

Service Call:

Updating Software on Canview 4

Tools Required:

USB Flash Drive

Model(s):

All Models using Canview 4 Switch Panels

Note: Not all Canview 4 switch panels have this ability to be programmed. Do not install any software without prior approval from Terex Utilities.

Note: Depending on the age of the unit there are two ways to install software.

If you have any questions, contact Terex Utilities Technical Support at 1-844-Terex4U (1- 844-837-3948) or utilities.service@terex.com.

Tech Tip Safety Rules



Danger

Failure to obey the instructions and safety rules in the appropriate Operator's Manual and Service Manual for your machine will result in death or serious injury. Many of the hazards identified in the operator's manual are also safety hazards when maintenance and repair procedures are performed.

Do Not Perform Maintenance Unless:

- You are trained and qualified to perform maintenance on this machine.
- You read, understand and obey:
 - manufacturer's instructions and safety rules
 - employer's safety rules and worksite regulations
 - applicable governmental regulations
- You have the appropriate tools, lifting equipment and a suitable workshop.

The information contained in this tech tip is a supplement to the service manual. Consult the appropriate service manual of your machine for safety rules and hazards.

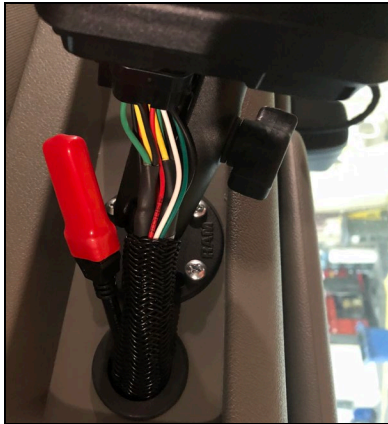
Step 1

Copy the software onto a blank USB flash drive. An example of the file is shown below.



Step 2

Follow the wires from the back of the switch panel and locate the USB port. It should have a red dust cap covering it. Remove the cap and insert the flash drive.



Step 3

Determine the software version currently installed using Tech-tip 117 as a reference. If the software version is less than 2.3.0.0, proceed to Step 4. If the software version is 2.3.0.0 or higher, jump to Step 6.

Step 4

Software version less than 2.3.0.0

Disconnect power by removing the connector on the back of the switch panel.



Step 5

Software version less than 2.3.0.0

Push down buttons 2 and 4 at the same time. Continue holding these buttons while reconnecting the connector from Step 4.

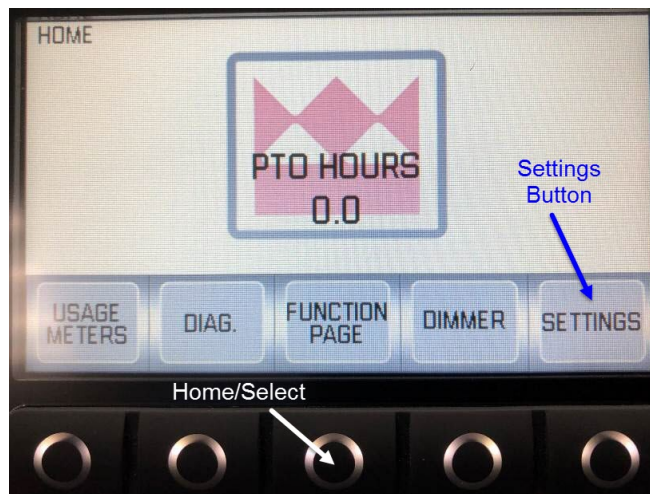


Jump to Step 9 to complete the software update.

Step 6

Software version 2.3.0.0 or greater

Press the “*Home/Select*” button until the “*Settings*” option appears on the right-hand side of the screen. Press “*Settings*” to continue.



Step 7

Software version 2.3.0.0 or greater

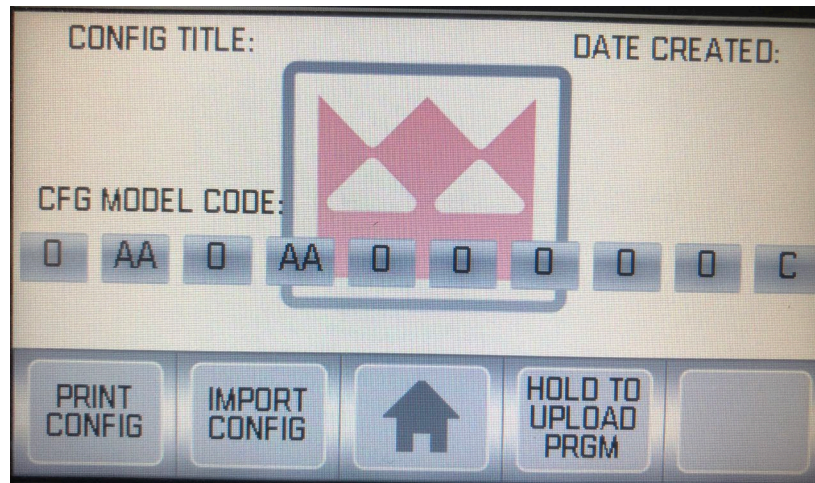
Scroll through “*Settings*” until “*Configure Page*” is available. Once highlighted, press the “*Select*” button.



Step 8

Software version 2.3.0.0 or greater

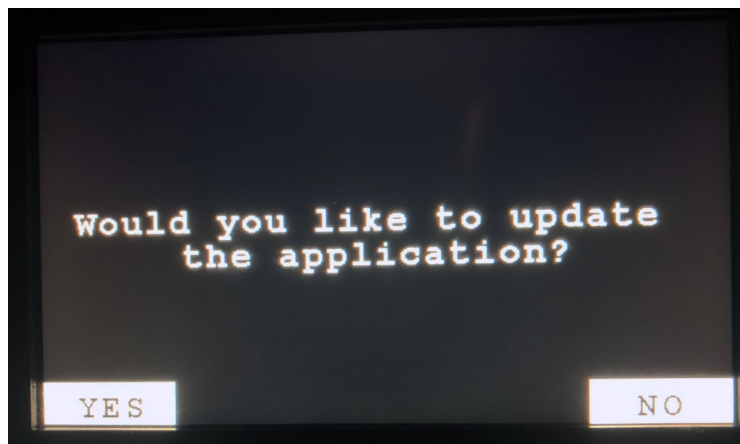
Press and hold the button labeled “Hold to Upload Prgm” until the screen goes black.



Step 9

All Software Versions

After the black screen is displayed, a prompt will appear to update the application. Push YES to continue.



Note: The update process can take from a few seconds to over 10 minutes to complete.

If updating takes longer than 30 minutes, contact Terex Utilities Technical Support at 1-844-Terex4U (1-844-837-3948) or utilities.service@terex.com for assistance.