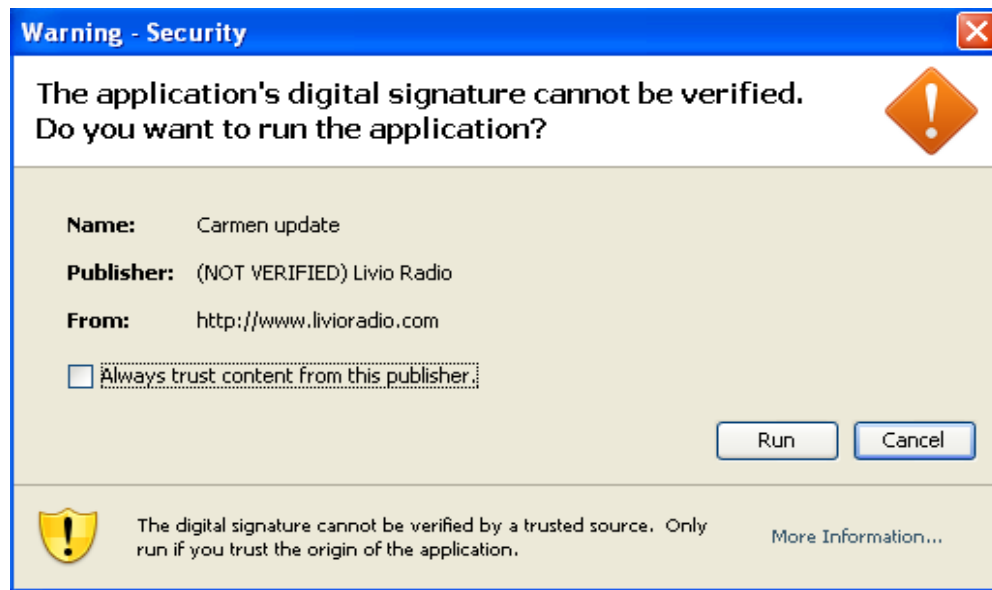
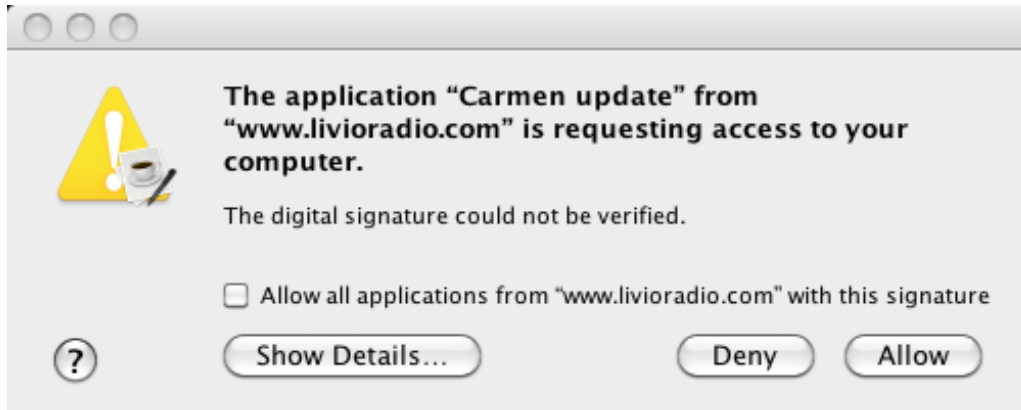


Instructions for Carmen Update:

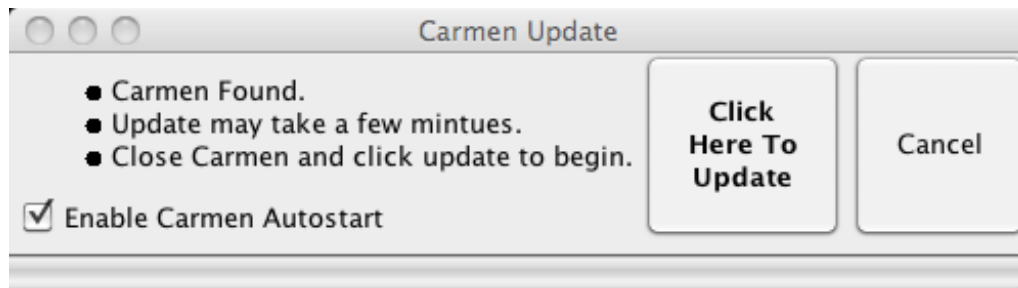
- Ensure your Carmen is attached to the computer before starting the upgrade.
- Ensure you have the latest version of Java before installing by going to <http://www.java.com/en/download/installed.jsp>
- Go to <http://www.livioradio.com/apollo/UpdateTest/CarmenUpdate.jnlp>
- After a few moments, Java will startup and begin downloading the application.
- Once the application is downloaded, Java will show you a dialog like this:



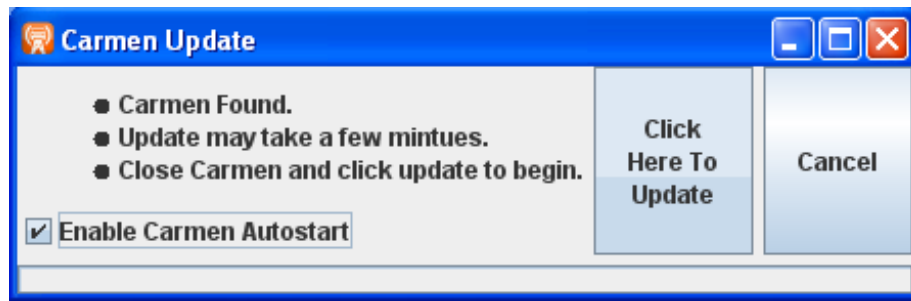
Click allow, to run the update for carmen. Show details displays information about the update's signature from Livio Radio.

- The updater will start after a few seconds and should look like this:

Mac:



Windows:



(Note to Windows Vista users: The enable autostart checkbox is not present when updating on Windows Vista. This is because Windows Vista handles autostart for Carmen with it's built-in AutoPlay options for mass storage devices.)

- **IMPORTANT:** Make sure you have closed any running Carmen windows before updating the device.
- Select if you would like Carmen to run automatically when attached and click update. If you chose to opt out of this feature, you can always enable it in Carmen under the preferences menu.
- Once the update has started, it will take a few minutes to copy the files to your Carmen device.
- Once the update is finished, the updater will display a success message. Your update was complete. The success message may instruct you to restart your computer if you have elected to have autostart installed on your computer.
- If the update fails, go ahead and try running the update again. There is no guarantee that the Carmen software will run properly regardless of what progress the update was at at the time of the failure. Attempt the update until you get a success message.

Troubleshooting:

- Why is my update taking so long to finish?
  - The update is about 10Mb and takes time to copy to the Carmen device. For Windows users, this may be slower due to the way Windows copies the files. The update should complete in less than ten minutes.
- The updater says it cannot find any Carmen devices on the system.
  - Make sure your Carmen is properly attached to the computer. Even when attached, Carmen may not properly mounted on your computer. Check that you can access the device directory in your file browser. If not, try unplugging and re-attaching the Carmen device. If your Carmen still is not recognized, try emptying the contents of the Carmen device and

- running the Carmen in transmit mode, then attempting the update again.
- My update fails after multiple attempts.
  - Keep trying. If the update still fails, try emptying the contents of the Carmen device and running the Carmen in transmit mode, then attempting the update again.