

Update software

for TS Pro and GlobeGuard devices

The device software can be updated using the PC Center program. The update can be carried out at any time, the license release, which is an integral part of it, takes place automatically after the successful software update. In the event that automatic licensing cannot be carried out, please contact your contact person on weekdays during normal business hours.

A device without an approved license cannot work!

Update Requests

Without meeting these conditions, an update is not possible.

- **You have activated online updates (contact your supplier)**
- The computer and the device are connected to a reliable power source
- You can download up to 200 MB from your internet connection
- **You have a valid email address**
- PC configuration allows updates to be performed
- The device is connected to the PC via network or USB

You start the update process by clicking on the "Update" button in the DiagCenter program. **We recommend running the program as an administrator.**

Update process

If all the conditions for the update are met, follow these steps:

1. Launch the DiagCenter Program

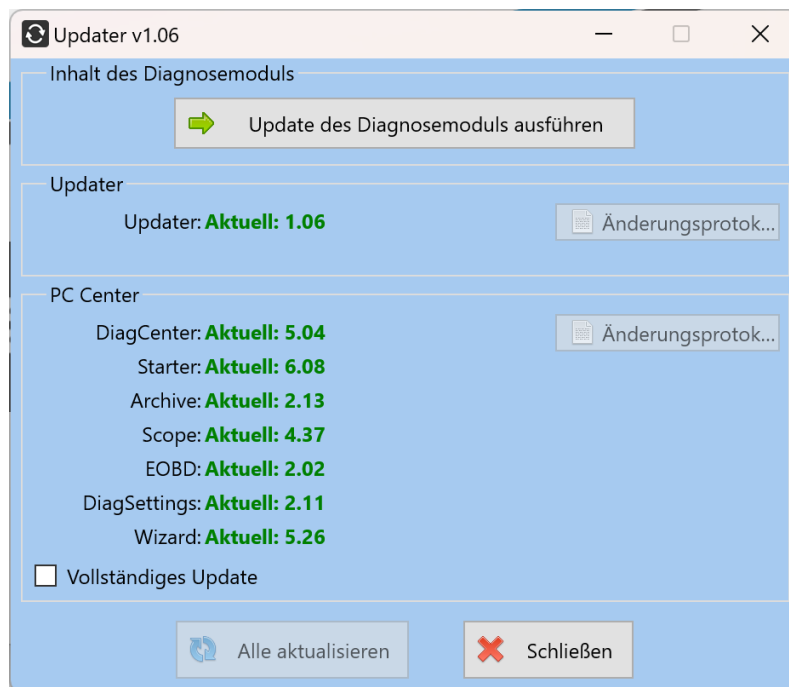
We recommend running the program as an administrator for the update to work properly. Right-click on the DiagCenter icon and select "Run as administrator".

2. Click on the update icon in the main menu

At this point, the **DiagCenter** application should be open. Click the "Update" button in the application. The symbol ends in the lower third of the right (rotating arrows).



3. Click the "Start Diagnostic Update" button.



4. Install software to update

The online program Wizard (v5.xx) will be downloaded to your computer after clicking "Update". Once opened, select the method of connecting your device to the PC.



Connection via USB

Connecting via USB is easier to set up and is therefore recommended. If you are unable to use the USB connection for any reason, use the network connection described below.

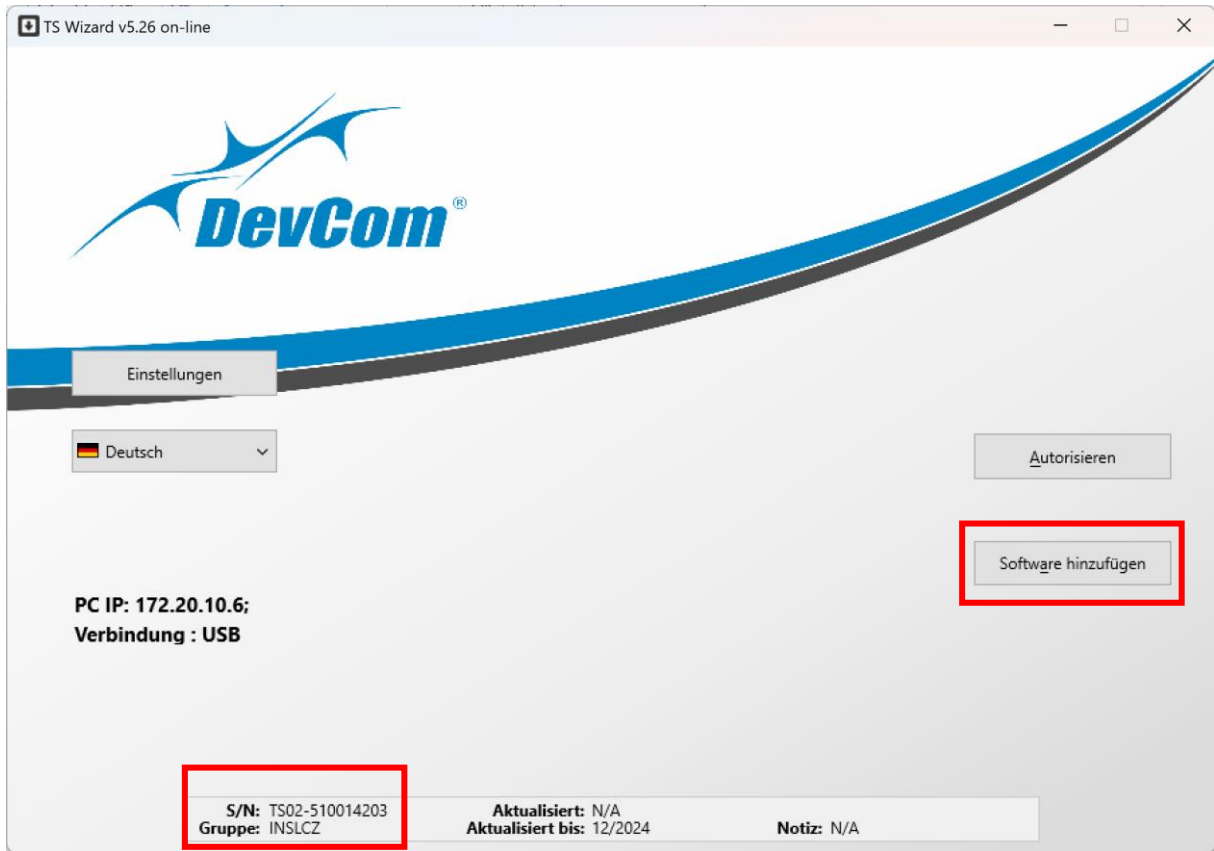
Connect over a network

Make sure that you have the correct **IP address** of the device and that your **computer's IP address** is set correctly in the device. If you don't have a fixed IP address set on your computer, follow our instructions, which can be found in the Support section, for example.

After selecting the device connection method, click the OK button.

5. Preparing for the update

Wait for the connection between the device and the computer to be established. Then click on the "Add Software" button.



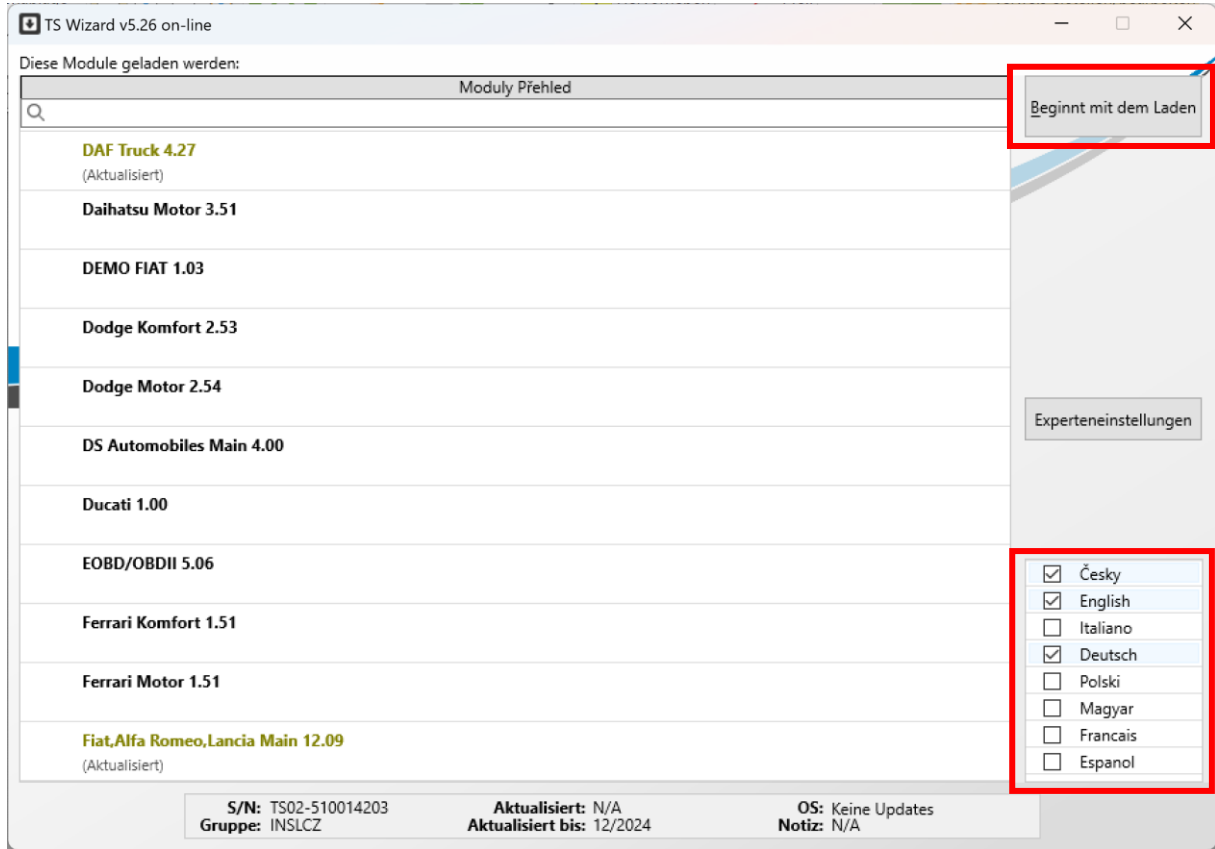
Enter the email address to which a confirmation of activation of the updated license will be sent. **Without entering a valid email address, the device will not work after the update!**



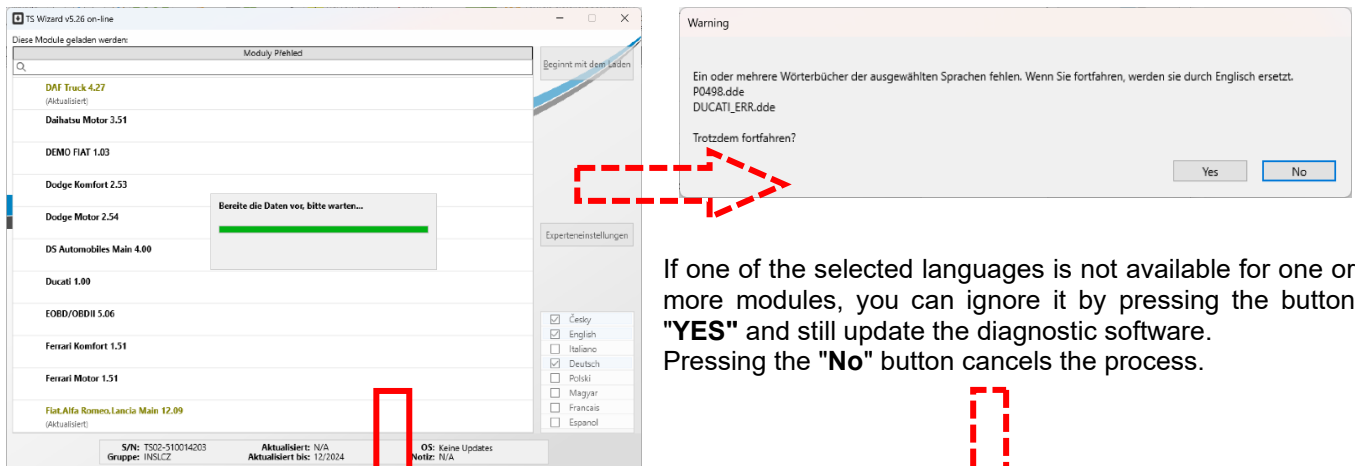
Update software_V101.docx

6. Device Update

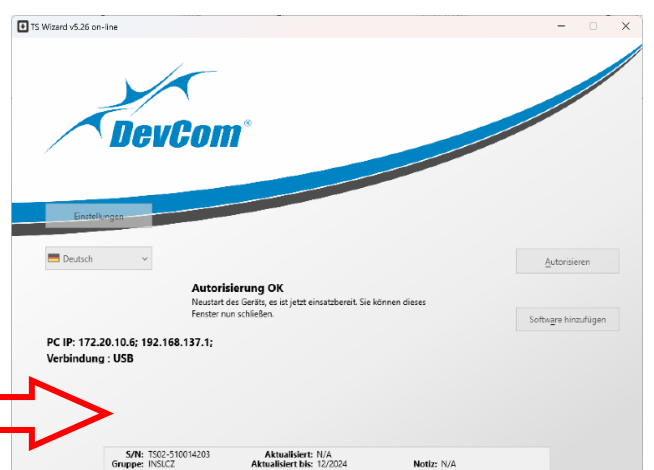
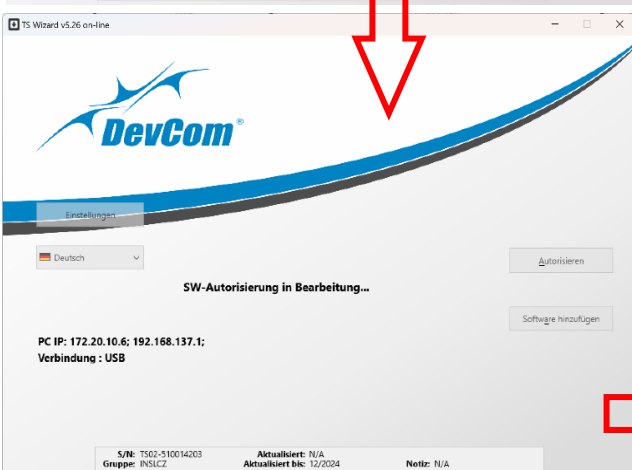
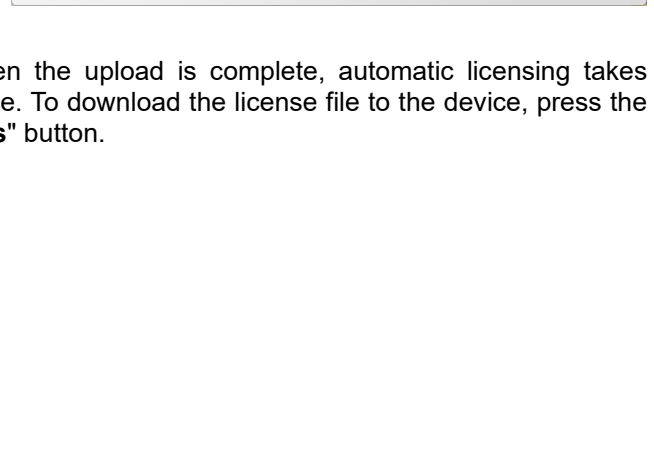
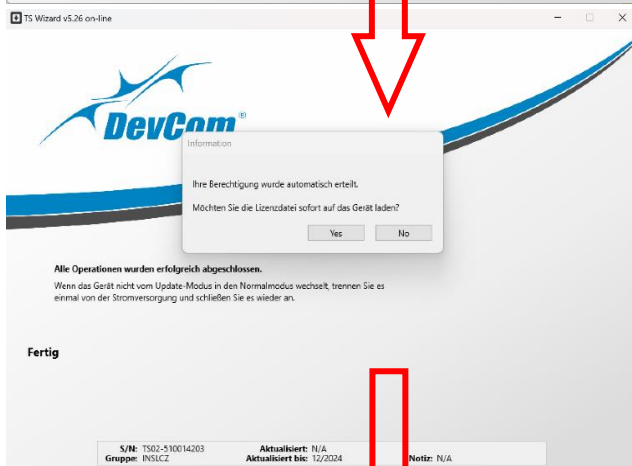
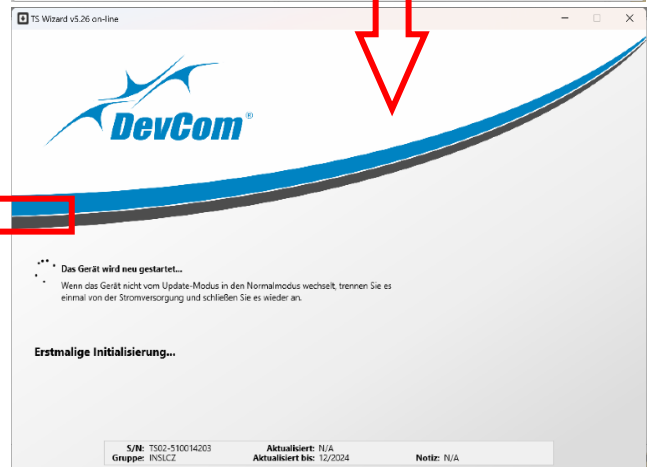
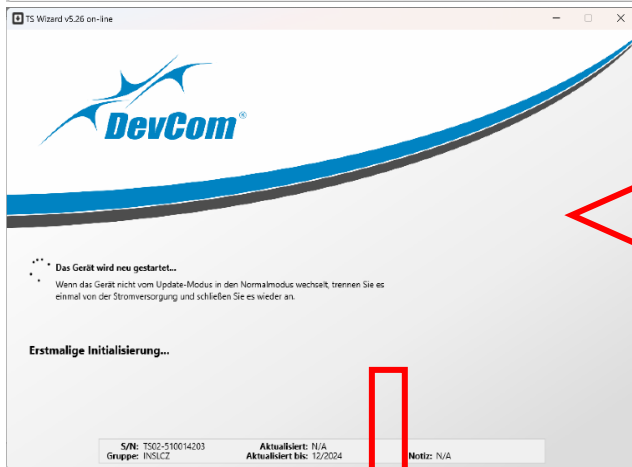
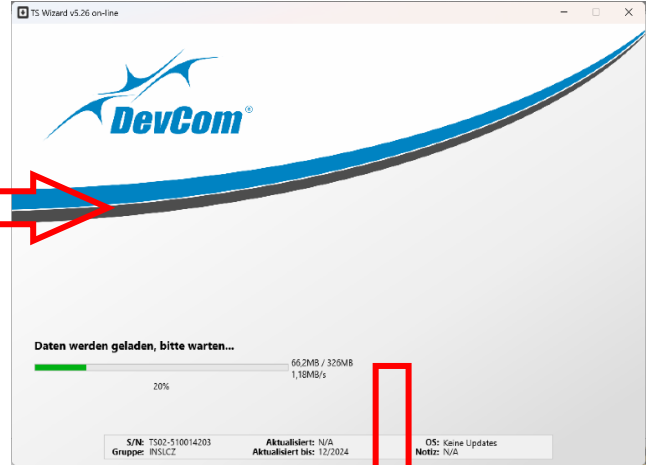
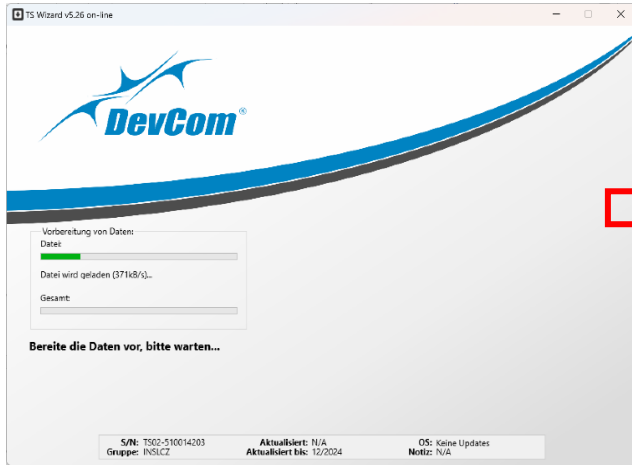
After entering the e-mail address, the program downloads data about the device and the installed modules. In the bottom right, **select the language** you want to install on the device. Next, click on the **"Start Loading"** button.



Wait for the data to upload to the device. Depending on the way the device is connected to the computer and the number of modules, this process may take several minutes.



Update software_V101.docx



Update software_V101.docx

When the upload is complete, automatic licensing takes place. To download the license file to the device, press the "Yes" button.

Once the licence file has been loaded onto the device, licensing is complete. The 'Authorisation OK' dialogue is displayed and you can close the **TS wizard window**. **Restart the device**. The update has now been successfully completed and **your updated TSPro or GlobeGuard device is ready for operation**.

In the event that automatic licensing cannot be carried out, please get in touch with your contact person during normal business hours on working days.

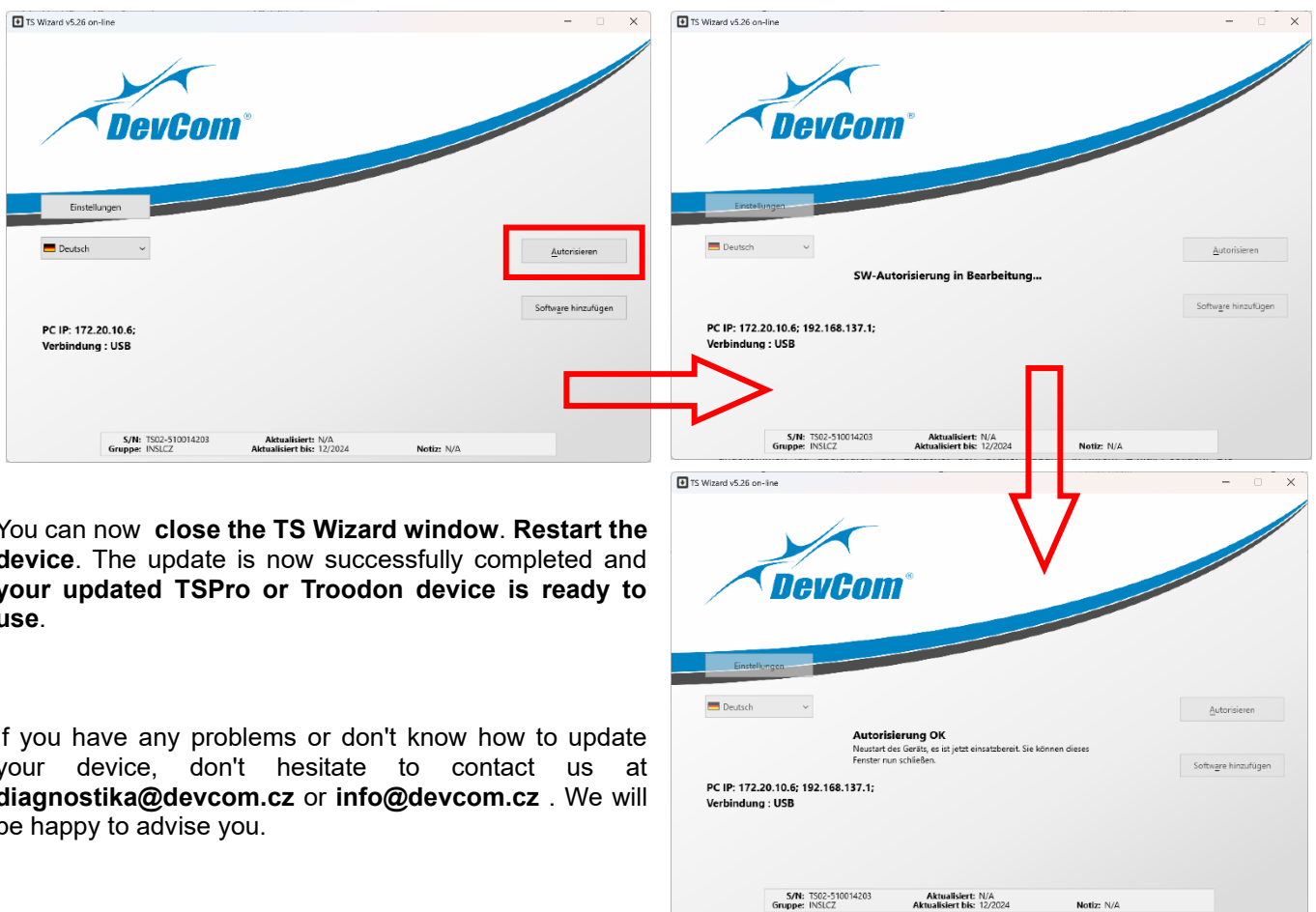
Close the **TS Assistant** window and wait until the **activation email created manually by your contact person arrives at the email address provided** (the sender is **diagnostika@devcom.cz**). If the e-mail has not arrived, first check the 'Spam' folder in your e-mail inbox. **The licence will only be approved on weekdays during normal working hours**. In the unlikely event that you have not received the e-mail, please get in touch with your contact person.

7. Manual License Authorization

If you've already received an activation confirmation email, run the wizard again, following steps 1-4 of this guide. So, launch the **PC Center** program again, click the **"Update"** button, confirm the update conditions, and choose the method to connect the device to the computer.

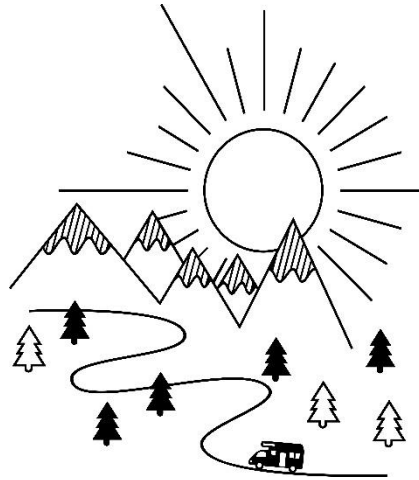
Next, click on the **"Authorize"** button in the wizard.

The authorization file is downloaded and uploaded to the device. The text **"Authorization OK"** is then displayed



You can now **close the TS Wizard window**. **Restart the device**. The update is now successfully completed and **your updated TSPro or Troodon device is ready to use**.

If you have any problems or don't know how to update your device, don't hesitate to contact us at **diagnostika@devcom.cz** or **info@devcom.cz** . We will be happy to advise you.



GLOBEGUARD wishes you a safe journey!
Globetrotters Buddy