

Firmware Update Instructions

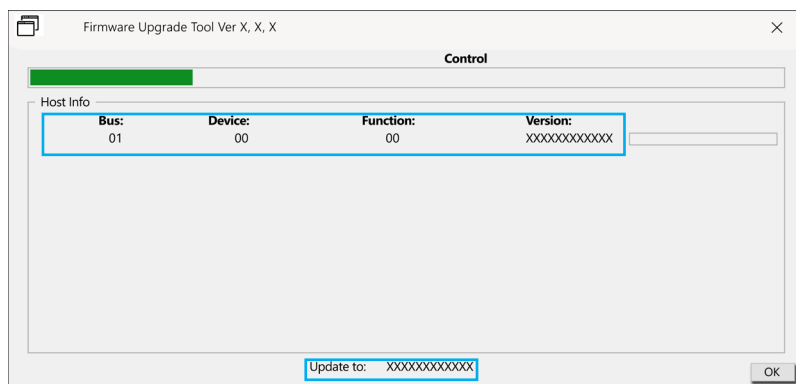
Outlined below are the steps for using the Firmware Upgrade Tool to update the firmware on your StarTech.com Product. To update the firmware for a specific product, follow the below steps.

Obtaining the Firmware Upgrade Tool

1. Visit the StarTech.com Support Page.
www.StarTech.com/support
2. Scroll down to the **Self Service Support** section, then under **Product Drivers, Manuals, & Downloads**, type the StarTech.com product ID into the **Enter Product ID** field, and click the **Search** button.
3. This will open the Product Page for the Product ID, click the **Drivers/Downloads** tab.
4. Download the **Firmware_Updater.zip** file.

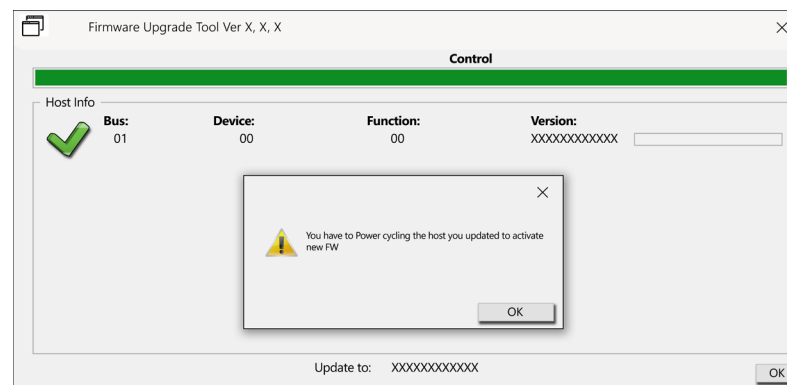
Updating the Firmware

1. Install the non-working device into a Windows host computer that **DOES** detect it.
2. Extract the executable (.exe) file contained within the zip folder.
3. The device will be detected and the **HOST INFO** will be displayed including the current firmware below **Version**. The latest firmware version will be displayed within the **Update to:** field at the bottom of the window.



Note: If the device already has the latest firmware the tool will not allow you to proceed.

4. If the version specified within **HOST INFO** does not match the version specified within **Update to:**, Click the **OK** button at the bottom of the Firmware Upgrade Tool to begin the firmware update.
5. Once the update has completed you will receive an alert message requesting that the host computer be rebooted in order to complete the firmware installation.



6. Click the **OK** button on the alert message and restart the Windows host computer.
The firmware update is now complete.