is where the update tool version you have downloaded will be installed.
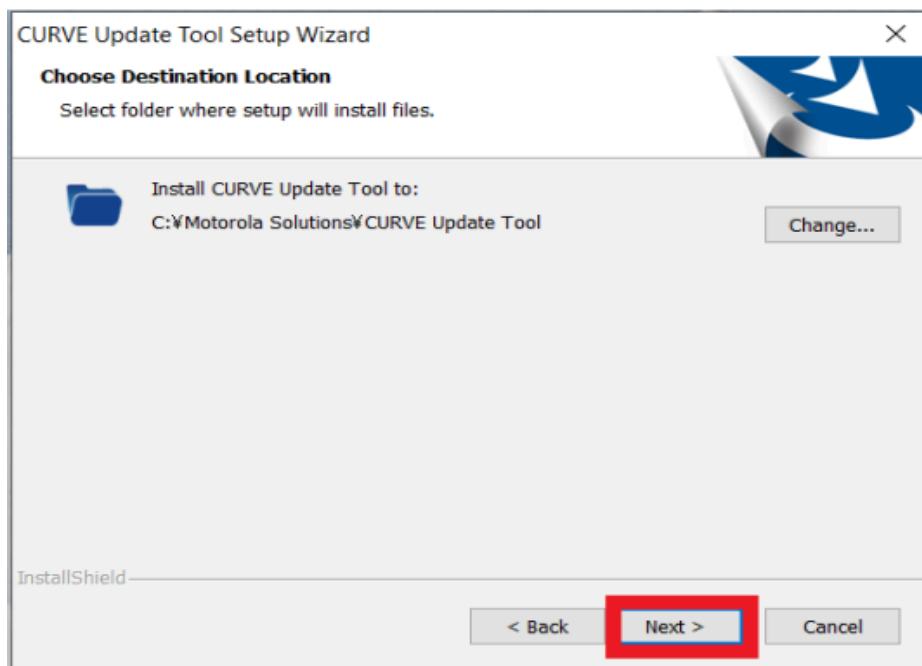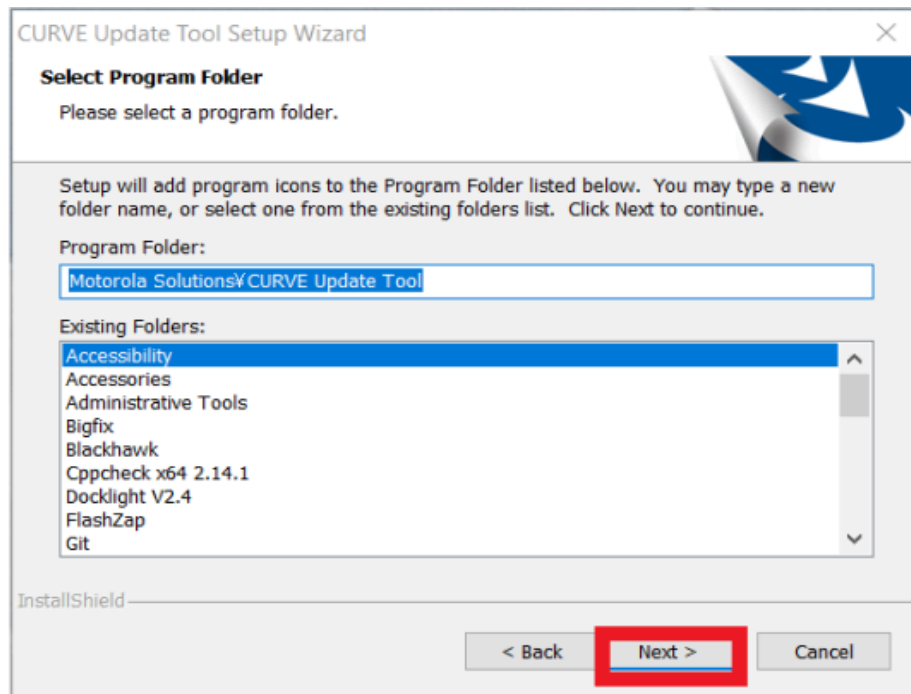
7. Click to accept the agreement and click "Next".

8. Click "Next" to install the Curve Update Tool in the default location on your computer.
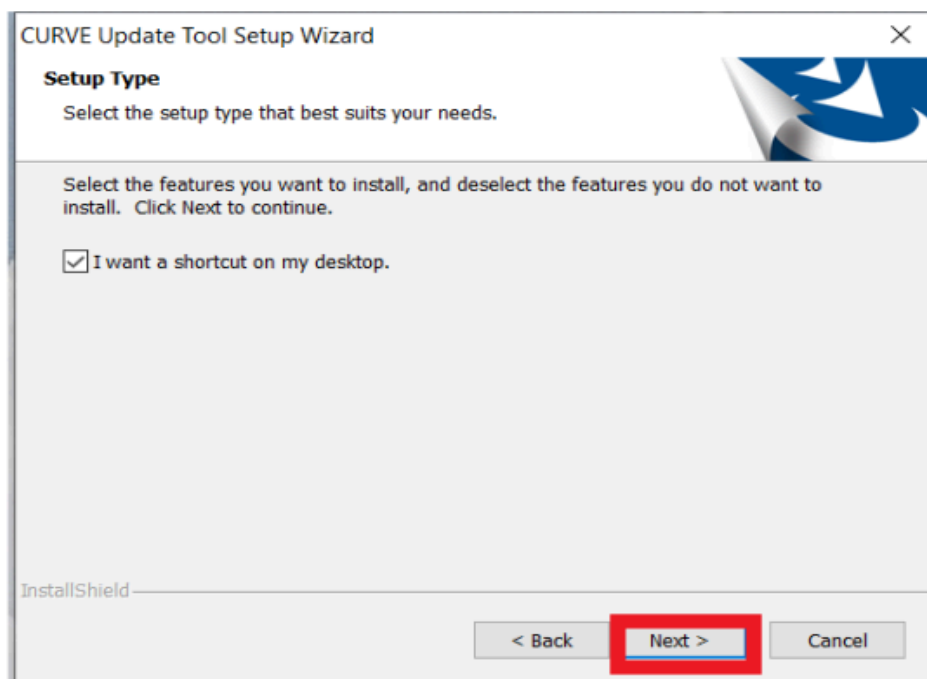***Please do not change the installation path.
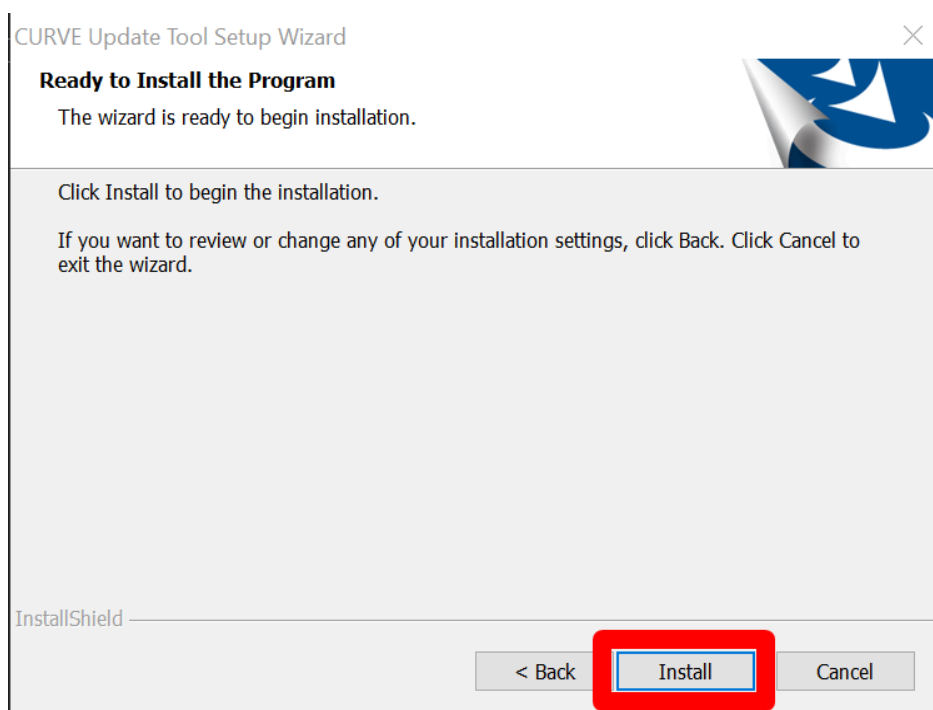
9. Click "Next" to select the default program folder.

10. Click "Next" to proceed to the install type selection.

CURVE Update Tool Setup Wizard   ✕

Setup Type

Select the setup type that best suits your needs.

Select the features you want to install, and deselect the features you do not want to install. Click Next to continue.

☑ I want a shortcut on my desktop.

InstallShield

< Back   Next >   Cancel

11. Click "Install" to proceed installation.

CURVE Update Tool Setup Wizard   ✕

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back   Install   Cancel
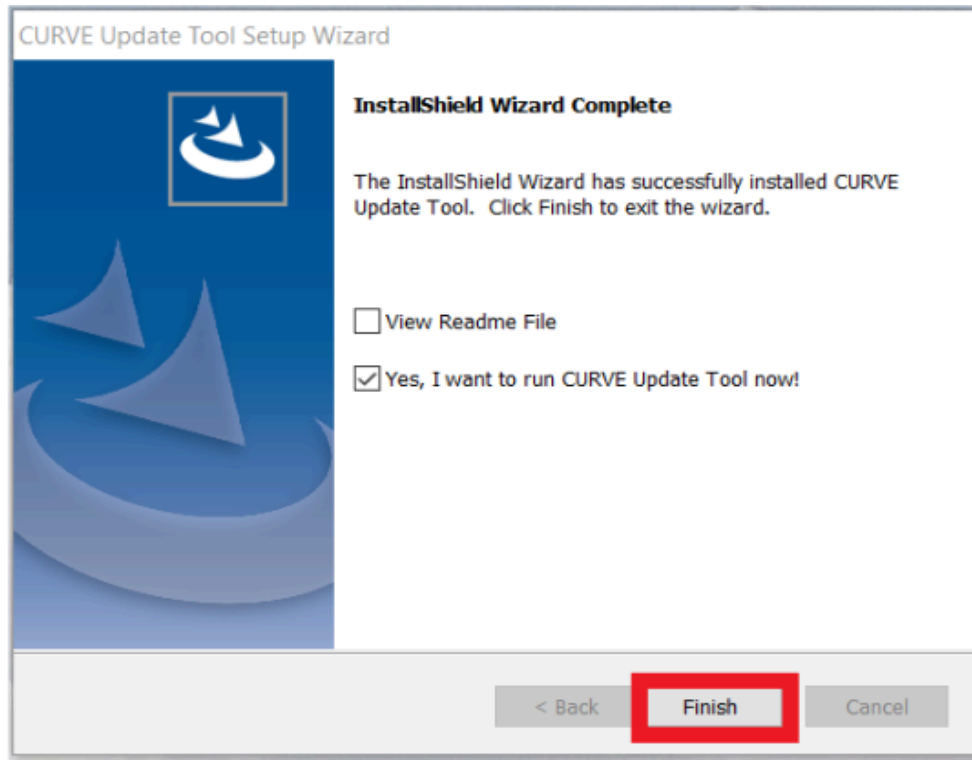
12. The installation will take a few minutes to complete.

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13. After the installation is finished, tick the checkbox to run the Update Tool immediately, then click "Finish".

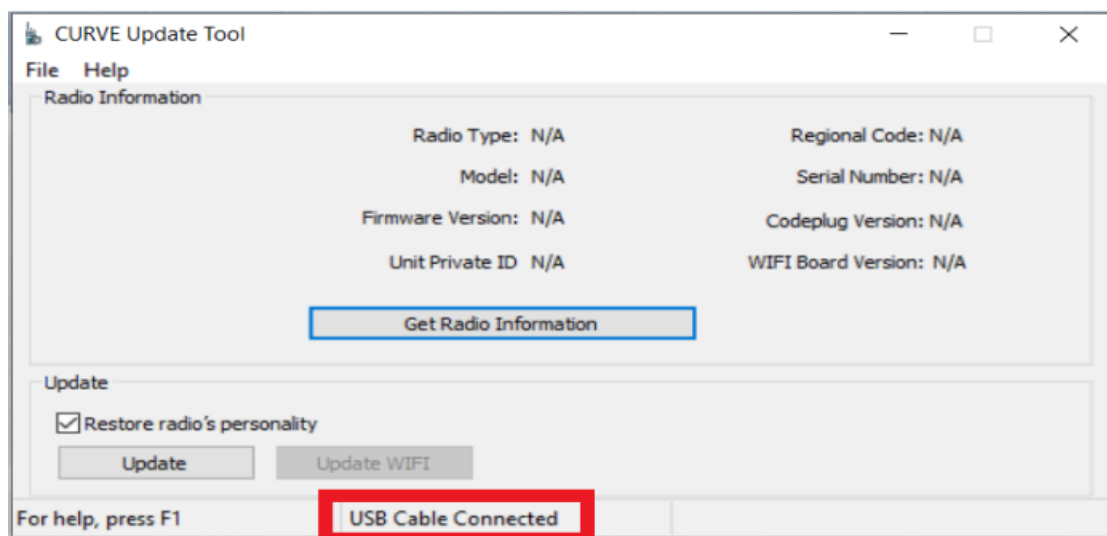14. This concludes the one-time setup steps for the Update Tools.

Steps to update radio firmware from R01.04.00 to R01.05.00

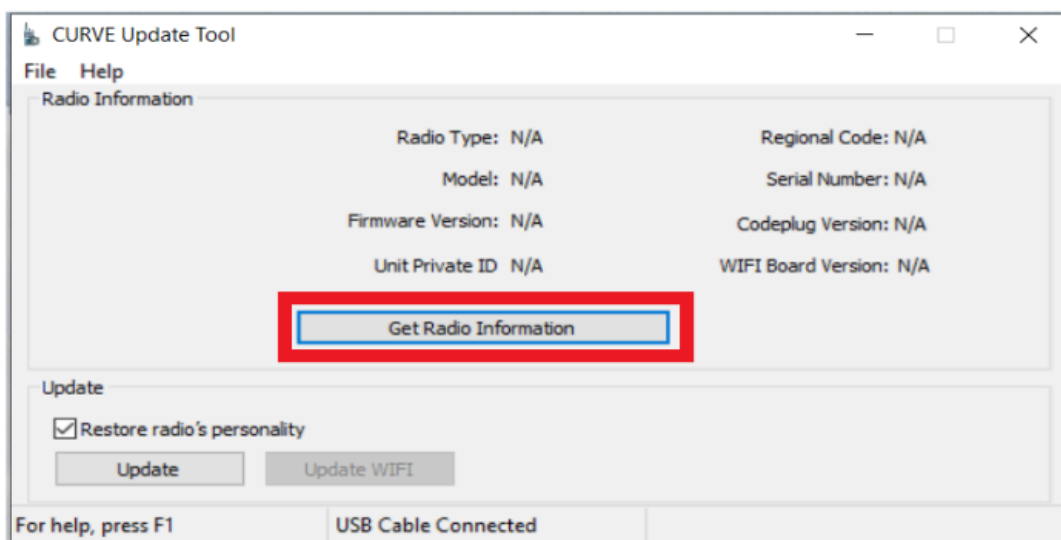(Note: Versions shown in screenshot might differ based on tool version that user is using)

1. Before starting the Update Process, ensure that no other USB devices are connected to your computer, except for the keyboard and mouse and programming cable.

2. Run the Update Tool program with the computer connected to the radios via cable and docking station, and wait for a moment. You should see "USB Cable Connected" at the bottom of the Update Tool.
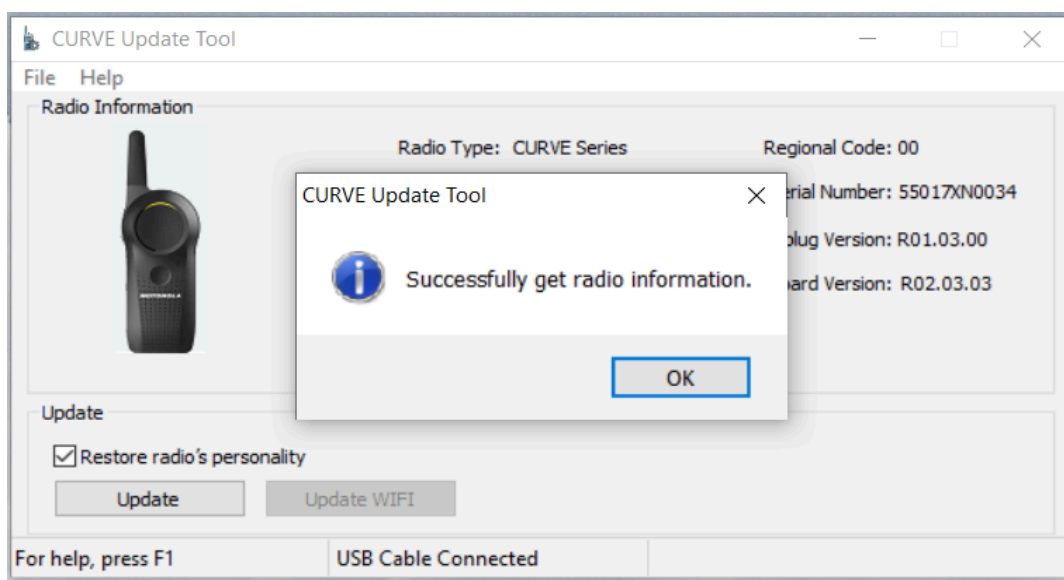

3. If "USB Cable Connected" does not appear, please verify that your computer has successfully installed the programming cable driver.

4. Make sure the battery is fully charged and inserted into the radio, then turn ON the radio. Place the radio onto the docking/programming/charging station, make sure the contact pins at the bottom of the radio are well fitted into the docking station.

5. Click the "Get Radio Information" button to read the current radio information shown on the screen.
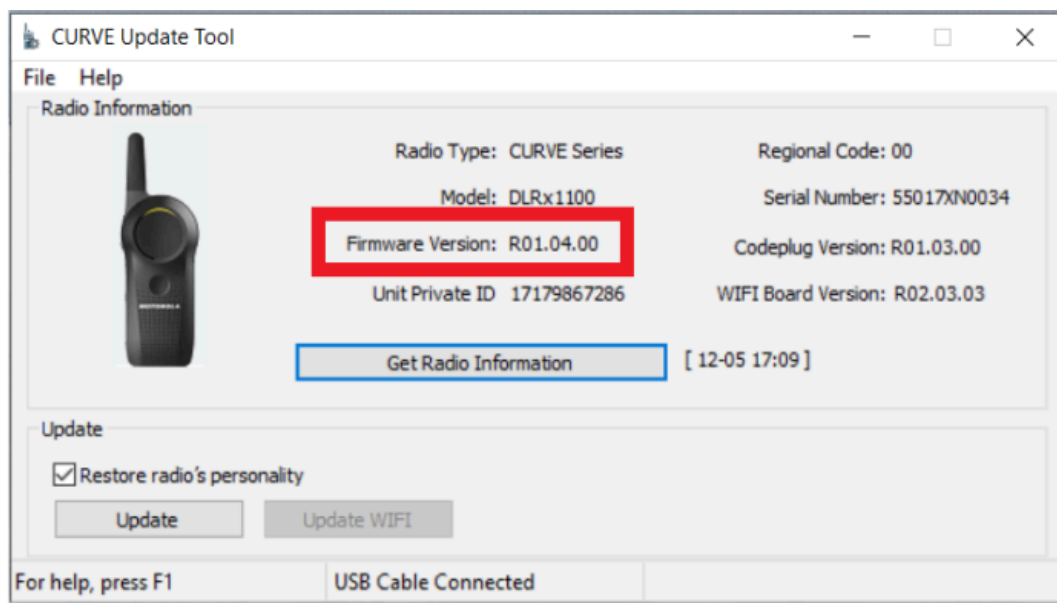
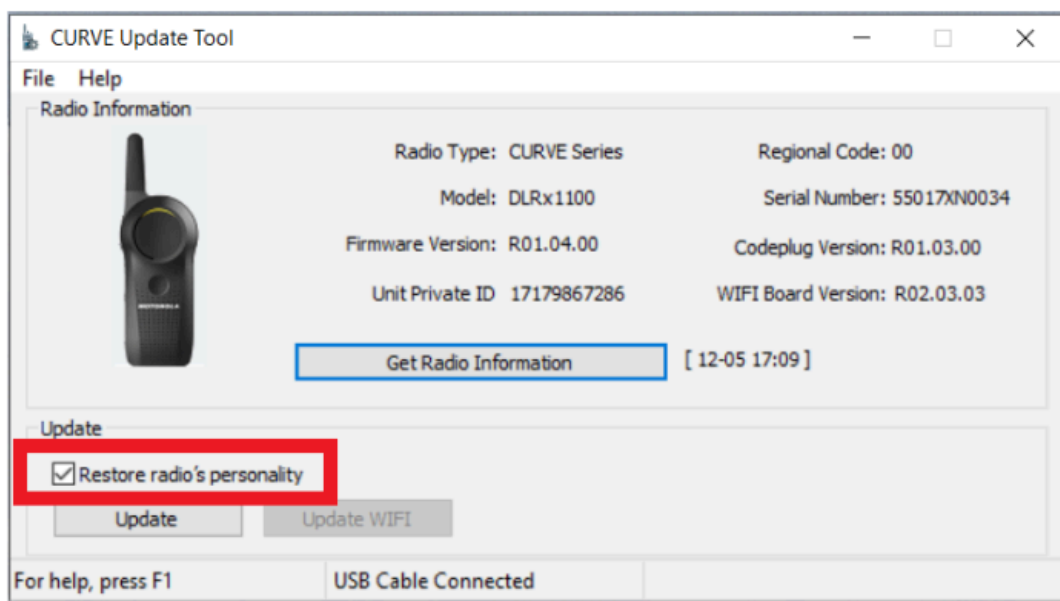6. A popup should appear indicating "Successfully get radio information".

7. Confirm that the radio model is the one you intend to update and that it has the current firmware version R01.04.00 or below.

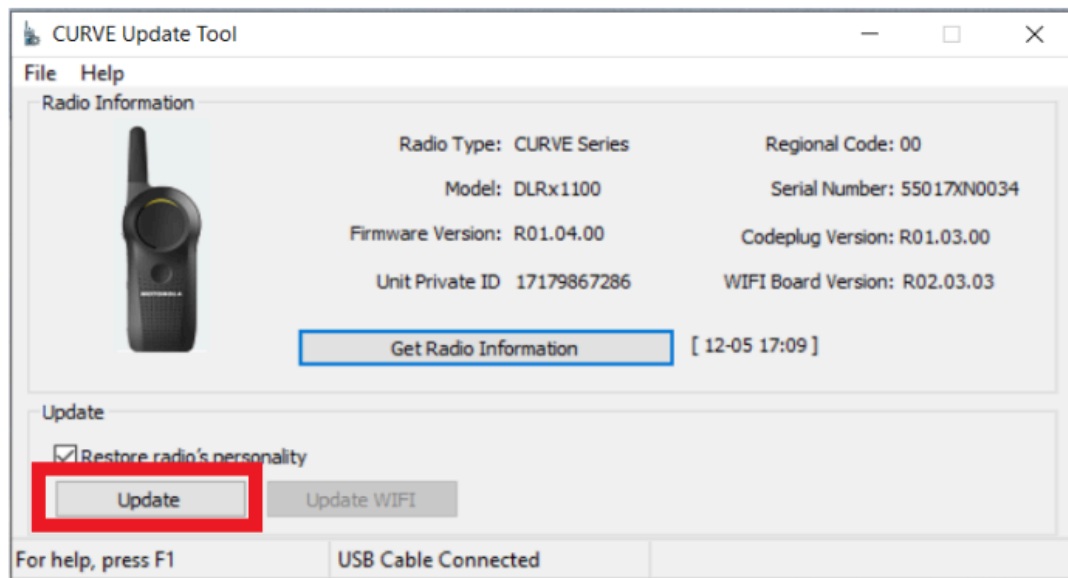8. Tick "Restore radio's personality" if you need to restore your previous configurations after the update.

9. Click the "Update" button to begin updating the radio to the new firmware.

    ***PLEASE DO NOT TAKE OUT RADIO FROM SUC; DO NOT UNPLUG PROGRAMMING CABLE; DO NOT SHUTDOWN THE RADIO; DO NOT CLOSE THE UPDATE TOOL DURING THE UPDATE PROCESS.
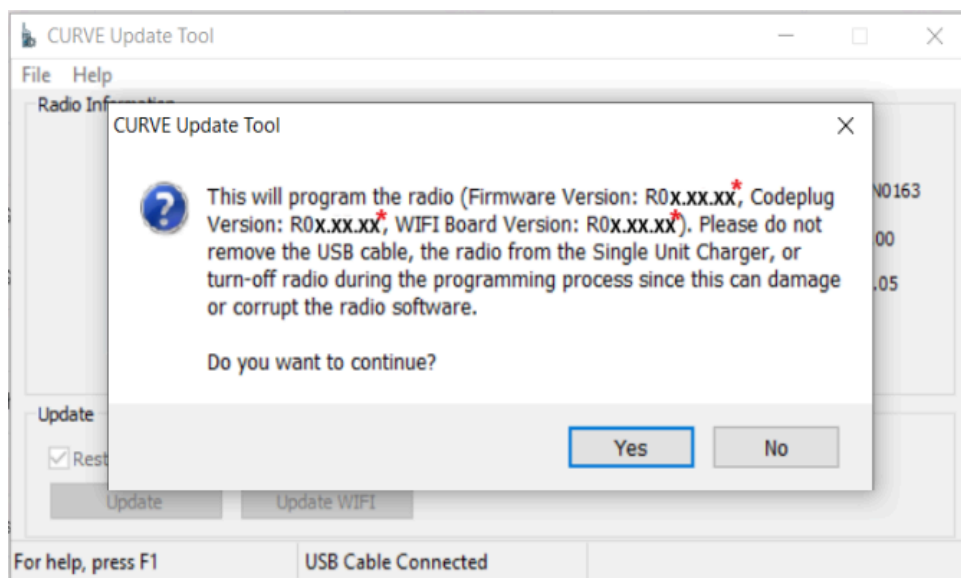

10. A pop up will appear to remind you of your update details and to proceed with caution. Click the "Yes" button after confirming the version.

    Updated Information:

    * Firmware Version   : **R01.05.00**
    * Codeplug Version   : **R01.05.00**
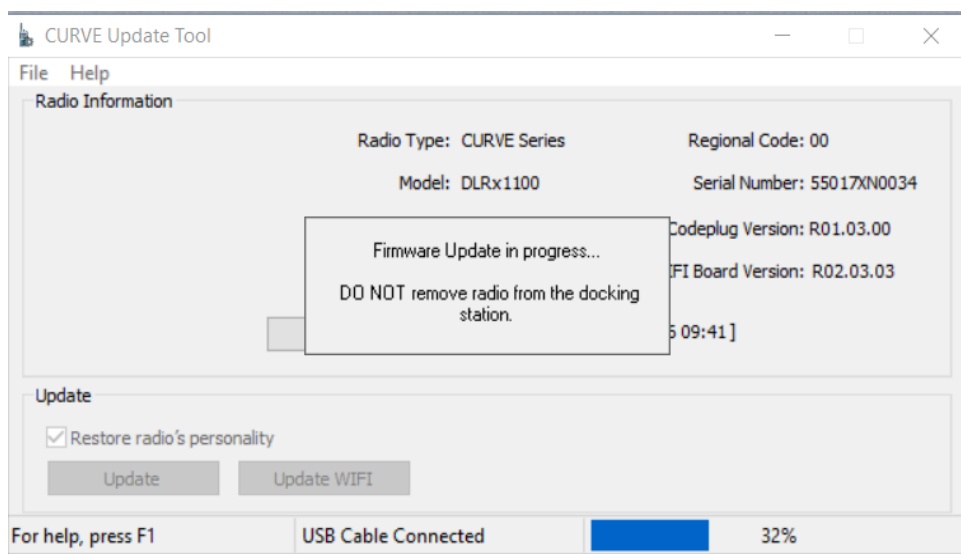   * WIFI Board Version   : **R02.04.00**

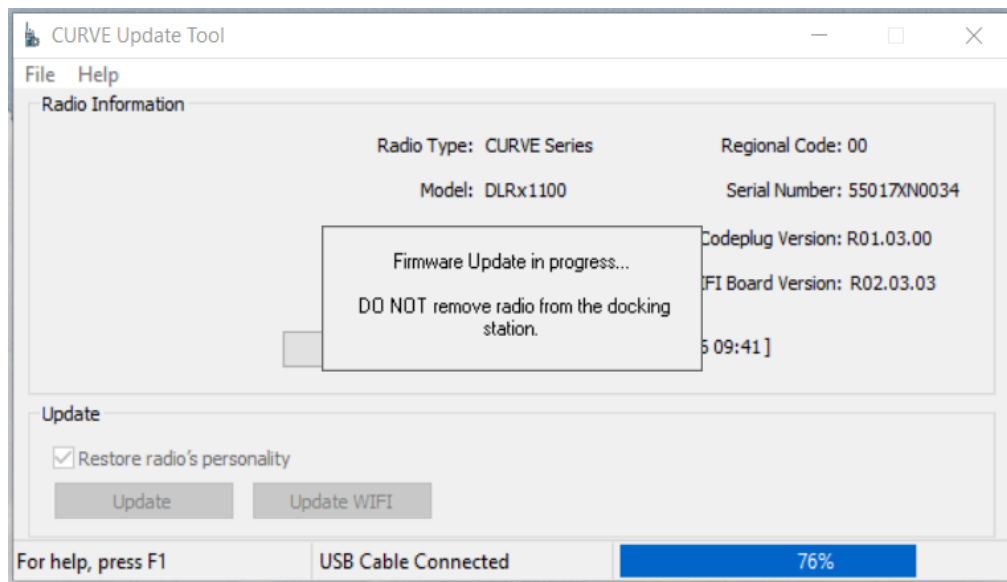11. The screen will display "Firmware Update in process…" along with the update progress at the bottom.

***PLEASE DO NOT TAKE OUT RADIO FROM SUC; DO NOT UNPLUG PROGRAMMING CABLE; DO NOT SHUTDOWN THE RADIO; DO NOT CLOSE THE UPDATE TOOL DURING THE UPDATE PROCESS.
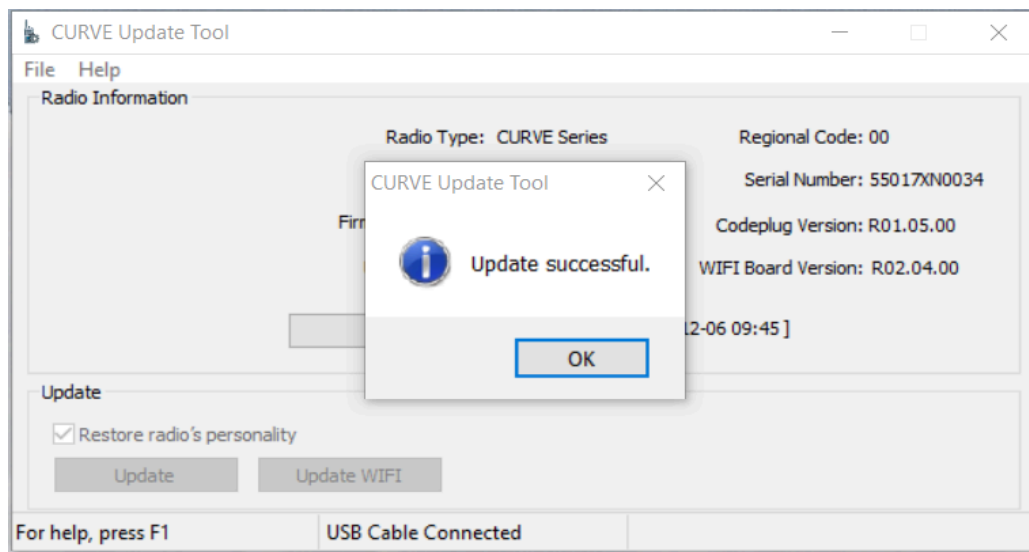
12. After the firmware update is successful, the radio will power cycle and the update tool will continue to perform WIFI Board upgrades. The radio will display a blinking green LED.

13. Once all updates are complete, the following screen will be displayed:

14. You can now see that the radio has successfully upgraded to the latest version.
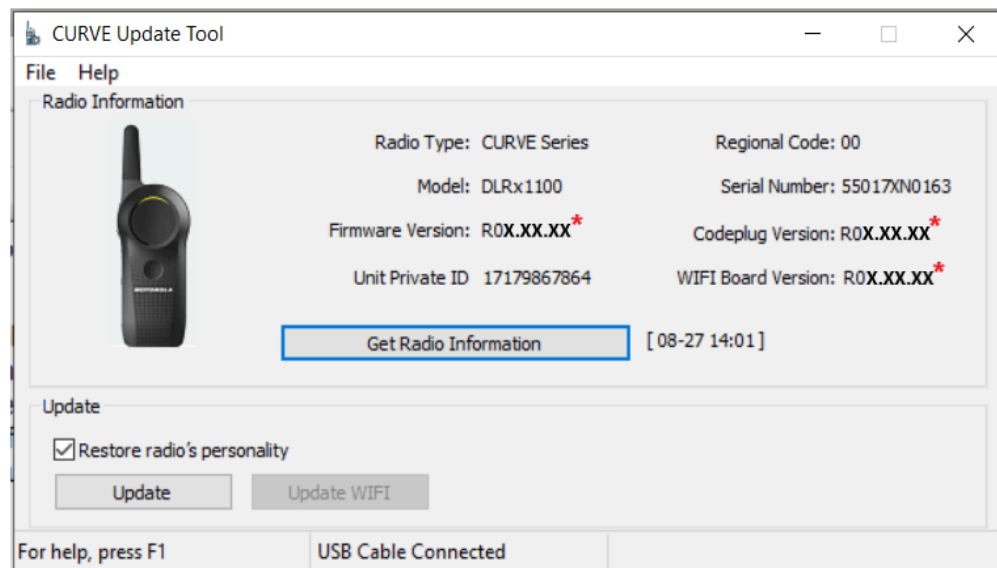***If the version is not updated, please click "Get Radio Information" to get the latest version.

Updated Information:

* Firmware Version   : **R01.05.00**
* Codeplug Version   : **R01.05.00**
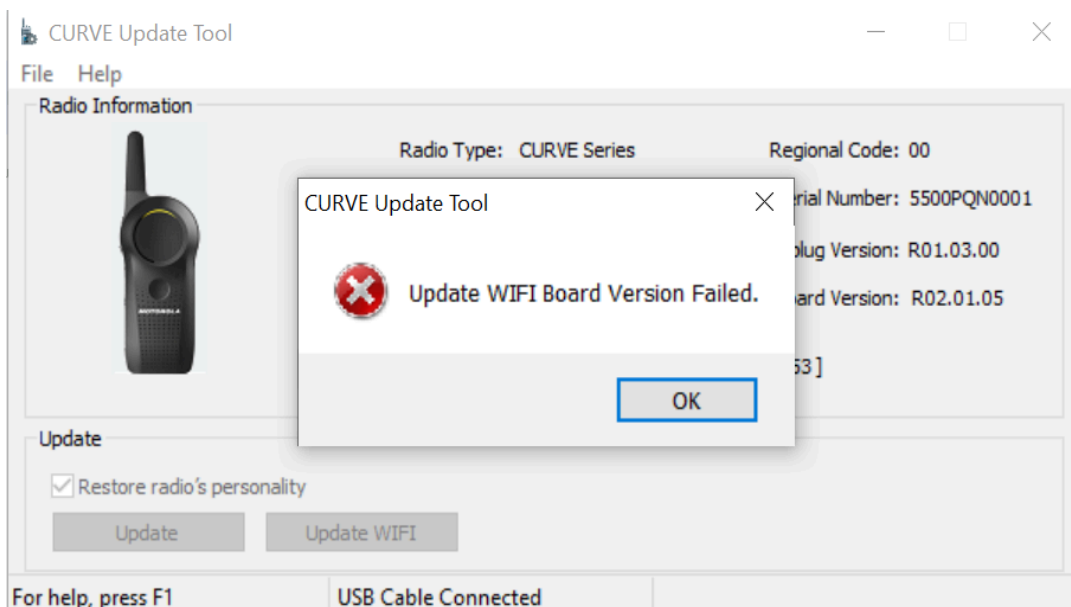* WIFI Board Version   : **R02.04.00**

15. Please wait for the radio to complete the restart (radio name/battery level voice prompt will be played) before unplugging the radio from the docking/charging station.

16. If you encounter a failure during the WIFI board upgrade, the radio will display a blinking green LED. Click "OK" to return to the main screen.
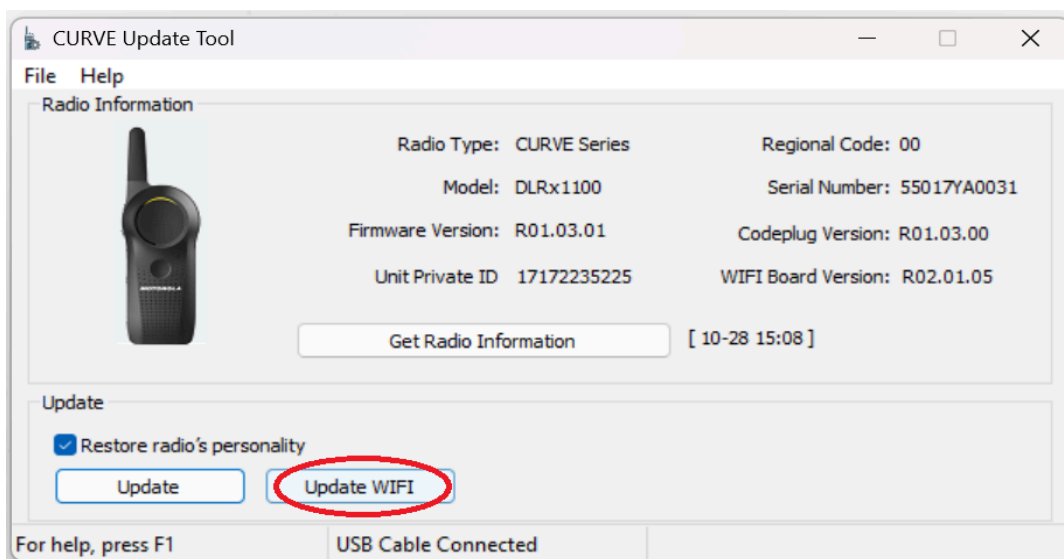***PLEASE DO NOT TAKE OUT RADIO FROM SUC; DO NOT UNPLUG PROGRAMMING CABLE; DO NOT SHUTDOWN THE RADIO; DO NOT CLOSE THE UPDATE TOOL.
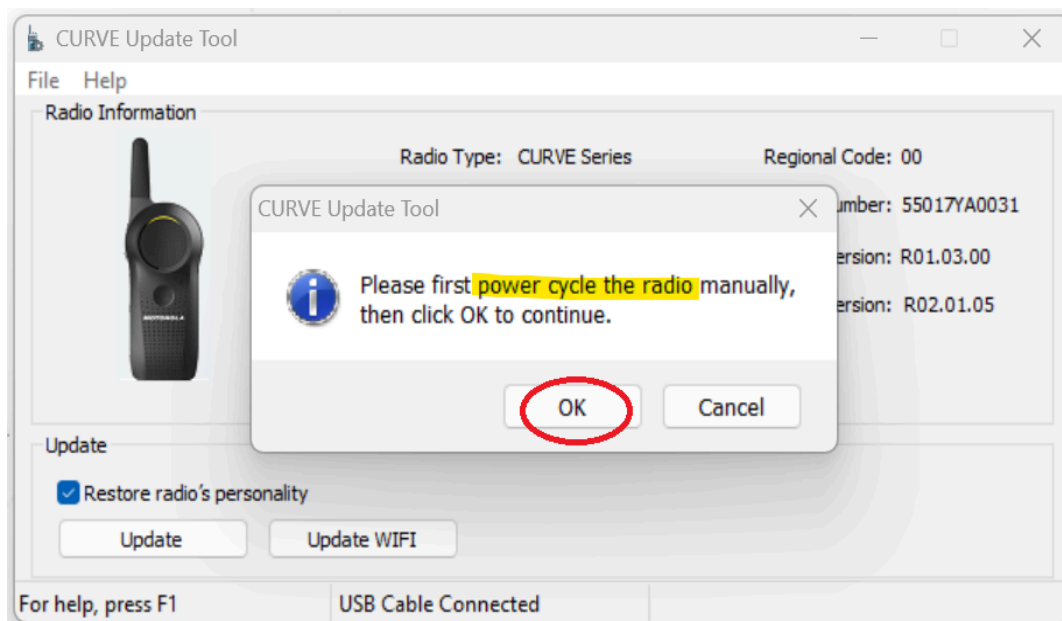
17. The "Update WIFI" button will become active. Click on the button to reattempt flashing the WIFI board. ***Click "Update" button will result in failure to connect to the radio.
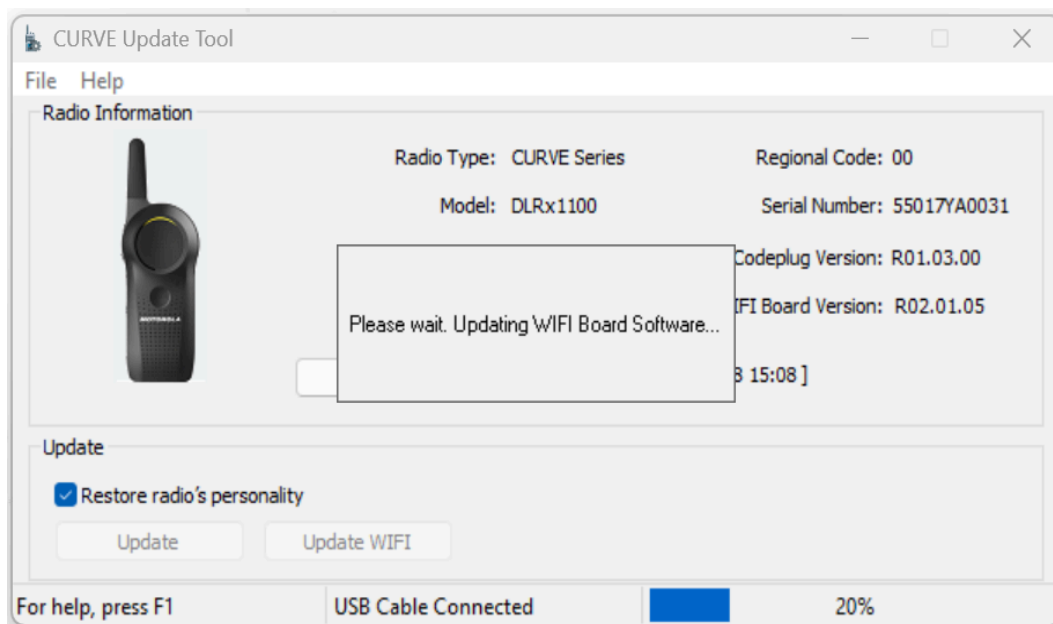

18. Next, please manually power cycle the radio and then click "OK" to continue. The radio should display a blinking green LED after the power cycle.
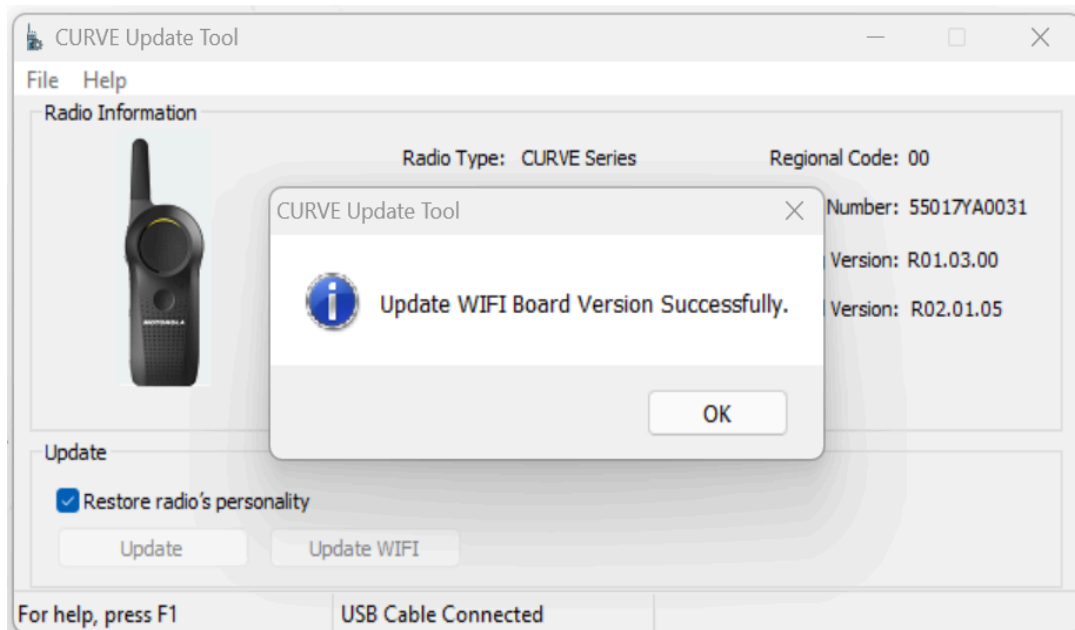
19. Wait while the WIFI board is being flashed.

20. WIFI Board update successfully.

21. Power cycle the radio. You can now see that the radio has successfully upgraded to the latest version.
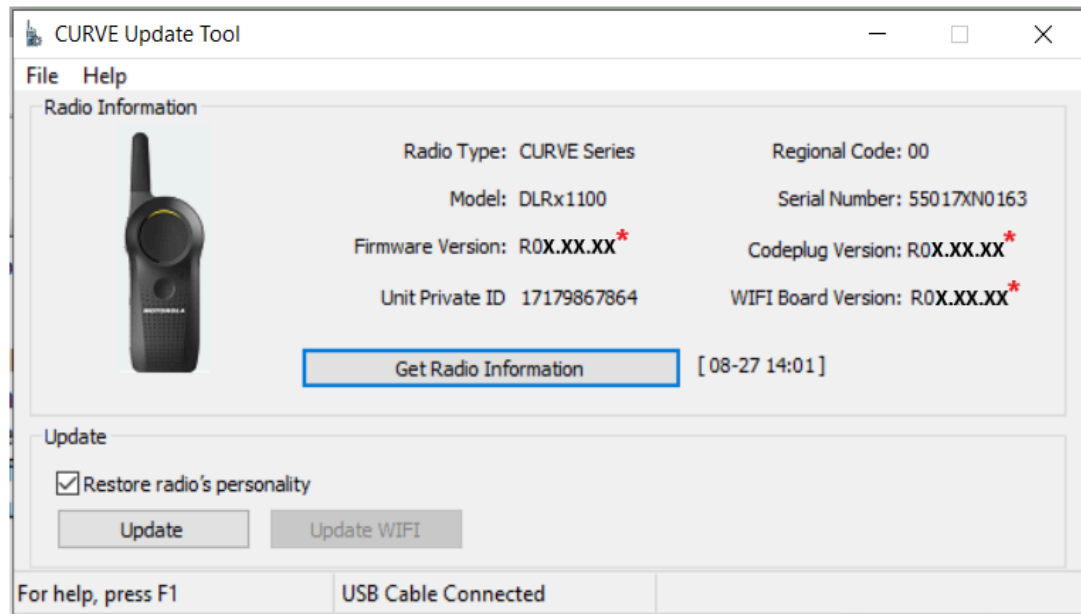***If the version is not updated, please click "Get Radio Information" to get the latest version.

Updated Information:

* Firmware Version　　: **R01.05.00**
* Codeplug Version　　: **R01.05.00**
* WIFI Board Version　: **R02.04.00**

22. In the event of a WIFI flashing failure, try power cycling your radio and attempt the update process again.

23. Should the radio fail to update after repeated attempts, or if the radio cannot power up or displays any signs of failure, please return your radio for warranty service.

Test Steps

After upgrade, follow the steps to check the radio functionality:

1. Power up test - power up the radio as usual. Check if the radio powers up correctly and announce the channel number (i.e "Channel 1").

2. Transmit test - press PTT and ensure the other radio receives the transmission / can hear the audio.

3. Receive test - ensure this radio received the audio from the other radio.

4. Volume up and down test - test volume up and check the audio volume is increased. Test volume down and check the audio volume is decreased.

5. Channel test - change channel on two radios and test by transmitting from one radio and receiving on the other radio. Check if the audio is transmitted through.

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 the 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.