

iClicker Base Firmware Utility v1.0.3 User Guide

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Overview

The iClicker Base Firmware Utility is an application that can:

- a) check base firmware version
- b) update base firmware
- c) downgrade base firmware
- d) fix the frequency of a base

Please note this utility is designed to update white iClicker 900MHz bases with minimum **firmware version 4.05**. There are Macintosh and Windows versions of this utility available.

System Requirements

Windows Requirements:

- Windows 7 or higher (32- or 64-bit)
- 500 MHz Pentium (or faster) processor
- 256 MB RAM (or larger) recommended
- One available USB 2.0 port
- Minimum screen resolution of 1024 x 600 pixels

Macintosh Requirements:

- Mac OSX version 10.7.2 or higher
- 500 MHz G4 (or faster) processor
- 256 MB RAM (or larger) recommended
- One available USB 2.0 port
- Minimum screen resolution of 1024 x 600 pixels

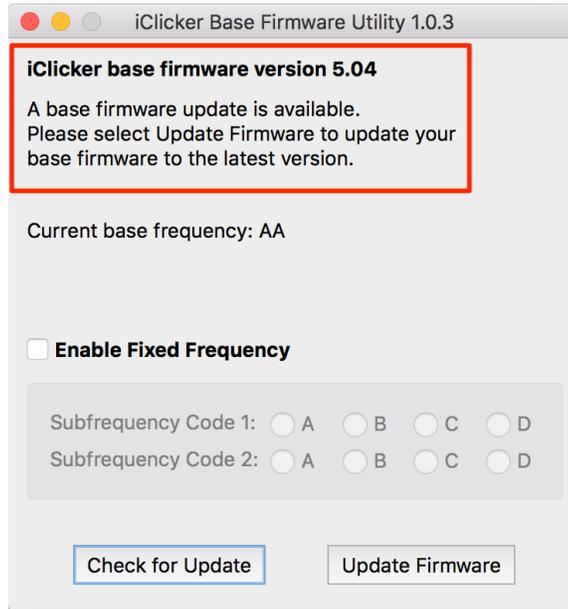
Getting Started

1. Download and extract the iClicker-base-utility for either Macintosh or Windows.
2. Attach your 900MHz white iClicker base to an available USB 2.0 port on your computer.
3. Launch the iClicker-base-utility application.

Check Base Firmware Version

To check the firmware version of your base:

1. Connect the base to your computer.
2. Launch the iClicker Base Utility application.
3. The application will automatically detect and display the firmware version currently installed on your base. The utility will also display the current base frequency.



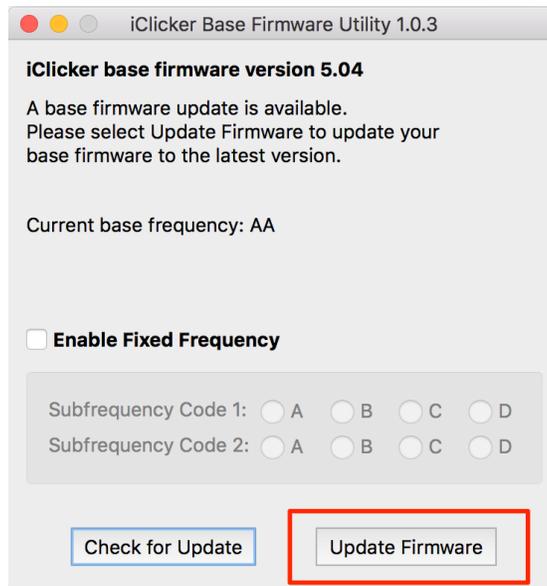
Current base firmware

If a firmware update is available, a message will appear that a base firmware update is available. Note: this message will only appear if you are connected to the internet.

Update Base Firmware

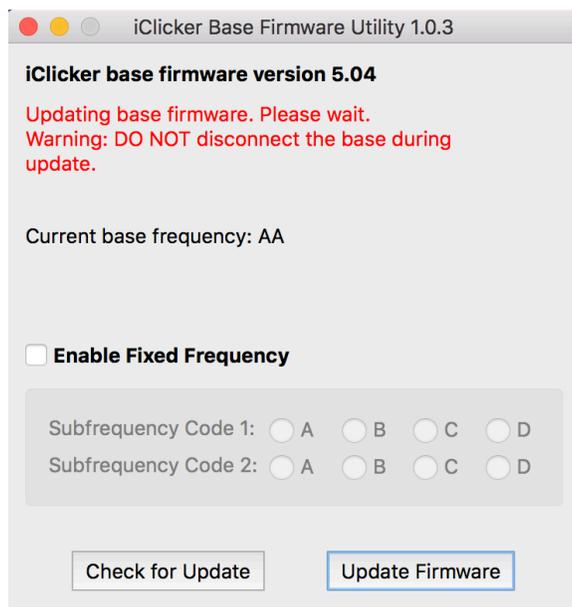
To update your base firmware:

1. Ensure the computer you are using has an internet connection.
2. Check to see if an update is available. (See above “Check Base Firmware Version”.)
3. Click **Update Firmware**.



Updatefirmware

4. You will see a message while the firmware is being updated. **IMPORTANT: DO NOT disconnect the base** while the firmware is being updated.



Updating base firmware

5. When the update is complete, you will see a message with the updated base firmware version. If you do not see this message, disconnect and reconnect the base.

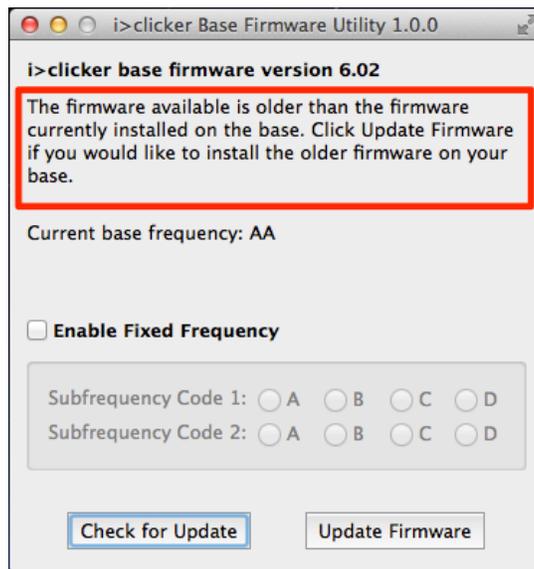
NOTE: if you receive a message that the firmware update has failed, please do NOT unplug the base. Click the **Update Firmware** button again to update the firmware again.

NOTE: if the update is hanging or is frozen for several minutes, do NOT unplug the base. Close and restart the base firmware utility and update the firmware again.

Downgrade Base Firmware

If you would like to downgrade base firmware:

1. Place the older firmware hex files in the root of the folder containing your iClicker Base Utility. **NOTE:** you can downgrade to as low as base firmware version 4.06.
2. Connect your base to your computer and launch the base firmware utility.
3. The application will recognize the firmware installed on your base is a newer version than the files in your folder. **NOTE:** the utility will always first check for local firmware. If local firmware is not found, it will check the iClicker servers for an update.



Older firmware available

4. Click **Update Firmware**. DO NOT disconnect the base while the firmware is being updated.
5. Disconnect and reconnect the base. The older firmware version will now be displayed.

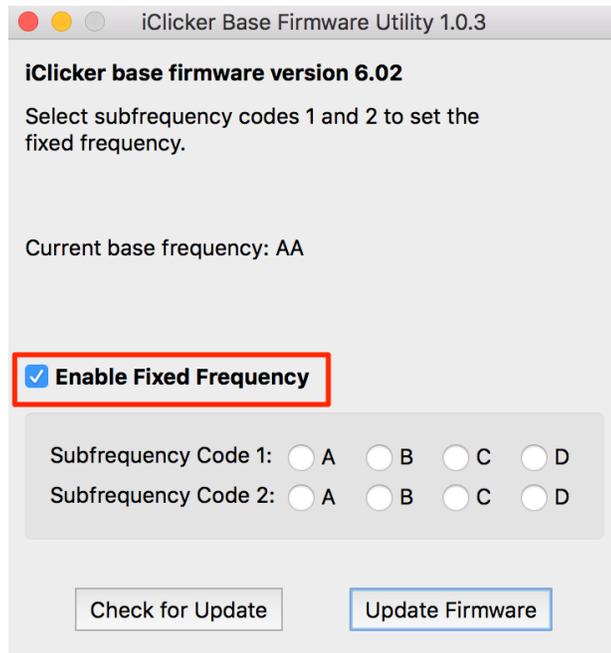
Note: the utility shows a message that the firmware available (or in your local file) is the same as the firmware currently installed on the base. If you wish to update to the latest version of firmware, remove the local hex files from the base utility folder to update the latest firmware version from iClicker.

Enable Base Fixed Frequency

With this utility, you have the option of “fixing” your base frequency, which means the base frequency cannot be changed in iClicker software settings.

To fix the frequency of your base:

1. Connect the base.
2. Click the checkbox **Enable Fixed Frequency**. The subfrequencies are now enabled.



Enable fixed frequency

3. Choose subfrequency 1 and subfrequency 2. Once they are chosen, an alert will appear that the frequency is fixed.
4. Disconnect and reconnect the base. The utility will then show the fixed frequency.

To remove the fixed frequency:

1. Uncheck the **Enable Fixed Frequency** checkbox
2. Disconnect and reconnect the base.