

## Upgrading the Firmware of Your Set Top Box

Note: Upgrading the firmware of any device is a serious and potentially dangerous operation. We have put together this guide for customers who are unable to bring-in their unit to our stores to have the update done by one of our qualified staff.

Please make sure you have carefully read, and fully understand the steps outlined below, before you attempt to apply the upgrade.

Wintel International does not take any responsibility from damage that may occur to your Set Top Box during the upgrade process.

Before we begin the upgrade process, you will need the following:

### A 9-PIN Male-Female RS-232 Serial Cable

Available from most computer stores, and also available for online ordering at [Radio Parts](#).

Connect the cable to the appropriate output on the back of your PC and the input on the back of your Set Top Box.

**TV Box Edit Software** : [tvboxEdit.exe](#)

Make sure you download this file to an easy to remember location on your computer (i.e. Desktop).

**The firmware upgrade file** : [firmware.app](#)

Download this file to the same location as the above software.



**DOWNLOAD** (Right-Click: Save Target As)



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After you make sure you have connected the RS-232 cable properly to your Set Top Box, your Set Top Box is properly connected to your TV and have the TV Box Edit software as well as the firmware.app on your hard drive, you can start the process of upgrading your STB.

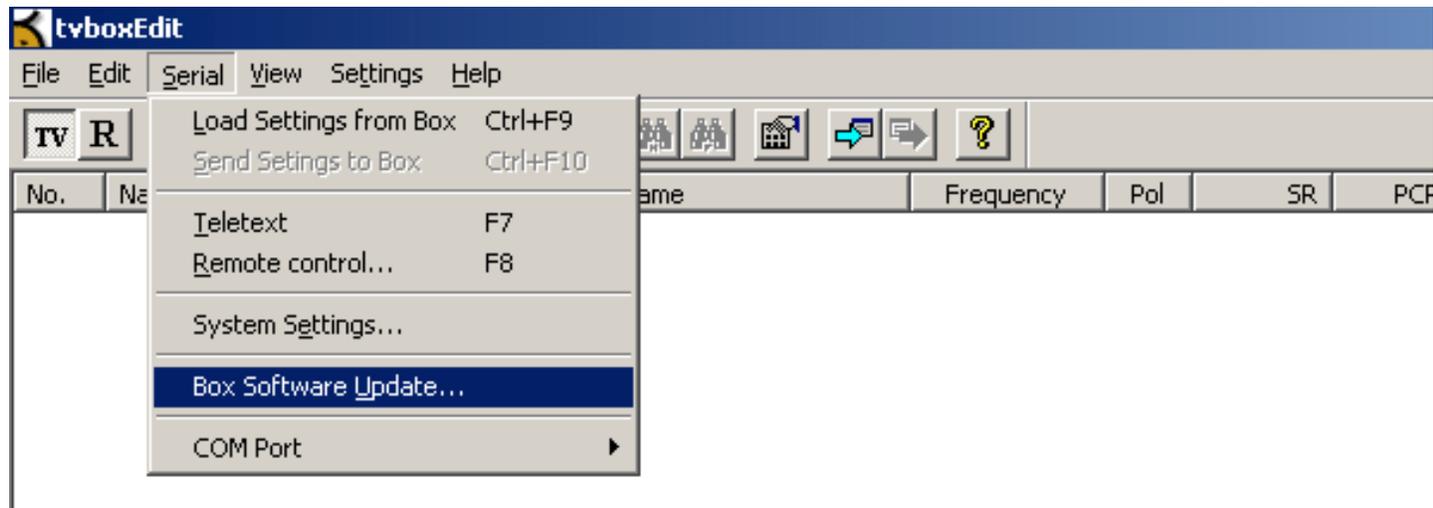
### STEP 01

Turn on your Set Top Box

### STEP 02

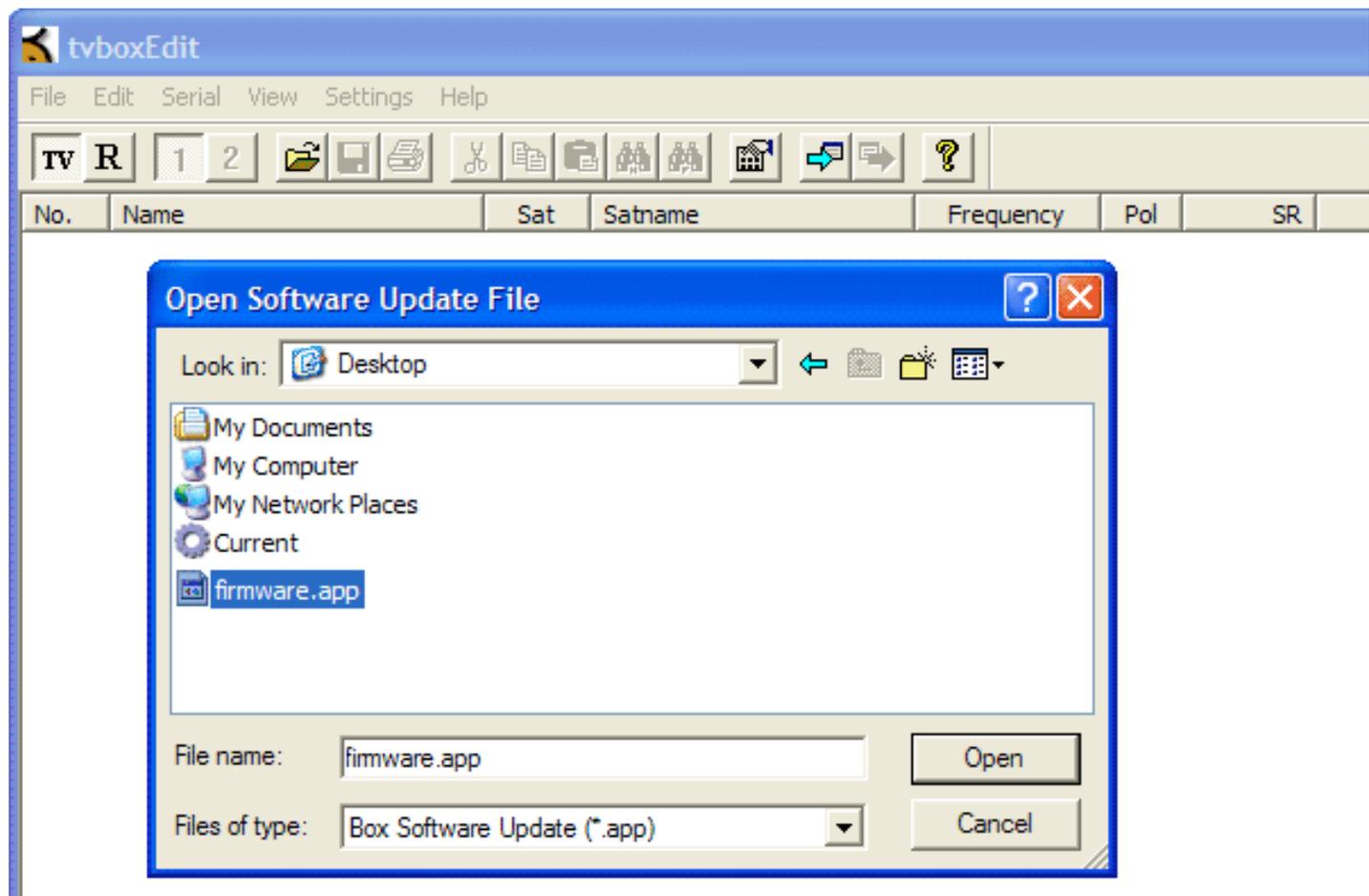
Double-Click on the **tvboxEdit.exe** file on your computer

Choose "*Box Software Update*" from the **SERIAL** menu



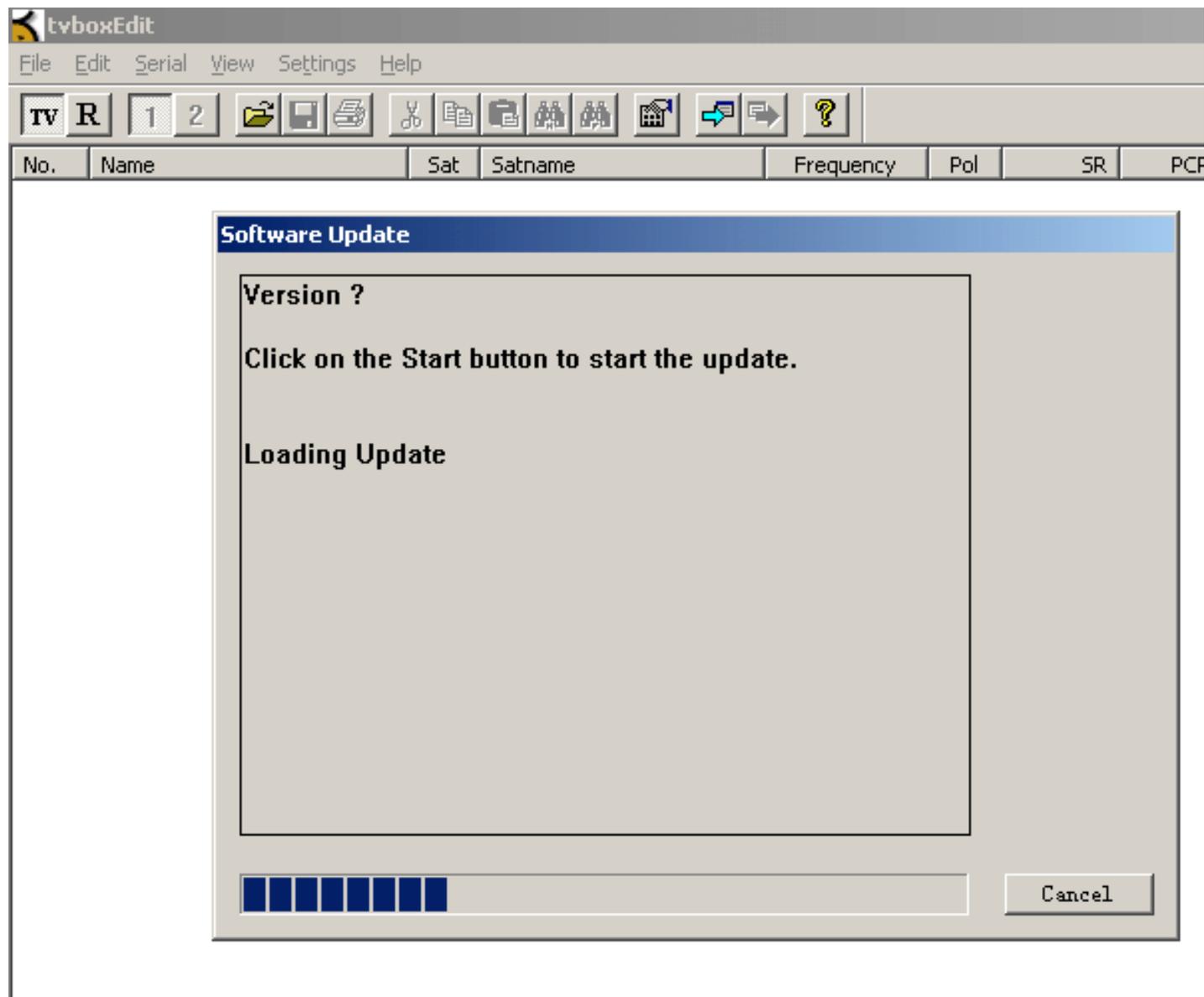
### STEP 03

Locate and load the **firmware.app** file on your computer

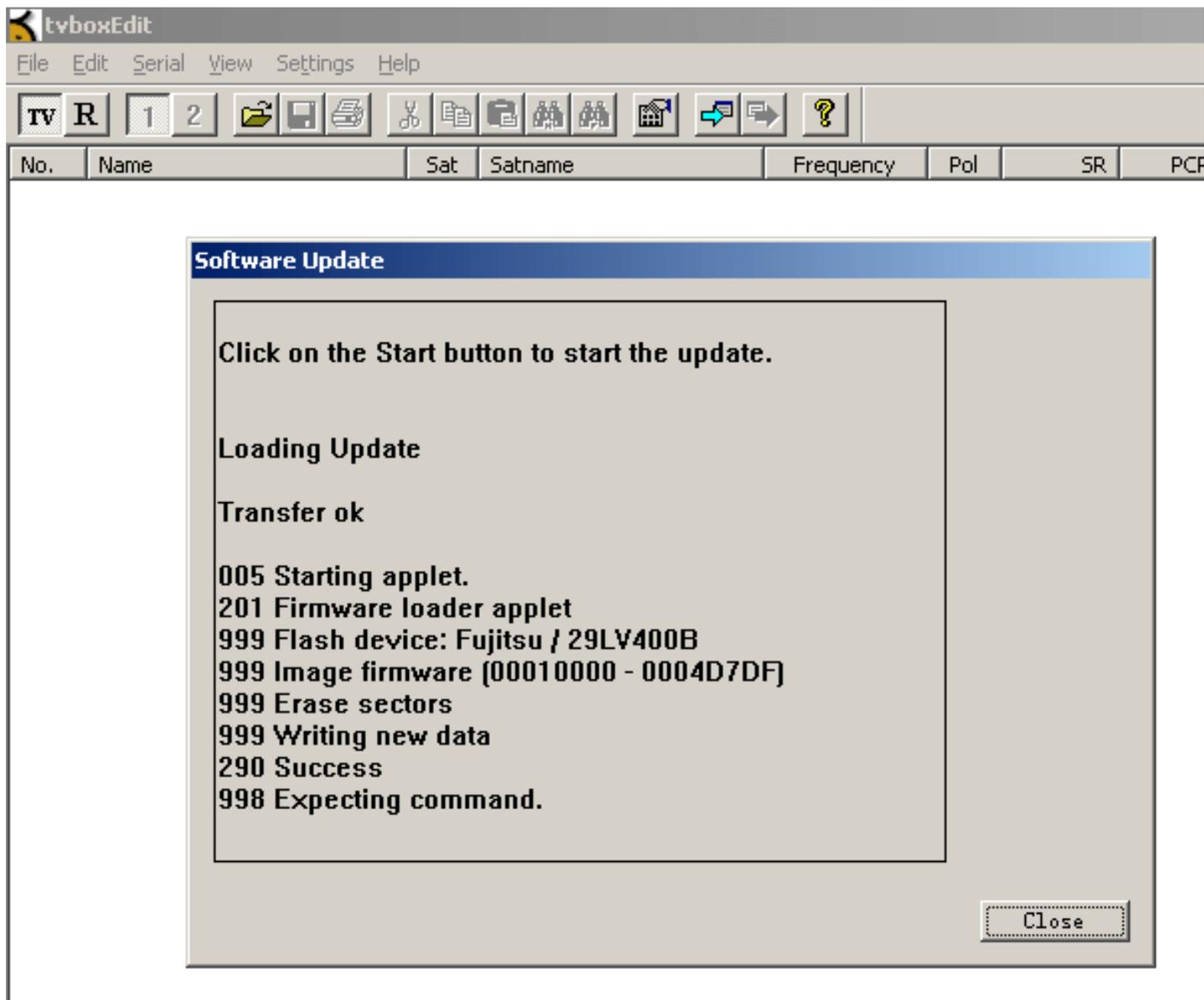


Click on **START** to begin the upgrade progress.

It may take a while for the software to load the upgrade, so be patient and observe the progress bar.



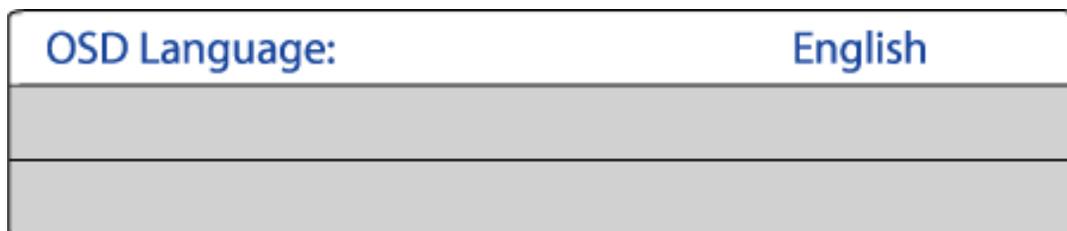
Once loading the update is complete, the software will automatically **turn off** your Set Top Box and begin writing the new data on to the unit.



You should get a similar screen like the above when the update is complete. Once you press **CLOSE** your Set Top Box should **turn on** automatically.

#### STEP 04

After your Set Top Box has restarted you should see the main menu screen like below.



From here on you can follow the [Setting Up Your Set Top Box](#) guide to complete the upgrade process.

Congratulations! That is all there is to it. You should now have a fully working Set Top Box with logical channel numbering and closed-captions fully fixed and operational.

**To view closed captions:**

Choose **TEXT** from your STB's remote control and key in **801**.

Any questions or enquiries, please contact us at [info@wintel.com.au](mailto:info@wintel.com.au) or use our feedback form on the [contact](#) page.

**Related topics:**

[Connecting your Set Top Box to your TV](#)

[Setting up your set top box](#)

[Changing the Screen Type \(if picture appears boxed in / squashed\)](#)