

Ripxx

Firmware Update Instructions

Revision 1

December 23, 2009

Introduction

Thank you for purchasing the Ripxx Personal Measurement Device! We are constantly thinking of ways to make the Ripxx better, and sometimes that involves updating the software running on the Ripxx device itself. If you would like to add the latest features and bug fixes to your Ripxx, these instructions will show you how.

Step 1: Download

Download the update file at <http://support.ripxx.com>. Follow the link to “Downloads”, then click the link to download “firmware”. This should be a file named RipxxNNN.FW, where NNN corresponds to the firmware version. Save the file to your Desktop or some other known location.

Alternatively, if your Ripxx is already plugged into the computer, right-click on the “Firmware” link and “Save Link As...” or “Save Target As...” and save the file to the Ripxx drive. If done this way, skip Step 2.

Step 2: Load onto Ripxx

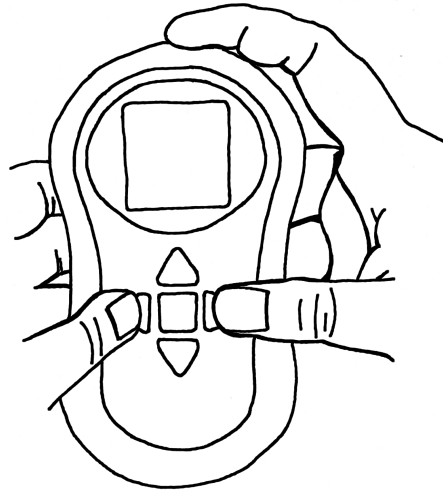
Plug in your Ripxx device. The Ripxx Manager should appear. Wait for it to complete the scan, then click “Open in Explorer”



Locate the file RipxxNNN.FW that was downloaded before. Drag and drop or copy and paste that file into the Ripxx drive. When the file has finished transferring, unplug the Ripxx from the computer.

Step 3: Update Ripxx

Now it's time to tell the Ripxx to accept its software update. Ensure that the Ripxx is turned off and not recording. The display should be black and the indicator light should not be on or blinking.



Press and hold the Left and Right arrows, then press the top button to turn the device on. When the device is turned on, the green indicator will begin to blink furiously. Let go of the buttons now. The indicator will continue to blink for several more seconds, then stop. The Ripxx should restart on its own.

Step 4: Confirm Update

Now that the device has restarted, navigate to the “Info” icon and press the Center button. Navigate to the “About” page and check that “Firmware” matches the version that was downloaded.

Troubleshooting:

Problem

Solution

Ripxx does not restart after update

Turn Ripxx on using the Top button

Ripxx no longer powers on

Hold the Top button for 15 seconds, then attempt to power on again. If this fails, hold the Left and Right buttons while plugging the device into the computer. From here, the Ripxx drive should appear on the computer. Try the update procedure again from Step 2.

Ripxx powers on but does nothing

Hold the Top button for 15 seconds, then attempt to power on again. If this fails, hold the Left and Right buttons while plugging the device into the computer. From here, the Ripxx drive should appear on the computer. Try the update procedure again from Step 2.

I tried to hold Left + Right while plugging into USB, but nothing happens

Contact Technical Support by calling 877-286-3405 (toll free) or by sending an email to info@ripxx.com