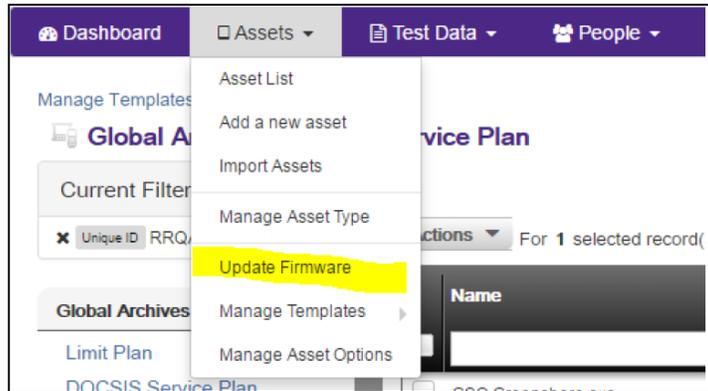


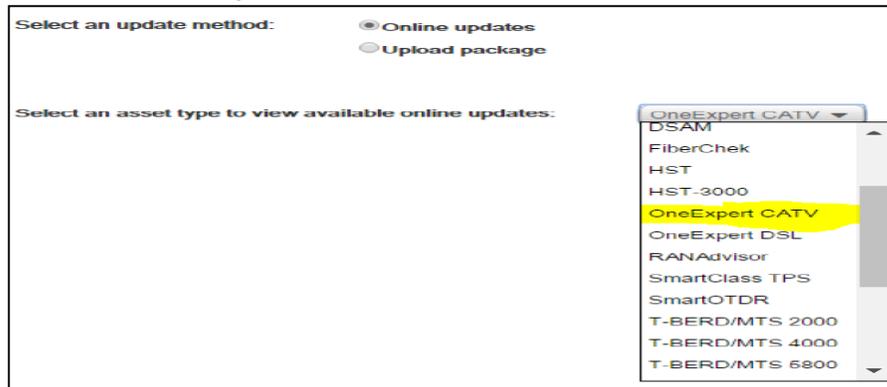
OneExpert CATV – Software Recovery Process

Obtain the firmware package from StrataSync, or Use the link sent to you by TAC or your administrator to download the latest firmware package

1. If obtaining the package from StrataSync, follow these steps otherwise skip to Step 2 (last page)
 - A. Log into StrataSync (make sure you have permission to upgrade units)
 - B. Go to Assets -> Update Firmware



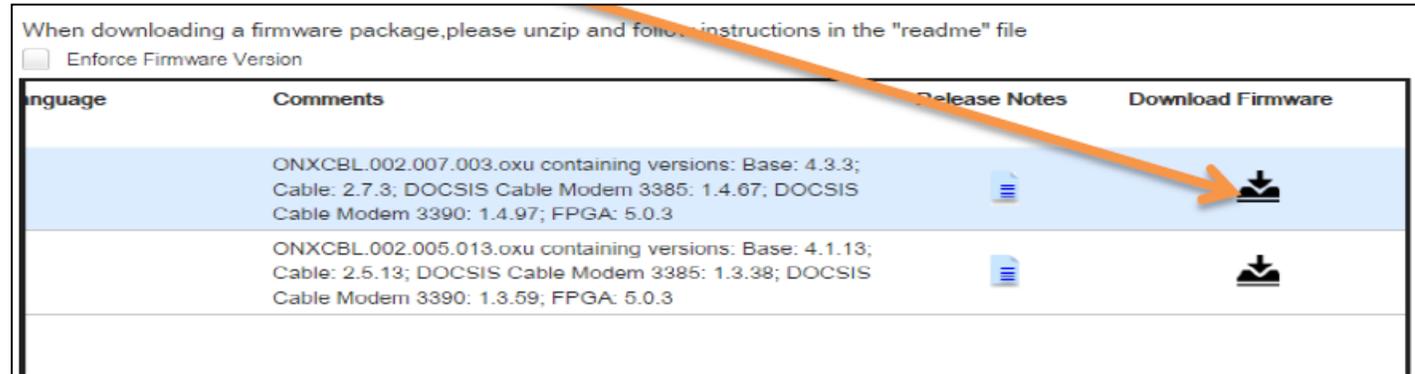
- C. Select “Online Updates”
 - D. Select “OneExpert CATV” and click “Next”



OneExpert CATV – Software Recovery Process

Obtain the firmware package from StrataSync (continued from previous page)

- E. In the Update Firmware window, scroll to the right and click the Download Firmware link. The file will begin to download



Continued on next page

OneExpert CATV – Software Recovery Process

2. Perform Software Recovery Process - Software Update from boot-up

- A. Once file has been downloaded, plug in the USB device and copy the firmware file to the device. The file name will be of similar format to “ONXCBL.xxx.xxx.xxx.oxu”. **Ensure that it is the only update image on the drive.**
- B. Power off the unit.
- C. Plug the USB drive with the “ONXCBL.xxx.xxx.xxx.oxu” firmware file into one of the ONX USB ports.
- D. Hold down the leftmost softkey + rightmost softkey + up arrow. (softkeys are the 4 buttons just below the display)
- E. Press and release power key as normal.
- F. Keep pressing on the left softkey + right softkey + up arrow until you see the software update screen appear (about 20-30 seconds).

