

## 1. UPGRADING THE TRAKA21 APPLICATION

### 1.1 DOWNLOADING THE APPLICATION

1. Navigate to <http://traka21.com/downloads/>
2. On the 'downloads' page will be a Software Downloads section. The latest application file (.TUG file) will be listed there.
3. Simply click the file to begin downloading it from the website.
4. Save the application file to the desired location.

### 1.2 SAVING THE FILE TO MEMORY STICK

1. Insert a clear USB memory stick into the PC/machine where the downloaded file is saved.
2. Navigate to the root file of the memory stick and place the application file (.TUG) there.
3. Safely remove the memory stick from the PC/machine.

### 1.3 UPGRADING THE APPLICATION

1. Enter your PIN and access the Traka21 system.  
**NOTE: The user accessing the system must be an admin user.**

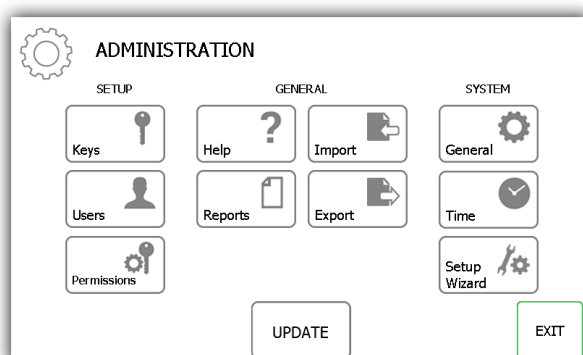
2. Select the Admin button .

3. Once at the admin menu, insert your USB memory stick into the port on the system as shown below.

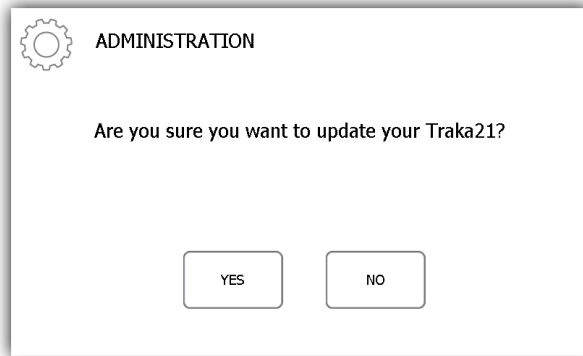


4. A new button will appear underneath the General section of the admin menu. Click the Update button when it appears.

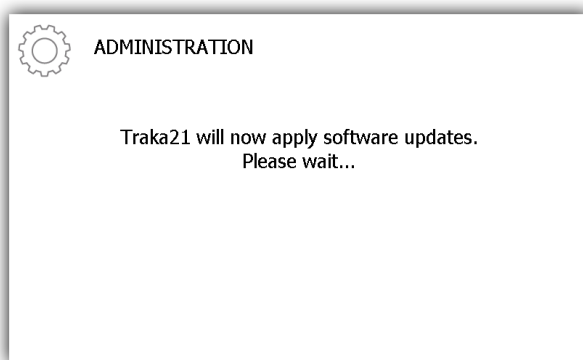
**NOTE: If the file on the memory stick matches the file already installed on the system, then the REINSTALL button will appear. This will reinstall the same application version but will not update it.**



5. You will then be asked if you are sure if you want to update your Traka21, click Yes.



6. The system will then begin to apply the software updates.



7. The Traka21 loading screen will then appear and display which application version it is installing at the bottom of the screen.



8. When the process is complete you will be taken back to the login screen. You can now remove the USB memory stick and shut the door.

## 1.4 TECHNICAL SUPPORT

If you need technical support, please visit the Traka21 website.

[www.traka21.com](http://www.traka21.com)