

# 10421 2.4GHz ActivHub and ActivExpression Firmware Update information

You are here: [Home](#)

## Upgrading ActivHub firmware

Firmware is a small program on Promethean devices that controls basic functionality.

We continuously improve our firmware and recommend that you regularly check for upgrades.

## Why upgrade?

To make sure that the ActivHub supports the latest Promethean products and features.

## What do I need?

- Computer with Promethean's ActivDriver version 5.5 or later installed
- ActivHub

We recommend:

- That you upgrade the ActivHub first, then reset the ActivHub to clear all registered devices, and then upgrade your Promethean devices.
- That you do not remove the ActivHub from the USB port during the upgrade process as this may damage the ActivHub.
- If you are performing the upgrade on a laptop, we recommend that the laptop is mains-powered. If this is not possible, make sure that the laptop battery has sufficient charge to complete the upgrade. If you think the battery may not be sufficiently charged, **do not** begin the upgrade.

## How does the upgrade process work?

You start the process from ActivManager on your computer.

Once you have started the process, a progress bar in ActivManager indicates the percentage of information sent.

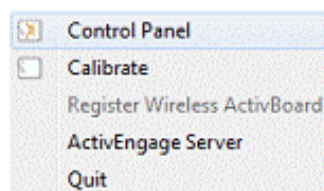
The ActivHub upgrade is complete when progress reaches 100%. ActivManager then restarts the ActivHub. While the ActivHub restarts, its red light flashes a few times. When its green light flashes, the upgraded ActivHub is ready for use.

## How can I find out if I need to upgrade?

Plug your ActivHub into a USB port, then check if new firmware is available:

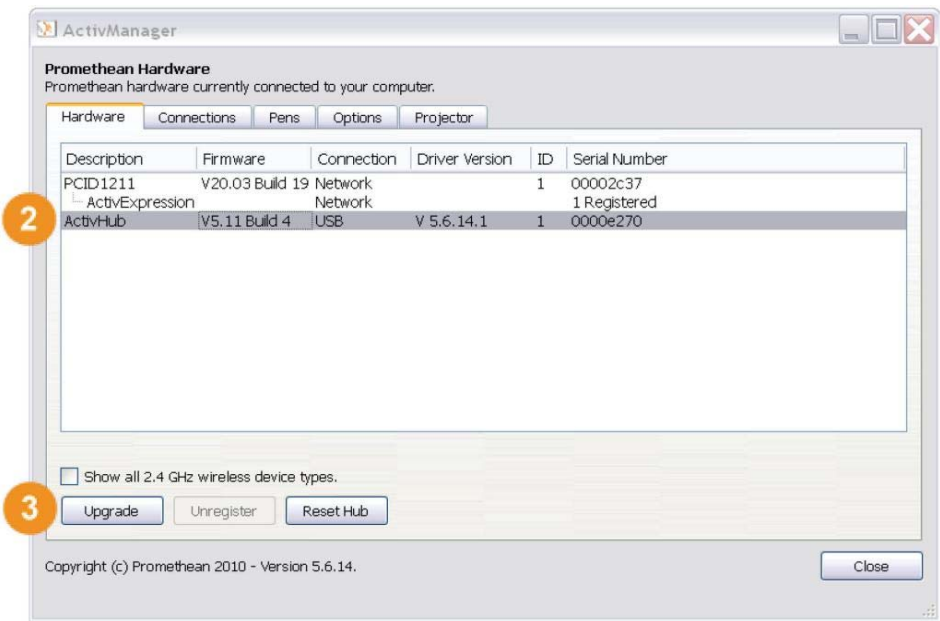


Click the **ActivManager** icon and select **Control Panel**.



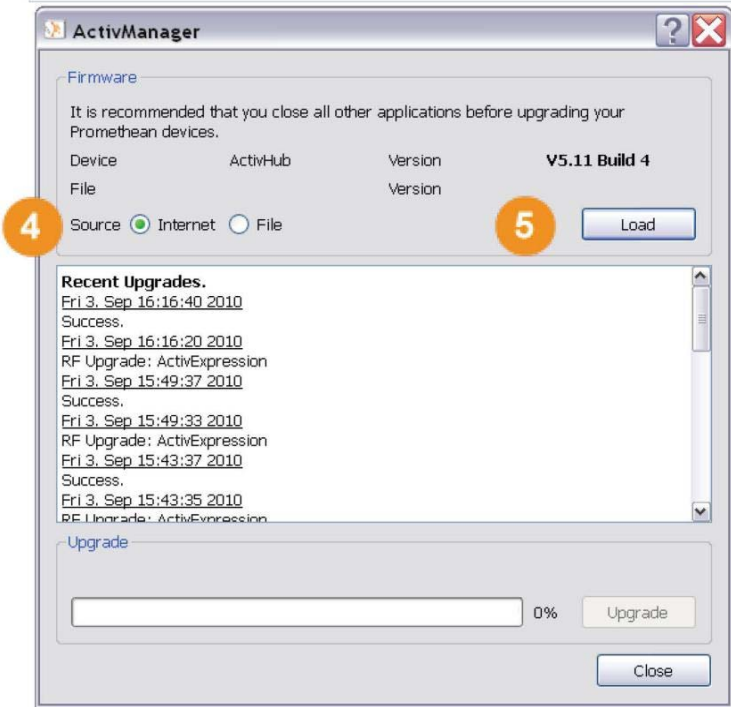
Select **ActivHub** from the list.

3 Click **Upgrade**.



4 Select **Internet** as the source.

5 Click **Load**.  
ActivManager checks if new firmware is available for downloading.



If you already have the latest firmware, the dialog displays a confirmation message.

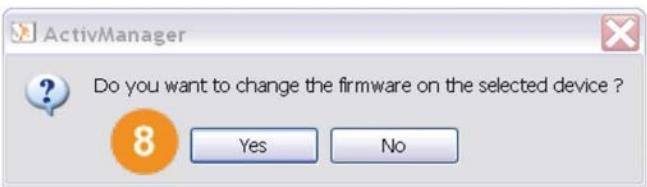
In that case, click **Close** and remember to periodically check for updates.

6 If new firmware is ready for downloading, a Popup window opens listing the available choices.



The latest version is selected by default.

7 Click **OK** in the Popup window. A confirmation dialog opens.

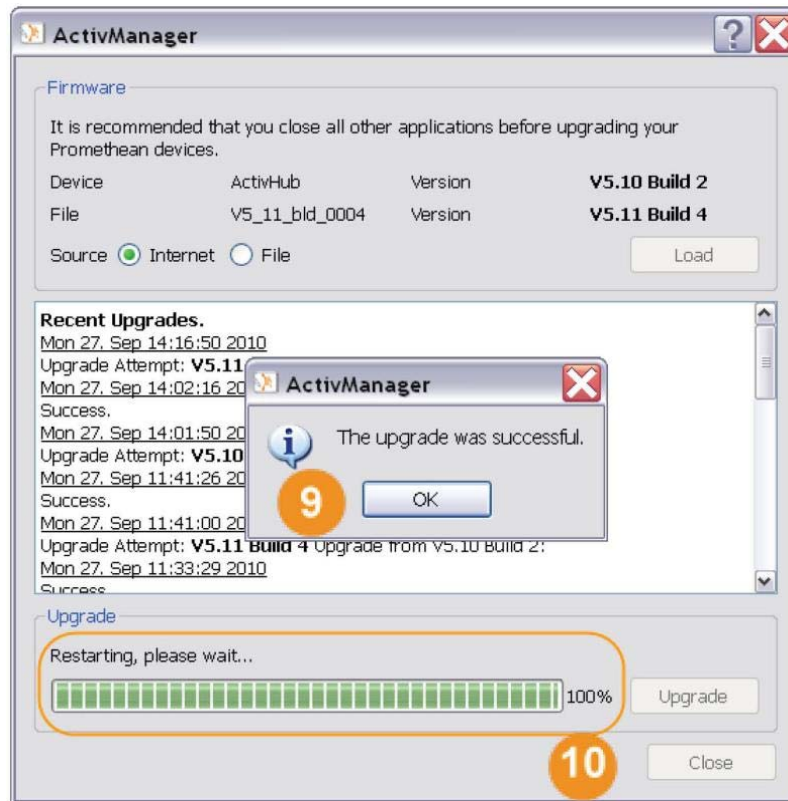


- 8 Click **Yes** to begin the upgrade.

The upgrade begins, and the progress bar indicates the percentage of information sent.

- 9 A confirmation dialog opens when the upgrade is complete and the ActivHub has been automatically restarted.

Click **OK**.

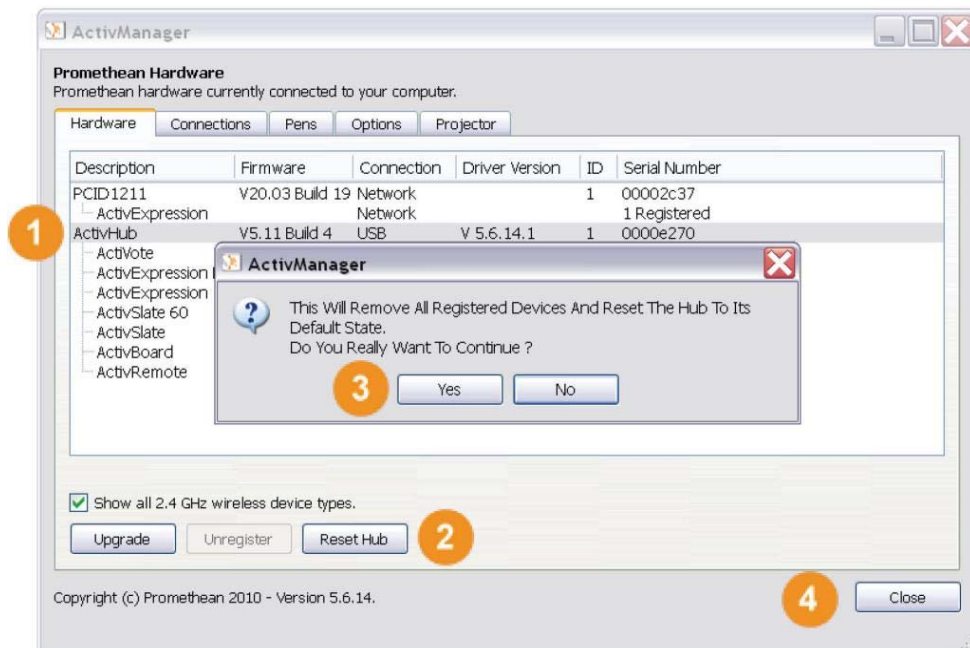


- 10 Click **Close**.

## Reset the ActivHub

- 1 Select **ActivHub** from the list.
- 2 Click **Reset Hub**. A confirmation dialog opens.
- 3 Click **Yes**. The ActivHub is reset and the list shows that there are no devices registered.

- 4 Click **Close**.



## Upgrading ActivExpression device firmware

Firmware is a small program on Promethean devices that controls basic functionality. It is supported by another program called the Kernel. We enhanced the Kernel when we introduced Self-Paced Question Sets. We continuously improve our firmware and recommend that you regularly check for upgrades.

## Why upgrade?

- To get the most out of your devices.
- To change the device language from English to one of the following:  
Arabic, Brazilian Portuguese, Danish, Dutch, English, Finnish, French, German, Italian, Kazakh, Norwegian, Portuguese, Russian, Spanish, Swedish and Turkish.
- To take advantage of features like Self-Paced Learning.
- To benefit from faster response times and longer battery life.

## What do I need?

- Computer with Promethean's ActivDriver version 5.5 or later installed
- ActivHub
- ActivExpression devices

We recommend that you upgrade all ActivExpression device kits at the same time.

**Note:** There is no need to register ActivExpression devices to the ActivHub before upgrading.

## How does the upgrade process work?

You start the process from ActivManager on your computer.

Once you have started the process, ActivManager continuously broadcasts the upgrade until you stop it. A progress bar indicates the percentage of information sent. When progress reaches 100% it starts again at 0%.

Any ActivExpression device that is set to upgrade also displays a progress bar. At the start of the upgrade this bar is blank until ActivManager starts broadcasting the upgrade. Then the bar changes to indicate progress. When the upgrade is complete, the device powers off.

Let ActivManager continue to broadcast the upgrade until you have upgraded all devices.

When all devices have powered off, you can stop the broadcast.

## How can I find out if I need to upgrade?

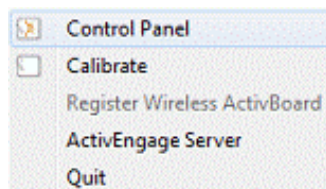
### Check 1 – On your computer

Plug your ActivHub into a USB port, then check if new firmware is available:

1



Click the **ActivManager** icon and select **Control Panel**.



In the 'Hardware' tab, check the 'Show all 2.4GHz wireless device types' box.

3 Select **ActiExpression** (Wireless) from the list.

4 Click **Upgrade**.

5 Select **Internet** as the source.

6 Click **Load**.  
ActivManager checks if new firmware is available for downloading.

If you already have the latest firmware, the dialog displays a confirmation message.

In that case, click **Close** and remember to periodically check for updates.

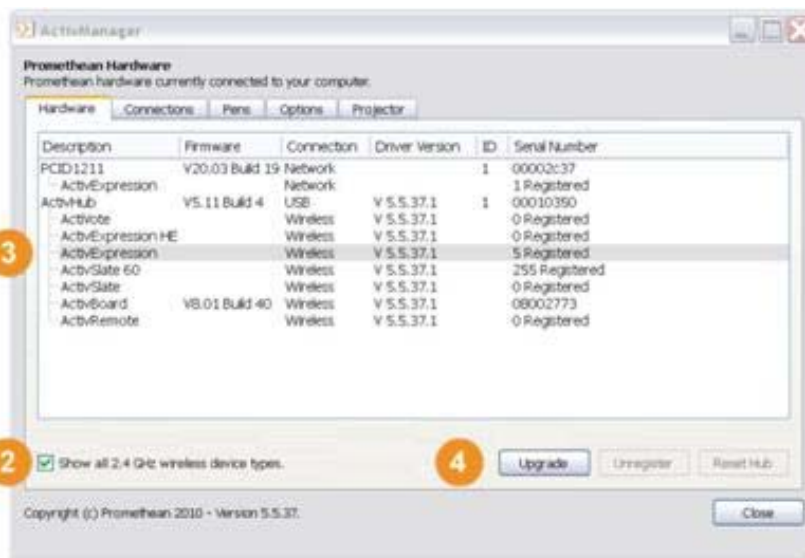
If new firmware is ready for downloading, a dialog opens listing the available choices.

7 A Kernel upgrade is available for ActiExpression devices with first generation firmware. This is selected by default.

We show you how to check if you need to upgrade the Kernel in the next section.

8 Regional editions are available for different language combinations.

Make a note of the version and build



numbers and leave the  
ActivManager dialog  
open.

## Check 2 - On the ActivExpression devices

- 1 Power up the devices.
- 2 Press the **Menu Symbol** button.
- 3 Press the **Diagnostics** hotkey.  
If your device firmware version starts with:  
9.01.nn — you need to upgrade in two stages:  
1 - Kernel  
2 - Firmware  
9.02.nn — you **do not** need to upgrade the  
Kernel, but you may need to upgrade the  
firmware.



Separate any devices with 9.01 firmware from those with 9.02 firmware.

When you are ready, first upgrade the Kernel on the devices with 9.01 firmware, then upgrade the firmware with the appropriate regional edition on all devices.

- 4 Press the **Exit** hotkey.
- 5 Press the **Menu Symbol** button again.

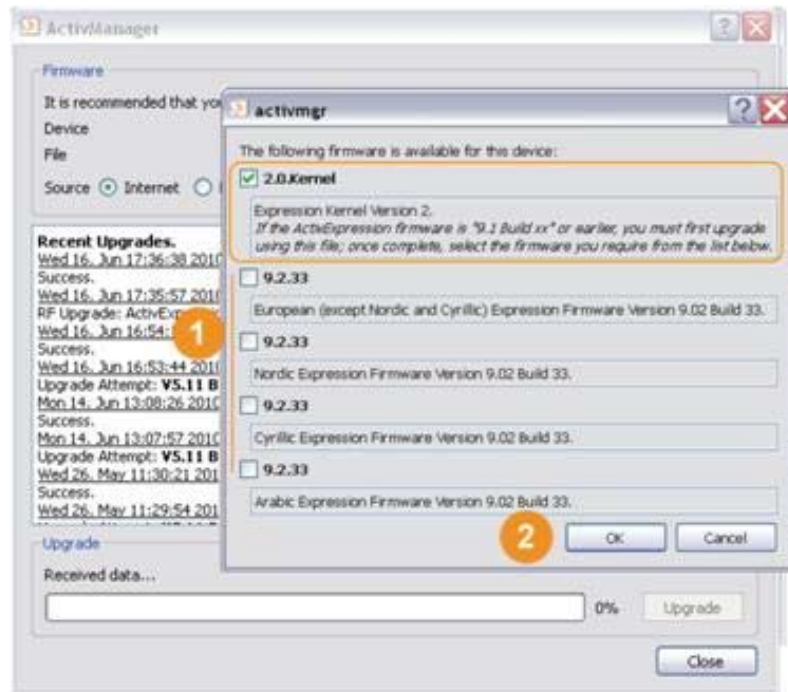
Now you are ready to upgrade

## On your computer

If the firmware version on your devices starts with 9.01, remember to upgrade the Kernel first.

1 In ActivManager, leave the Kernel as selected, or click one of the regional builds to select it.

2 Click **OK** in the Popup window. A confirmation dialog opens.



3 Read the instructions.

Only if there is no other upgrade taking place at the same time, click **OK**.

4 Click **Upgrade**. The broadcast begins, and the progress bar indicates the percentage of information sent.



## On the ActivExpression devices

- 1 Power up the devices again.
- 2 Press the **Menu Symbol** button. Now the **RF Upgrade** hotkey is enabled because the broadcast has started.
- 3 Press the **RF Upgrade** hotkey.  
A warning is displayed: 'Do not turn off the device during upgrade!'
- 4 Press the **Enter** button to agree to upgrade.  
The upgrade begins, and the device powers off when the upgrade is complete.



**If you upgraded the Kernel, you need to repeat the process and upgrade the firmware to 9.02.xx or later:**

Go back to Step **1**, but this time click one of the regional builds to select it.

Power up the ActivExpression devices again. The devices automatically scan for an upgrade broadcast, and the screens display a progress bar instead of the normal Welcome message.

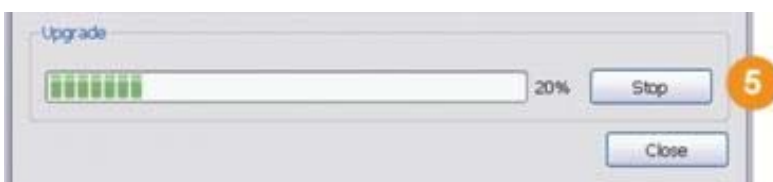
You don't need to do anything else to the devices.

They power off automatically when the upgrade is complete.

## On your computer

- 5 The upgrade is complete when all devices have powered themselves off.

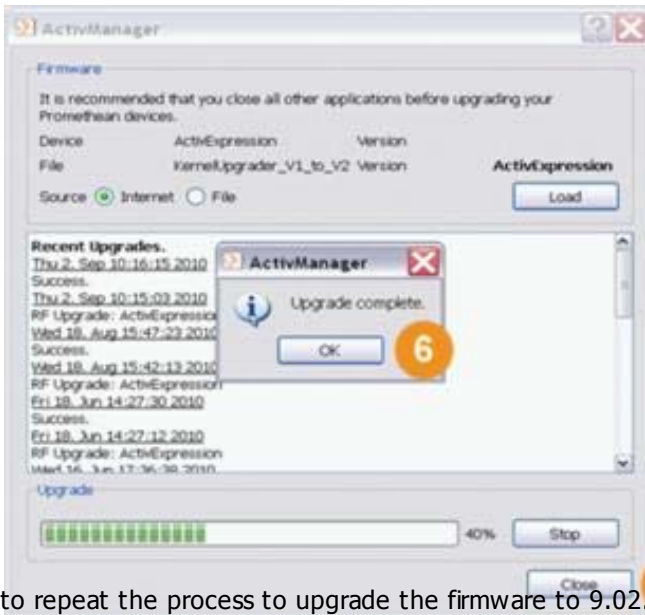
Click **Stop** to end the broadcast. A confirmation dialog opens.



- 6 Click **OK**.



7 Click **Close**. A confirmation dialog opens.



If you have upgraded the Kernel, you need to repeat the process to upgrade the firmware to 9.02.xx or later.

[www.prometheanplanet.com](http://www.prometheanplanet.com)

[www.prometheanworld.com](http://www.prometheanworld.com)

[www.prometheanlearning.com](http://www.prometheanlearning.com)

