ITS UPDATER • TM550

FIRMWARE UPDATE
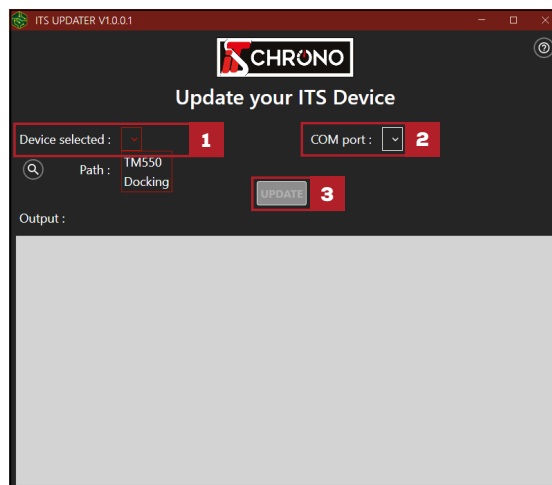
REF. ITSTM550

TIME MASTER 550

E1 E2 E3 E4

CHRONO
Load Runs

ON   SHIFT

OK

EXTERNAL INPUT BLOCKING
www.itschrono.com

TM550

PROCEDURE OF THE UPDATE

ITS UPDATER V1.0.0.1

CHRONO
Update your ITS Device

Device selected : **1**   COM port : **2**

Path : TM550 Docking   UPDATE **3**

Output :

PREREQUISITES :

- The TM550 must be in update mode : **MENU UPDATE OF TM550 –> YES**
- The software must be under Windows 10 (Apple incompatible)

STEPS :

1 • Select the hardware to be updated

2 • Find the com port of the TM550 among the available com ports via the drop-down menu (all available com ports are displayed)

• Select the TM550 update **«.BIN»** file

3 • Press the **UPDATE** button to start the update

NOTE : if an error message is displayed, it means that either the com port was not the one the TM550, or the TM550 was not in update mode

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IMPORTANT

AFTER THE UPDATE DELETE THE HANDLES :
MENU HANDLE OF THE TM550 / DELETE HANDLES / YES

AFTER UPDATING, RESET TO FACTORY SETTINGS :
MENU OPTIONS OF THE TM550 / FACTORY SETTINGS / YES

DO NOT UNPLUG THE TM550 DURING THE UPDATE

IN CASE OF INTERRUPTION OF THE UPDATE (DISCONNECTION OF THE CABLE OR UNEXPECTED EXTINCTION OF THE PC), AND IF THE TM550 DOES NOT LIGHT ANY MORE (BLACK SCREEN), IT WILL BE NECESSARY TO FOLLOW THE STEPS OF THE PROCEDURE OF RECOVERY

DOWNLOAD THE UPDATE
FROM OUR WEBSITE

TM550 UPDATE

ITS UPDATER • TM550

FIRMWARE UPDATE

TIME MASTER 550

E1 E2 E3 E4

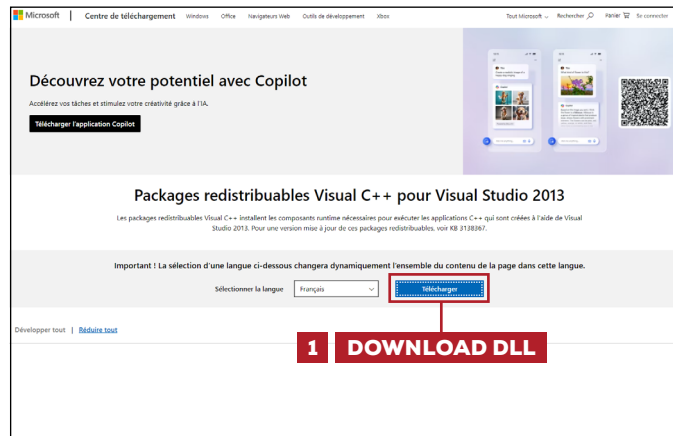CHRONO

Load Runs

ON   SHIFT

OK

TM550

DOWNLOAD THE UPDATE
FROM OUR WEBSITE

TM550 UPDATE

UPDATE FAILED

ERROR CODE : -1073741515

Microsoft DLL missing on your computer.
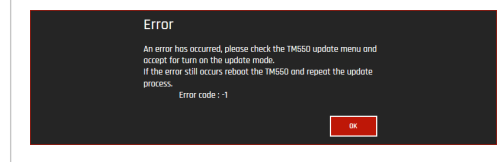Go to the following page to download the DLLs.

https://www.microsoft.com/fr-fr/download/details.aspx?id=40784

1 DOWNLOAD DLL

2 **SELECT X64 AND X86 COMPONENTS**

☑ vcredist_x64.exe	6.9 MB
☑ vcredist_x86.exe	6.2 MB
Télécharger	Taille totale : 13.1 MB

3 **DOWNLOAD THE 2 COMPONENTS AVAILABLE IN YOUR COMPUTER'S** UNDERLINE **DOWNLOADS** **FOLDER.**

ERROR MESSAGE :
THE TM550 IS NOT IN UPDATE MODE

Error

An error has occurred, please check the TM550 update menu and accept for turn on the update mode.
If the error still occurs reboot the TM550 and repeat the update process.

Error code : -1

OK

IF YOU ENCOUNTER A PROBLEM DURING THE UPDATE PROCESS
(FOR EXAMPLE, A CABLE DISCONNECTION)
YOU CAN LAUNCH THE RECOVERY PROCEDURE.

RECOVERY PROCEDURE

• Hold **SHIFT + ON** until the TM550 switches off, then hold **SHIFT + ON** again until the screen is white.

• You can resume the update from the ITS UPDATER software.

• Once the update is complete, restart the TM550 by pressing and holding ON to switch it off and then on again.

ITS UPDATER • DOCKING

FIRMWARE UPDATE

DOCKING

DOWNLOAD THE UPDATE FROM OUR WEBSITE

DOCKING UPDATE

PROCEDURE OF THE UPDATE

ITS UPDATER V1.0.0.1

Update your ITS Device

Device selected : **1**   COM port : **2**

Path : TM550 Docking

UPDATE **3**

Output :

ERROR MESSAGE : THE DOCKING IS NOT IN UPDATE MODE

Update Error

Docking unreachable.

OK

MESSAGE : THE UPDATE IS SUCCESSUFL

Success

Update done.

OK

PREREQUISITES :

- The Docking must be in update mode : **UPDATE BUTTON ON THE DOCKING** to be held when starting the Docking
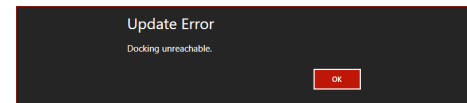- The software must be under Windows 10 (Apple incompatible)

STEPS :

1 • Select the hardware to be updated

2 • Find the com port of the Docking among the available com ports via the drop-down menu (all available com ports are displayed)

• Select the Docking update **«.BIN»** file

3 • Press the **UPDATE** button to start the update

NOTE : if an error message is displayed, it means that either the com port was not the one the Docking, or the Docking was not in update mode

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IMPORTANT

DO NOT UNPLUG THE DOCKING DURING THE UPDATE