

JanamCare Tutorial: How to Update an XP20/XP30 using USB Mode

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How to Perform a ROM Update – XP Series, USB Method

What You Need

- Single-Slot cradle needed for USB method
- Correct XP20 or XP30 ROM Image

Please note: If current device ROM is pre-2012 release, user must use Windows XP for USB method.

Once you have downloaded the correct ROM version from Product Zone, follow the instructions below to load the ROM onto an XP device.

To install the latest ROM:

1. Remove battery door from unit.
2. Place fully charged battery in device.
3. Press and hold the right trigger button (LCD display facing you) while you press and release the reset button, which is located in the battery compartment. You MUST KEEP the right trigger button pressed until "USB" appears on the screen.
4. When the USB screen appears, release the right trigger button.
5. Insert the XP device into a Janam USB XP cradle or attach to USB cable.
6. Connect other end of cable to the USB port of your PC. When connected, a removable drive will appear in My Computer on your desktop.
7. Locate the appropriate ROM BIN file that you downloaded from Janam's Product Zone earlier. Copy the ROM BIN file to the drive window that opened when you connected the device to the PC.
8. Go to My Computer on your PC.
 - Select the drive that appeared when the cable was attached by left-clicking on it.
 - Then, right-click to obtain the pull-down menu.
 - From the pull-down menu, click eject.
9. DO NOT DISCONNECT CABLE FROM PC OR DEVICE. Device will start to boot up about 10 seconds after the drive is ejected. Wait for device to power down. Remove cable or remove device from cradle.
10. Hard reset the device by following these steps:
 - Locate the power button on the top of the device. While holding down the power button, gently press the reset button with the tip of the stylus.
 - Release the reset button.
 - Watch the screen. When the Palm Powered logo appears, release the power button.

- When a message displays on the device screen warning that you are about to erase all the data, press the up or down key to erase.
- The new ROM is now loaded on your Janam XP device.
- Reinstall the battery door.
- Check the ROM version again. (Details can be found in the User Guide, available for download at www.janam.com.) The updated ROM build date and time should appear.