

Artec Triskan TS8 service bulletin

Firmware update procedure

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1. Introduction

This document describes the firmware update service procedure for Artec Triskan TS8 handheld terminals. The firmware update is conducted by means of a USB connection to a PC host machine, with Triskan TS8 operating in a mass storage mode. Alternatively, the firmware update may be conducted with a specially crafted microSD card with pre-installed firmware package provided by Artec for a specific update.

2. Prerequisites

- Triskan TS8 unit with any bootable firmware
 - Fully charged Triskan TS8 battery or a battery with a battery charger.
- In case a special update microSD with pre-installed firmware is provided:**
- Firmware update microSD
- In case only a firmware update package is provided on arbitrary media:**
- Spare FAT formatted microSD flash card
 - New firmware package on any media
 - Host machine running Windows XP OS
 - USB mini-B cable

3. Update Procedure

Please follow the steps below to carry out a firmware update for a single Triskan TS8 unit.

1. Shut down Triskan TS8 unit if it is currently operational. To do so, go to system menu and select **Power off** item.
2. Connect an external battery charger if your battery is not fully charged.
3. If provided, insert a special microSD update card with pre-installed firmware into the Triskan TS8 card slot. Please skip steps 5-11 and power up the unit by pressing SCAN button. Proceed from step 12.
4. Insert a spare microSD flash card into the Triskan TS8 card slot. Note that the microSD media must have single partition formatted with FAT16 or FAT32 filesystem.
5. Connect Triskan TS8 unit to a host PC via USB mini-B cable. The unit should boot up and display splash graphics.
6. After the unit boots and its screen goes blank again, two new USB disk drives should appear on PC host. Please wait until the drive detection procedure is complete.
7. Using any file manager, browse to the last detected removable drive (further referred to as **X:**) and make sure it is readable. In case of an error, disconnect USB cable, remove the microSD card and prepare the card in a stand-alone card reader connected to PC.
8. In the root of drive **X:** create a new folder named **_ts8-service**. Skip this step if the folder exists already.
9. Copy the provided firmware update package named **ts8-xxx-fw.pkg** to **X:_ts8-service** folder. Note that **xxx** part in the update image may vary depending on Triskan TS8 application.
10. After the file is copied, right-click on drive **X:** and select **Eject** item from the drop-down menu.
11. Disconnect USB cable. The unit must automatically reboot and show splash graphics.
12. Please wait until the unit beeps and the following prompt appears on the screen.

```
Found firmware update
Press OK to update
```

Press DEL to delete
Any other key to shut down

If such text does not appear, please make sure that previous steps were completed correctly and the provided firmware update is designed for current Triskan TS8 application.

13. Press OK button on Triskan TS8 unit to start the firmware update procedure. The following text should appear on the screen. The unit will also report update status while in progress.

Updating firmware...

14. After the update procedure is complete, Triskan TS8 unit will display the following text and shut down automatically.

Done. Shutting down.

15. Remove the microSD card from the card slot. Note that push-push mechanism is used for card removal. The card may be reused without any modification to update another Triskan TS8 unit.
16. Power up the unit by pressing SCAN button. Check that the unit boots up normally and starts application.