

# SubStation

## Updating the Firmware from a USB Drive

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**IMPORTANT!** We always recommend that you perform a system backup before you update the SubStation firmware. If you experience issues with the firmware update, you can restore your SubStation to the previous configuration.

**Note:** The following procedure assumes that your computer is running Microsoft Windows.

### Copy the Firmware Update from the Baseline Website onto a USB Drive

1. On a computer that is connected to the Internet, go to the Baseline web site at the following URL:  
<https://www.baselinesystems.com>
2. On the home page, click **Support**.
3. In the left navigation bar, click **Firmware Updates**.
4. Click the **SubStation** tab.
5. Find the current update, and then click the button to download the firmware.
6. When prompted, choose the **Save File** option, and then click **OK**. The file is automatically saved into the web browser's Download directory.
7. Plug an empty USB drive into a USB port on your computer.
8. When prompted in Windows, click the option to open the folder and view the files. A Windows File Explorer window opens and displays the contents of the USB drive.
9. In another Windows File Explorer window, find the **SUBSTAT.BIN** file in the Download directory.
10. Right-click on the **SUBSTAT.BIN** file, and then click **Copy**.
11. Go to the Windows File Explorer window for the USB drive.
12. Right-click in the file pane, and then click **Paste**. Ensure that the file is not copied into a folder on the USB drive.
13. Close the Windows File Explorer window for the USB drive.
14. In the System Tray area of your Windows Desktop, click the option to **Safely Remove Hardware and Eject Media**.
15. When the **Safe to Remove Hardware** message displays, unplug the USB drive from the computer.

## Update the Firmware on the SubStation

1. On the SubStation, plug the USB drive that has the Update file on it into the USB port.
2. Press the **Setup** button. The System Setup menu displays.
3. Press the ↓ button to highlight the **Firmware Update** option, and then press the **OK** button to select it. The USB Update screen displays.
4. The SubStation reads the contents of the USB drive and displays the update information in the Status field. When the update file is available, the status line reads “Update File is OK.”
5. Press the + button to apply the update. When the update is complete, the SubStation restarts and briefly displays the new firmware version.
6. Unplug the USB drive from the port on the SubStation.
7. Press **RUN** on the SubStation.



**Note:** If the firmware did not update as expected, please call Baseline Support at 866.294.5847.