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Installing software/firmware for your product

Pure Support - UK - 2015-07-23 - in All Other Radios

Downloading and installing software/firmware for your product

Note: This FAQ is not applicable to Jongos, Sensia 200D Connect, Evoke F4 with Bluetooth, Contour 200i Air, Contour i1 Air, Highway 300Di, Highway H260DBi, and Avalon. For instructions to update these please go to the [downloads and user guides](#) section. You can select your product and instructions will be listed.

Also Note - These instructions are only used for products in our range that can only be updated by windows 32 bit Windows operating systems

If the software page for your product states that there is a Mac or 64 bit Windows update please ignore this FAQ and just run the software update, you will be prompted with onscreen instructions as the update runs.

You will find detailed instructions on how to upgrade your Pure product via USB here: <http://support-uk.pure.com/kb/articles/232-installing-software-firmware-for-your-product-step-by-step-guide>

Make sure you choose your product carefully when looking for software updates as not all Pure products have software updates available for them. If you see no software update listed for your product then there is currently no available update for it.

When installing a software update on your PURE product you should be sure you are not installing an older version than the one currently installed. PURE software updates are numbered (e.g. v1.2), so consult your product user guide on how to determine your product's current software version, and compare to the version you are attempting to install.

You will need computer running Windows XP, Windows Vista or Windows 7 (32 bit versions only). 64bit Windows and Apple Macintosh computers are not

supported in the process of upgrading PURE product software.