Technical Support Notification
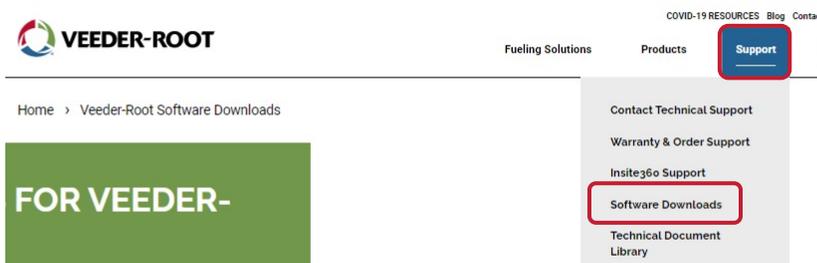
TLS4 Series Console Software Upgrade Instructions

▶ # Summary

This process requires downloading the software from veeder.com/us/software-downloads, unzipping the downloaded folder, copying the files and directories to a blank thumbdrive and downloading/activating the software on the console.

Note: The blank thumbdrive should be formatted to FAT32, size 4-32GB.

▶ # Instructions

1. Go to veeder.com.
2. Select **Support**, and then select **Software Downloads**.

3. Select **Download Now**.

4. Fill out the required fields, then select **Submit**.

▶ **Instructions (Continued)**

5. Select the software version to start the download.

    Download the Software:

    TLS-4XX Series Software Version 10.D

    Note: In most browsers the file will appear at the bottom of the page. The file should be in the Downloads directory.
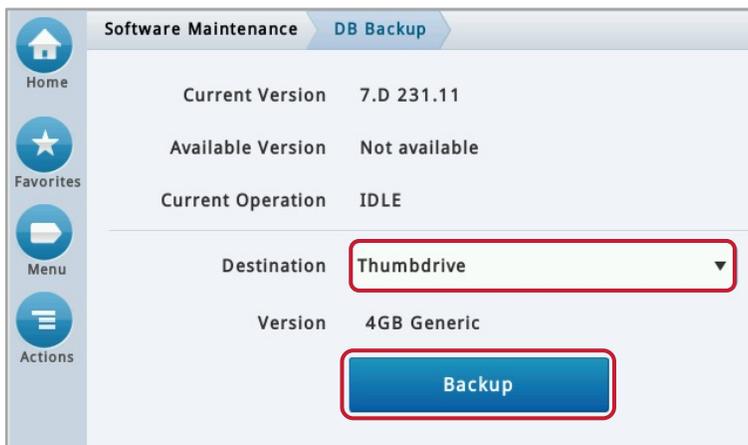
6. The downloaded file is a zip file. Use a zip extractor (e.g., WinZip, 7Zip, JZip, PKZip, etc.) to extract the contents of the zip, which will create the following files and directories:

342005-010D.v233.50-thumb	∨	⟳	Search 342005-010D.v233.50-thumb	🔍

Name ^	Date modified	Type	Size
📁 distribution	10/27/2022 9:59 AM	File folder	
📁 scripts	10/27/2022 9:59 AM	File folder	
📄 dist-size	10/27/2022 9:59 AM	File	1 KB
📄 manifest.sha256	10/27/2022 9:59 AM	SHA256 File	1 KB
📄 manifest.sha256.sig	10/27/2022 9:59 AM	SIG File	1 KB
📄 upgrade-title	10/27/2022 9:59 AM	File	1 KB

7. Copy the files and directories to the empty thumbdrive. The thumbdrive should contain the files shown in **step 6**.

8. Connect the thumbdrive to the console.

    Note: USB ports are located under the console.

9. Before continuing the download process, **save a backup of the console to a thumbdrive** (it can be the same thumbdrive that contains the software upgrade files).

10. On the console, go to **Menu → Software Maintenance → DB Backup**
    For **Destination**, select **Thumbdrive**. Then select **Backup**.

Software Maintenance	DB Backup
Current Version	7.D 231.11
Available Version	Not available
Current Operation	IDLE
Destination	Thumbdrive ▾
Version	4GB Generic
	Backup

    (Sidebar buttons: Home, Favorites, Menu, Actions)

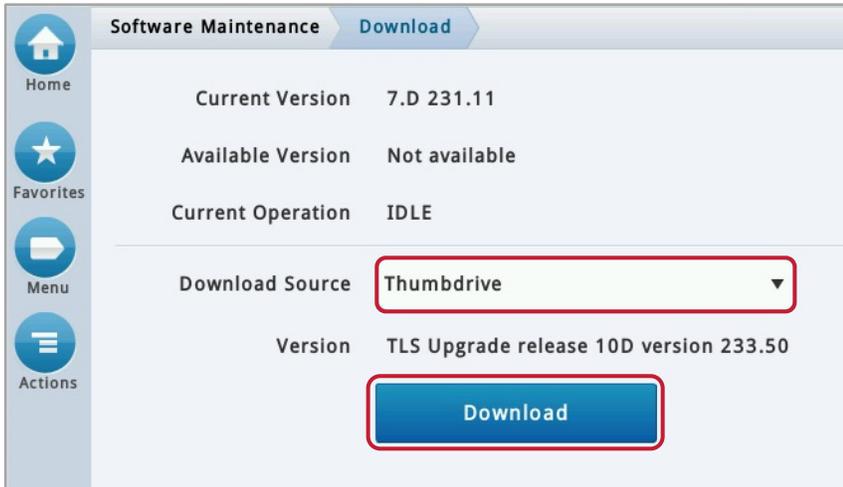11. Wait until the backup completes.

Backup Progress	100%

    Backup completed successfully

▶ Instructions (Continued)

12. On the console, go to **Menu → Software Maintenance → Download** to proceed with the download process.

13. For **Download Source**, select **Thumbdrive**. The software version will appear on the screen.
    Example: TLS Upgrade release 10.D version 233.50. Then, select **Download**.
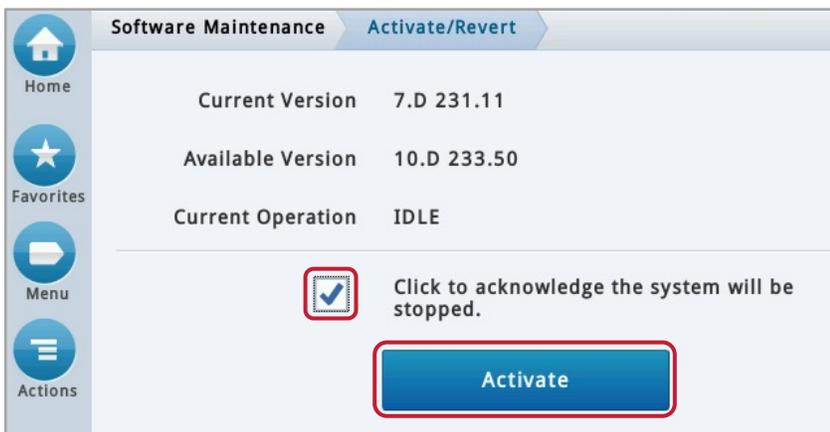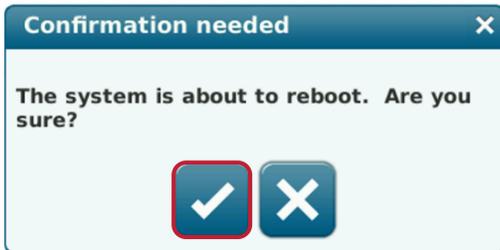

14. Wait until the download completes.

15. Select **Menu → Software Maintenance → Activate/Revert**.

16. The software downloaded in step 12 will be displayed under **Available Version**.
    Example: 10.D 233.50. Check the box, then select **Activate**.

    Note: This will restart the console. If needed, shut the site down.

▶ Instructions (Continued)

17. A confirmation box will appear. Select the ☑ to continue.

18. Wait for the console to automatically cycle power. When it starts back up, verify the new **Software Version #** is listed.

Go to **Menu → Overview → About**

▶ Further Information

- Contact Veeder-Root Technical Support at +1.800.323.1799 for additional help or questions.
- Learn more on our TLS-4XX Series Software Download webpage.

✉ technicalsupport@veeder.com

🌐 veeder.com/us/technical-support

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