

1. Install Bootloader

Warning! Please check serial number of your device before updating bootloader! Serial numbers between 10F49A000096 and 10F49A0000F9 (Hexadecimal) can only be updated with windows 7. Windows 8 or 10 will effect a non-bootable device. Devices with serial number 10F49A0000FA and upwards can be updated with Windows 7 / 8 / 10. Be sure the NetXpert has at least 50% battery charge or is plugged in to the charger. Please contact our service department for further questions.

- 1.1 Open the "*Bootloader 5.03*" folder.
- 1.2 Plug the NetXpert into the computer using the USB cable (make sure the unit is off).
- 1.3 Press and hold the settings button then press the power button. The NetXpert screen will remain dark but the Link light will blink indicating that the unit is ready to be updated.
- 1.4 Your computer will recognize the NetXpert as a removable drive "*BOOTLOADER*". Open the NetXpert removable drive.
- 1.5 Copy the file "*5_03_bootwin7_8.s19*" to the NetXpert removable drive.
- 1.6 Close the removable drive window and remove the NetXpert from your computer.
- 1.7 Your NetXpert firmware must also be updated. Proceed to the NetXpert firmware installation instructions below.
- 1.8 Power on to confirm Bootloader update was successful. If not, repeat Bootloader installation.

2. Update NetXpert Firmware (GUI)

**Warning: Be sure the NetXpert has at least 50% battery charge or is plugged in to the charger. Ensure to have installed the BOOTLOADER 5.03 version on the unit!
Download the firmware file to your computer.**

- 2.1 Open the "*GUI 2.11*" folder.

Upload firmware using the SD Card:


- 2.2 Remove the SD Card (located on the left side of NetXpert) and insert it into your computer using an SD Card reader. Your computer will recognize the SD Card as a removable drive.

2.3 Open the removable drive folder and copy the firmware file(s) from your computer to the removable drive window.


2.4 Be sure to copy all of the files located in the "GUI 2.11".


2.5 Re-insert the SD Card into the NetXpert.

Install NetXpert Update:

2.6 From the NetXpert home screen, Touch System Settings .

2.7 Touch More Settings or press the Settings button  until the firmware screen is displayed.

2.8 Update by touching the firmware file in the firmware table then touch Update Firmware  on the screen.

A new screen will appear, confirming that you are updating firmware. Touch  to continue or Cancel. A dialog window will appear:

"Updating firmware. Warning: System will reboot after update. Please make sure battery is not low."

3. Update NetXpert Firmware (PIC)

Warning: Be sure the NetXpert has at least 50% battery charge or is plugged in to the charger.

Download the firmware file to your computer.

3.1 Open the "PIC 00.25" folder.

Upload firmware using the SD Card:


2.9 Remove the SD Card (located on the left side of NetXpert) and insert it into your computer using an SD Card reader. Your computer will recognize the SD Card as a removable drive.

2.10 Open the removable drive folder and copy the firmware file(s) from your computer to the removable drive window.


2.11 Be sure to copy all of the files located in the "PIC 00.25".


2.12 Re-insert the SD Card into the NetXpert.

Install NetXpert Update:

2.13 From the NetXpert home screen, Touch System Settings .

2.14 Touch More Settings or press the Settings button  until the firmware screen is displayed.

2.15 Update by touching the firmware file in the firmware table then touch Update Firmware  on the screen.

A new screen will appear, confirming that you are updating firmware. Touch  to continue or Cancel. A dialog window will appear:

"Updating firmware. Warning: System will reboot after update. Please make sure battery is not low."