

PURE Help Centre

[Knowledgebase](#) > [Internet Radios and Pure Connect / The Lounge](#) > ['Waiting for upgrade....' message](#)

'Waiting for upgrade....' message

Pure Support - UK - 2015-07-23 - [Internet Radios and Pure Connect / The Lounge](#)

Note - These instructions are only used for products in our range that can only be updated by windows 32 bit Windows operating systems

If the software page for your product states that there is a Mac or 64 bit Windows update please ignore this FAQ and just run the software update, you will be prompted with onscreen instructions as the update runs.

My radio is showing a 'Waiting for upgrade....' message. Why is this?

You'll normally see this message if there has been some corruption in the radio's software, or the WiFi software upgrade process has failed. If you see this message you can easily recover your radio by installing its latest software via a USB connection.

Before starting - there are several requirements needed to ensure a successful software recovery via USB:

- You need a Windows powered PC running Windows XP(32 bit), Windows Vista (32 bit) or Windows 7 (32 bit). 64 bit Windows systems are not currently supported in this process. Mac OS systems are not supported in this process.
- You will normally need a USB A to Mini B lead to complete the connection between your PC and the radio. (Some Pure radios use a USB B connector instead of a Mini B connector. Do check your radio's USB port to confirm the correct USB type).
- Make sure you have removed any installed ChargePAK batteries (if applicable) before updating your radio. The radio needs to be switched on and running on mains power only.



Please note - do not connect your radio to your computer via USB until instructed to by the software update package. If you have already connected your radio you should disconnect the USB cable and reboot both the radio and the computer in preparation.

Windows Vista\ 7 Install instructions

- Download a copy of the latest software update package for your product from the downloads section on the Pure support site here: <http://support-uk.pure.com/downloads> When downloading, make sure you save your software update package to a location on your PC where you will be able to easily find it.
- On completion of the download, right click the software update package and select '**Run As Administrator**', and confirm any Windows security prompts.
- **You can ignore any picture messages shown by the software update package as they may not necessarily apply in this recovery situation.** Simply click then '**Next**' button until you see the '**Connect USB Cable**' screen, and press '**Next**' again to confirm you have connected your cable.
- Now you can go ahead and connect your radio to your PC via the USB cable - using the USB socket on the side or the back of the radio.
- Connecting your radio to your PC may now start the Windows 'Found New Hardware' wizard to identify the radio attached. Complete this process to allow the PURE update package to continue. You may see a task bar message confirming that your radio has been installed successfully.
- The Pure software update package can now install it's software on to your radio and will prompt you to press the 'Next' button to start the Upgrade. Click the 'Next' button to start the upgrade. This may take as long as 5 minutes so please be patient with it and do not touch or turn off your radio during the update process.
- From this point onwards you should be able to follow any onscreen instructions to complete the process. Clicking 'Finish' at the end of the process will re-boot your radio and the recovery process is complete.



You may need to reset any alarm settings or preset stations if they have been removed as part of the update.

Windows XP Install instructions

- Download a copy of the latest software update package for your product from the downloads section on the Pure support here: <http://support-uk.pure.com/downloads> When downloading, make sure you save your software update package to a location on your PC where you will be able to easily find it.
- On completion of the download, double click the file to start the installation process. You may need to confirm any Windows security prompts to allow the process to run.
- **You can ignore any picture messages shown by the software update package as they may not necessarily apply in this recovery situation.** Simply click then '**Next**' button until you see the '**Connect USB Cable**' screen, and press '**Next**' again to confirm you have connected your cable.
- Now you can go ahead and connect your radio to your PC via the USB cable – using the USB socket on the side or the back of the radio.
- Connecting your radio to your PC may now start the Windows 'Found New Hardware' wizard to identify the radio attached. You will be prompted with an option to search windows update for drivers, as the drivers were installed when you started the update wizard, you can decline this and continue the wizard. You then will be given the option to insert an installation disc, just select '**Install the device driver automatically**' and click '**Next**'. If you've plugged your radio in at the right time the drivers will install and your radio should register as a device on your computer.
- The Pure software update package can now install it's software on to your radio and will prompt you to press the 'Next' button to start the Upgrade. Click the 'Next' button to start the upgrade. This may take as long as 5 minutes so please be patient with it and do not touch or turn off your radio during the update process.
- From this point onwards you should be able to follow any onscreen instructions to complete the process. Clicking 'Finish' at the end of the process will re-boot your radio and the recovery process is complete.



You may need to reset any alarm settings or preset stations if they have been removed as part of the update.