

# Downgrade HP Prime Firmware

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**Problem:** The HP Prime firmware for G1 calculators dated 2021-05-05 or later have a serious bug which renders SGS Prime COGO unusable. NOTE: This is for G1 Hardware A and C only, G2 calculators and emulators are not affected.

**Solution:** Downgrade to firmware dated 2020-01-16.

**Procedure:**

1. Download the previous firmware files from <https://sgss.ca/files/prime/PrimeG1Firmware20200116.zip>
2. Open the folder at `C:\Users\USERNAME\Documents\HP Connectivity Kit\Firmware\PrimeG1`
3. Delete everything from that folder
4. Copy the contents of the ZIP folder downloaded in Step 1 to this folder
5. Start Connectivity Kit
6. Plug in USB to calculator
7. In Connectivity Kit, right-click on your calculator's name
8. Choose 'Update Firmware'
9. The firmware is installed

SGS Prime COGO will once again function as designed with this firmware.