Upgrading system software ShockMaster500
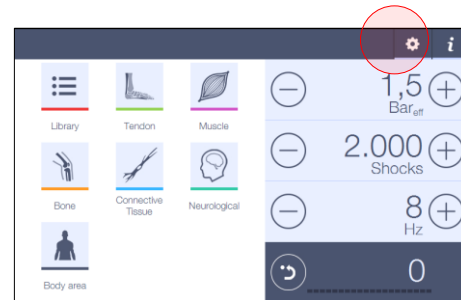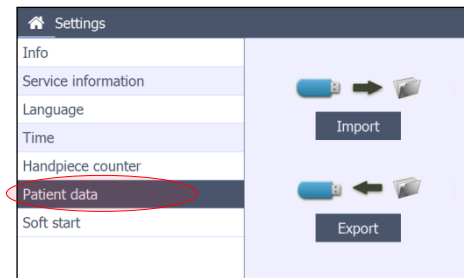
> ⚠️ **NOTE**
>
> Upgrading the system software causes a **loss of all patient data** that has been put in the patient database. An **export of the patient database** is therefore necessary before upgrading the software.

1.   Export Patient database

|		
❶	To export the patient database, go to the settings menu.	
❷	In the settings menu select Patient data.	
❸	Put an empty USB key in the USB socket at the back of the device. **ATTENTION** ⚠️ This USB socket may not be used to connect to other USB keys as specified or an IT device such as PC or external drives to avoid electrical safety related hazards.	

④ Press Export to put the patient database on the USB key.
If the transfer has been done correctly, ✓ will appear next to the export button.
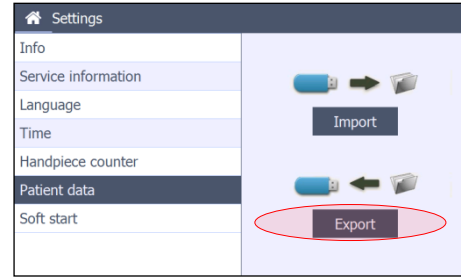
⑤ To import the stored patient data after software update, repeat the steps described above with the programmed USB key and select Import at the end.

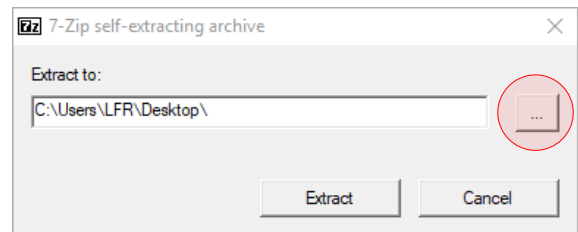## 2. Installation of software to USB-stick

❶ Visit our Library (http://partners.gymna-uniphy.com/)

↳ Login
  ↳ Shockwave Therapy
    ↳ Technical support
      ↳ ShockMaster 500
        ↳ Software ShockMaster 500
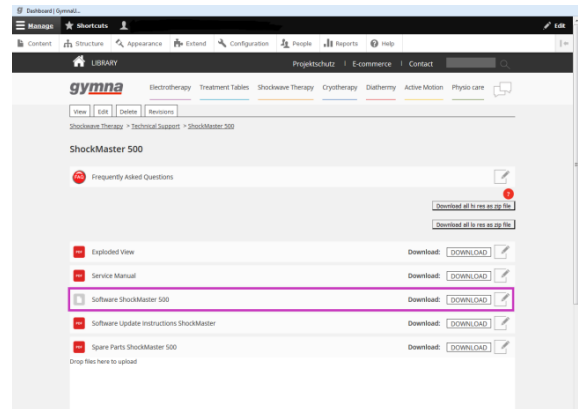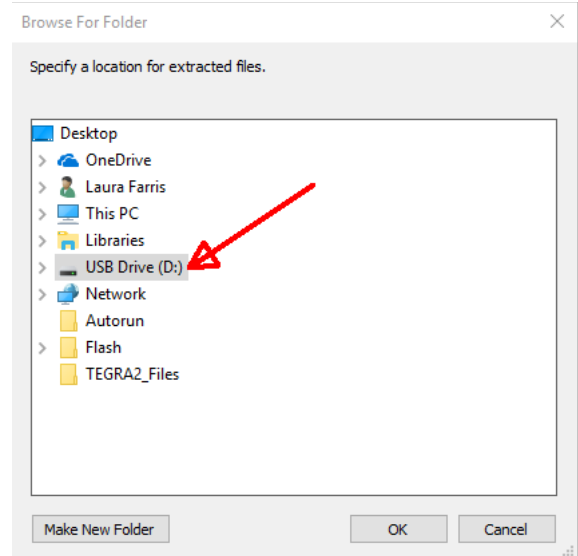

❷ Depending on the browser, you will get a message to confirm if you want to run or save this file. Choose to save the file.
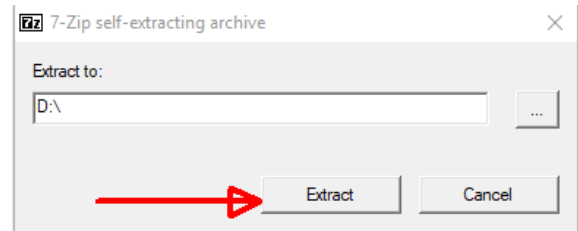

❸ Extract the file with a file archiver like 7-Zip.
Insert **an empty USB stick** and choose to extract the file by selecting the browse button.
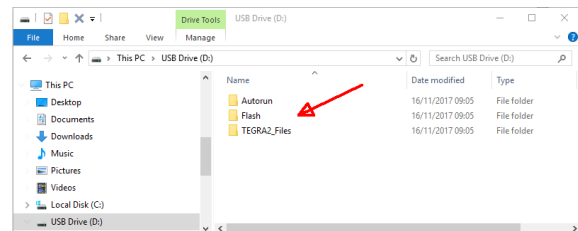
④ Select the drive where the empty USB stick is installed.

Browse For Folder ✕

Specify a location for extracted files.

- 🖥️ Desktop
  - ☁️ OneDrive
  - 👤 Laura Farris
  - 💻 This PC
  - 📚 Libraries
  - 💾 USB Drive (D:)
  - 🖧 Network
  - 📁 Autorun
  - 📁 Flash
  - 📁 TEGRA2_Files

Make New Folder   OK   Cancel

⑤ Now click on the Extract button.

7-Zip self-extracting archive ✕

Extract to:

`D:\` ...

Extract   Cancel

⑥ When exploring the USB content you now should see 3 files

- Autorun
- Flash
- TEGRA2_Files

Name	Date modified	Type
Autorun	16/11/2017 09:05	File folder
Flash	16/11/2017 09:05	File folder
TEGRA2_Files	16/11/2017 09:05	File folder

⑦ The USB stick is now ready to perform the upgrade on the Shockmaster 500.

3. Device software update

⚠️ **ATTENTION**

The USB socket may not be used to connect to other USB keys as specified or an IT device such as PC or external drives to avoid electrical safety related hazards.

❶ Insert the memory stick with the software update after the device has been switched on.

❷ After a few seconds a popup will appear.
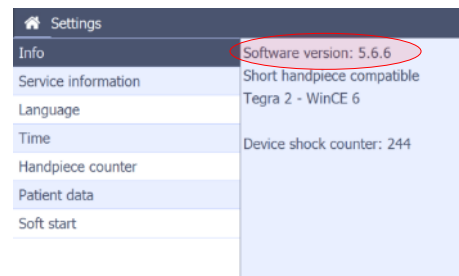
Carefully follow the instructions on the screen.

Shockmaster 500   V6.0.0

Update in progress...
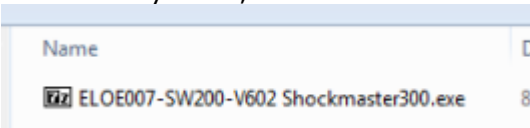Do NOT switch off the device or remove the USB stick !!!
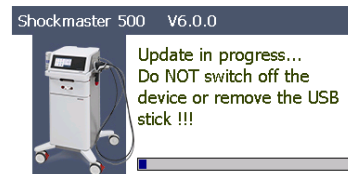
4.   Software version check

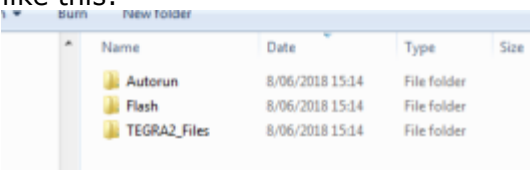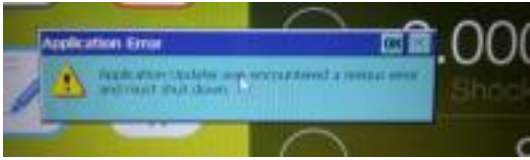❶ Once the update is finished, check if the version is correct. Push the settings button.
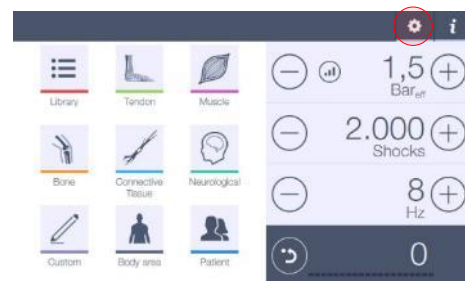
❷ Select the info menu. You will find the software version on the right side of the screen: Software version x.x.x (e.g. 5.6.6).

Settings

Info

Service information

Language

Time

Handpiece counter

Patient data

Soft start

Software version: 5.6.6

Short handpiece compatible

Tegra 2 - WinCE 6

Device shock counter: 244

5. Troubleshooting

	PROBLEM DESCRIPTION	DIAGNOSE AID
❶	The updater is not starting.	• Verify the software is properly installed on the memory-stick. If you only see the installer "exe" file on the memory-stick, Name D 📦 ELOE007-SW200-V602 Shockmaster300.exe 8 you did wrong. Clear the memory-stick & "RUN" the installer to UNPACK the files on the memory-stick. (see §6.2 Installing the USK-stick) After succesfull unpacking, the content of the USB-stick should look like this: Burn New folder Name Date Type Size 📁 Autorun 8/06/2018 15:14 File folder 📁 Flash 8/06/2018 15:14 File folder 📁 TEGRA2_Files 8/06/2018 15:14 File folder • Verify the memory stick is FAT or FAT32 formatted. (formating the memory-stick is the quickest and easyest way to ensure the memory-stick is empty)

		in case the memory stick is NTFS formated, change this to FAT or FAT32. NTFS will NOT work. • Do not use Memory sticks with a pre-installed OS. • Insure the USB wiring inside the main unit is conneted to the User interface board
②	Screen remains black after the update	• Make sure you updated to the latest software version. (v6.0.3 or later) • When still not working try upgrading in 2 steps first upgrade to v5.0.2 then install the newest version
③	If you get the following error message: "Application Updater.exe encountered a serious error and must shut down" or a "Missing files" error message	• The files were not correctly written on the memory stick >> re-extract the files on an "EMPTY" memory stick. Maybe try another memory stick. Make sure the file extracting & copying procedure is finished. Don't just pull out the memory stick from it's port, but use the "Safely Remove Hardware" option from Windows.
④	If none of the above helps	• Contact the service department