

# Tech Tips

**Topic:** How to flash SNIB2 firmware through Velocity

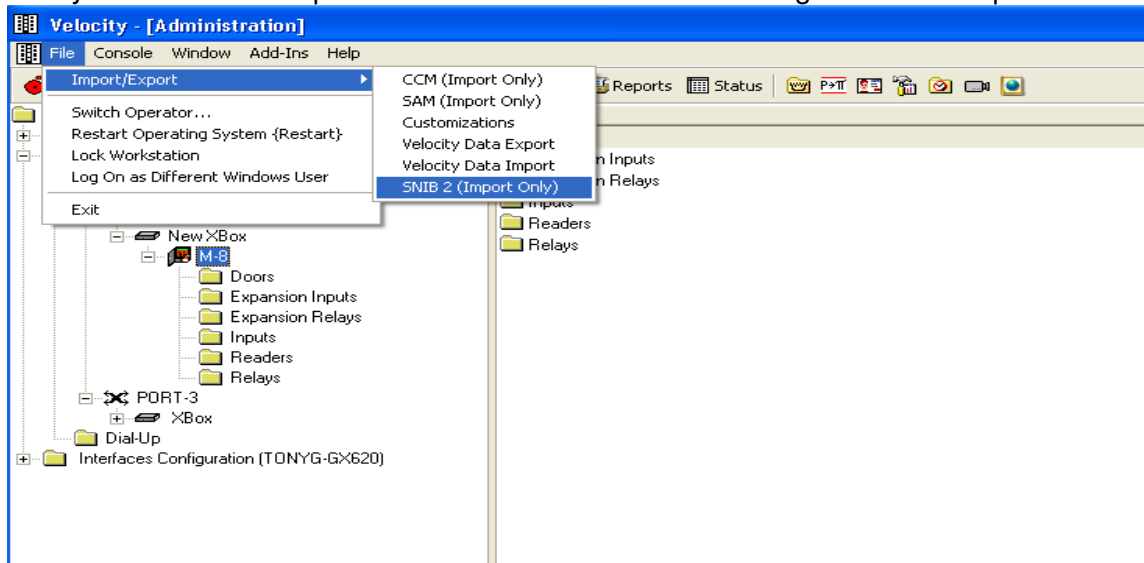
**Product:** Velocity

**Explanation:** Updating SNIB2 firmware can easily be done through Velocity software. SNIB2 firmware files can be obtained from our website:

<http://www.hirsch-identive.com/support/snib2-related-downloads>

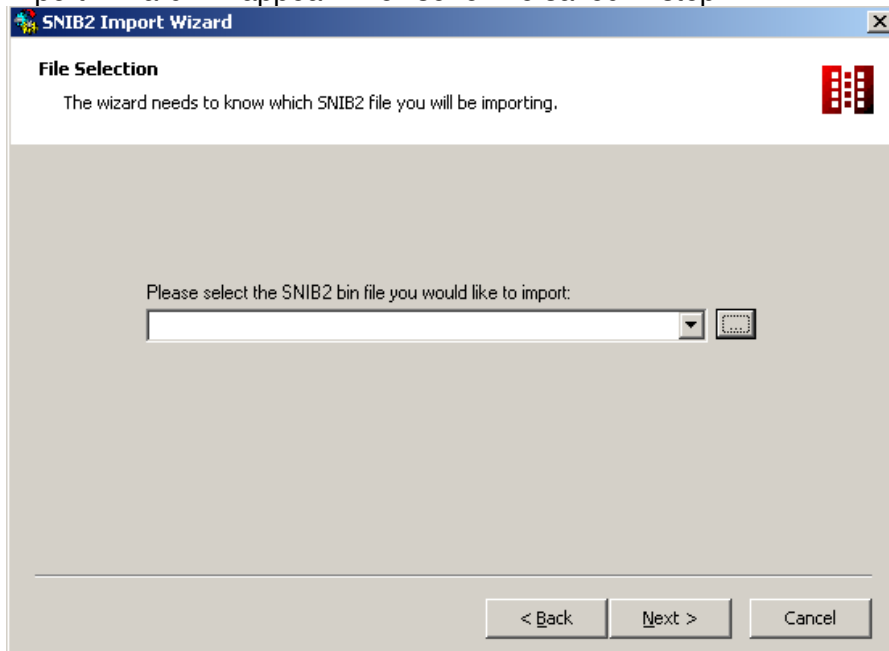
## Troubleshooting steps:

- 1) From the Downloads page select the latest Snib2 Firmware file and save it to a desired location.
- 2) Next you will need to import the new Snib2 Firmware file using the Snib 2 Import Wizard.

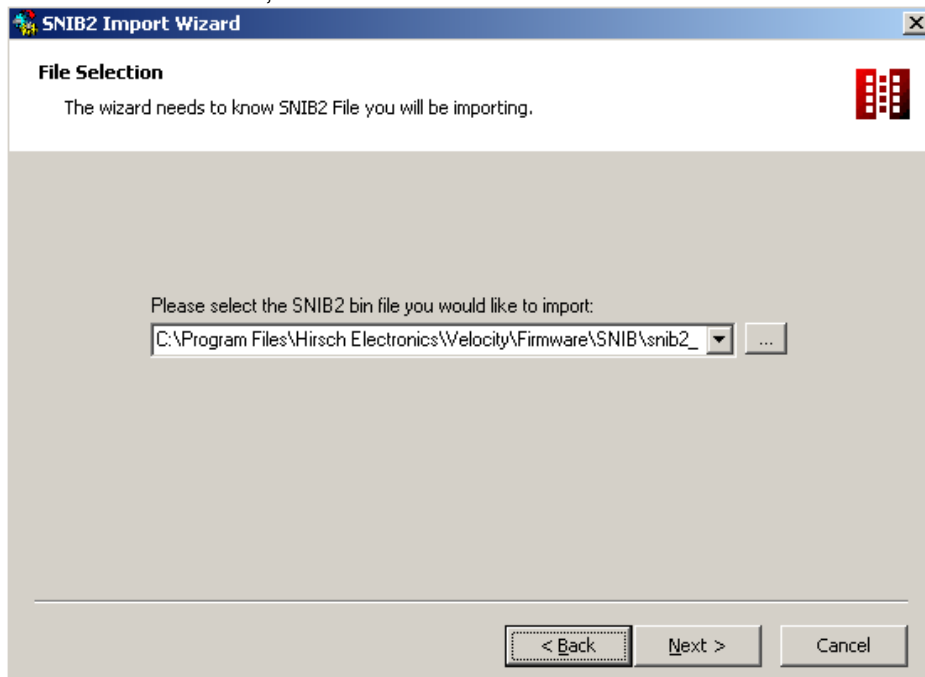


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- 3) Import Wizard will appear. Browse for file saved in step 1.

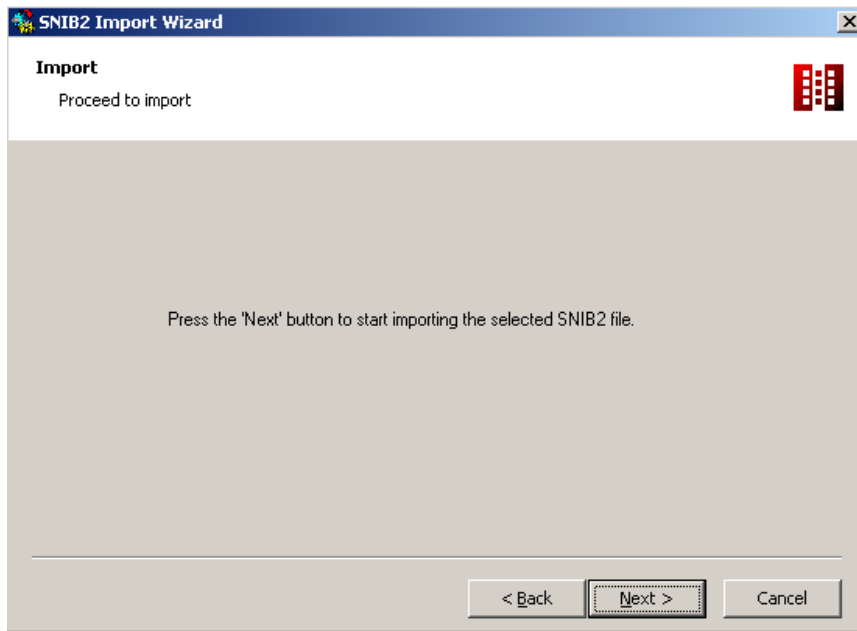


- 4) Once file is selected, Click Next

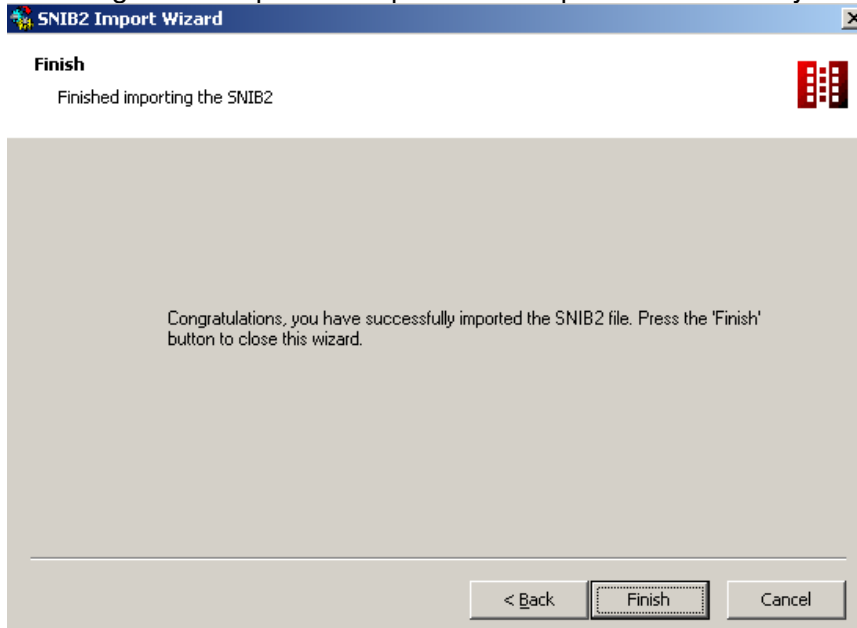


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- 5) Once file is selected Click



- 6) You will get a Prompt once import has completed successfully. Click Finish



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- 7) Next you will need to access the Controller properties to update the SNIB2 Firmware. To access Controller Properties page go to the Administration window Digi\*Trac Configuration\Expand port>Select Controller. At this point you can right click the controller you wish to update and select Properties. Click **UpdateSNIB2 Firmware**.

