

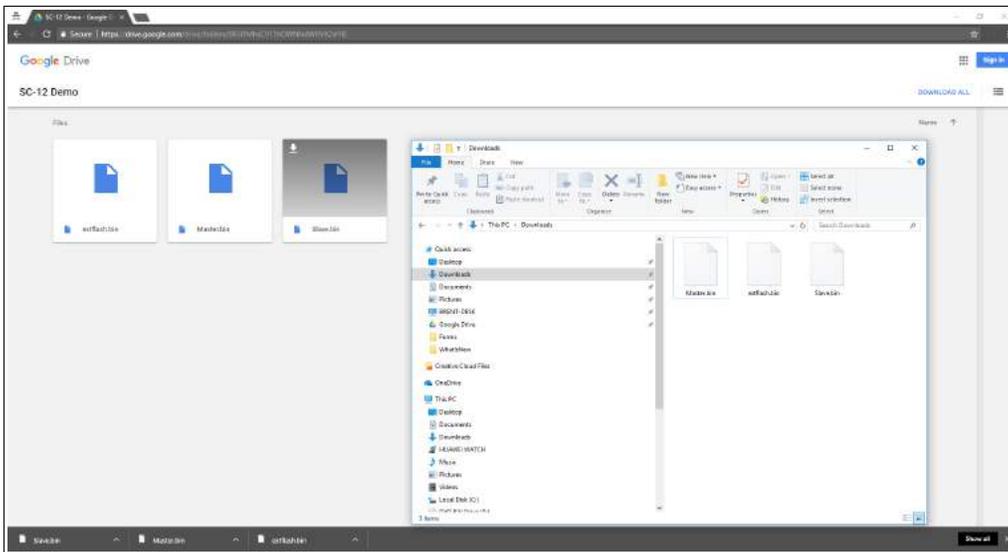
# In-Field Software Updates

The SC-12 can be updated in the field using program update files, delivered via email or web download, placed on a USB flash drive.

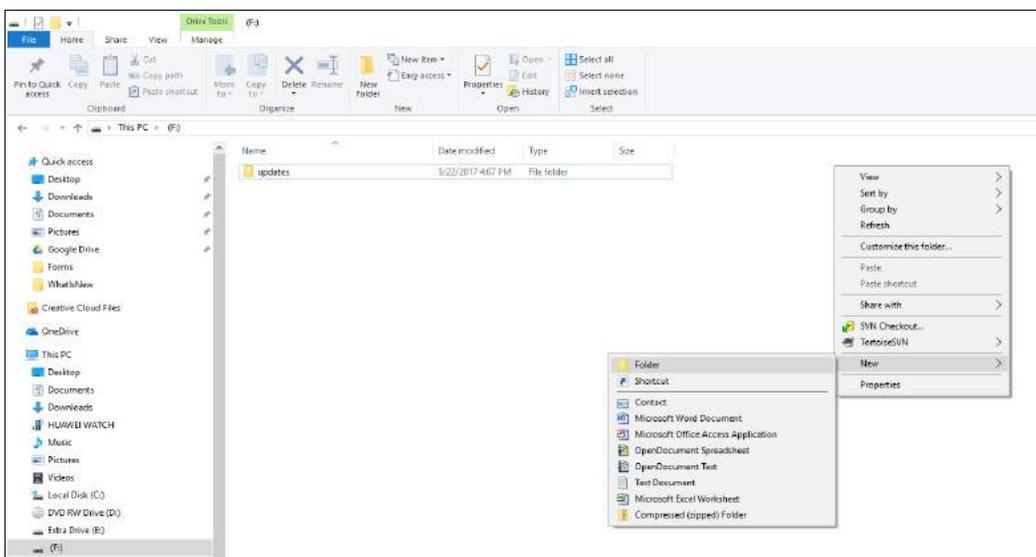
This provides a quick and easy way to provide new features, functionality, or bug fixes remotely without vehicle down time.

There may be one or more files. Follow this procedure to accomplish the update on the skip timer:

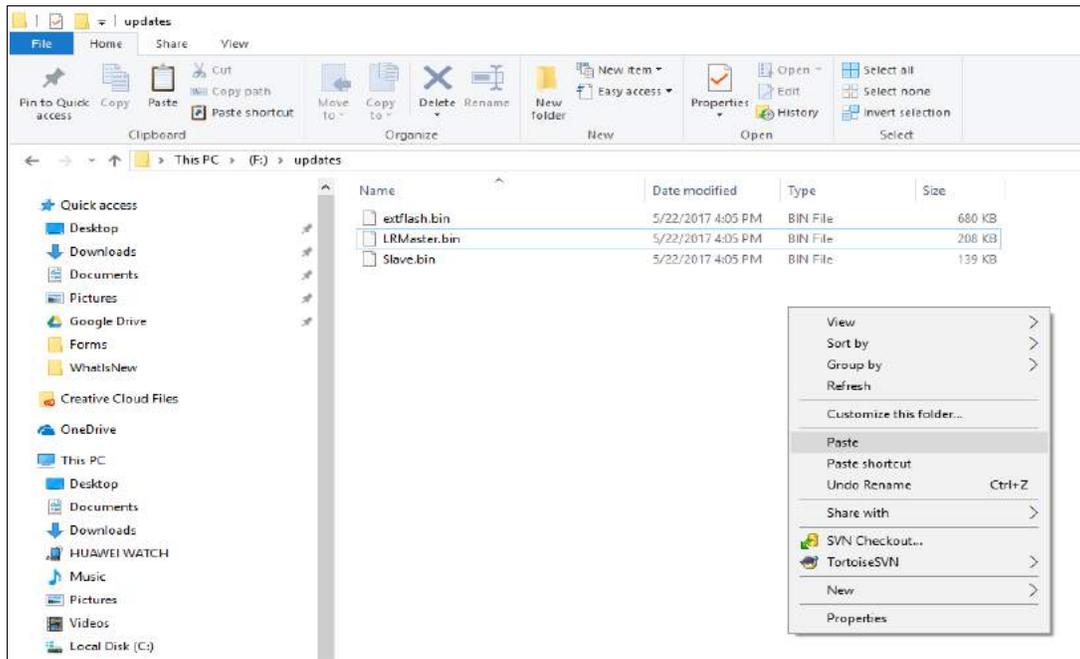
1. From a PC, download all email attachments or Internet links to files. The update files will all end in *.bin*.



2. Create a new folder on a FAT32-formatted USB drive called "updates". To create a new folder, navigate to your USB drive in the Windows Explorer and right-click in the black space. Select New--->Folder



- Place all files in the newly created “updates” folder on the root of the USB drive from a computer. This can be accomplished by dragging them from the “Downloads” folder on the USB drive, or by copying and pasting them.



- Close all file explorer windows. Properly eject the USB drive.  
*If updating switch mappings (rare), see **Switch Mappings** section below.*
- With the skip timer system powered off, insert the USB drive into the USB port on the rear of the Left Master switch box.
- Power on the entire SC-12 system. The Left Master switch box should detect the USB drive, find the files, and commence with the update.
  - ✓ MAKE SURE that vehicle power is stable and not removed during the update process!
- Once the Master Box reports that the update is complete, remove USB drive and power down the system.
- Insert the USB drive into the USB port on the Right Master switch box. Power on the entire SC-12 system. The Right Master switch box should detect the USB drive, find the files, and commence with the update.
- Remove the USB drive and power cycle the entire system.
- Verify the new functionality is in place.

The new software should now be installed on the skip timer system.

**NOTE:** While updating the Left Master switch box, the Right Master switch box's functionality will update as well. If one of the update files is labeled “extflash.bin”, however, the USB update **must** be done on all master boxes on the vehicle. This file often contains large audio/graphics for the system, and is too large to transmit from one master box to another over the network. Failure to do so will result in a distorted display on the Right Master switch box and/or a flash file mismatch error message.

# Switch Mapping

The SC-12 switch mappings can be updated in the field using program update files, delivered via email or web download, placed on a USB flash drive.

This provides a quick and easy way to change a switch's functions. While convenient, the need for updating switch mappings is rare.

If you have been instructed to update switch mappings by a Skip-Line® distributor or Skip-Line® representative, download and add files per instructions 1-4 above. You may need to complete all Software updates in addition to a switch map update. Once the USB drive is prepared, plug it into the back of either SC-12 Master switch box with the system powered **ON**. The following dialog box should automatically pop up. Select "Install Switch Update". Look for notification of a successful update. The update need only be applied on one SC-12 Master switch box.



# Troubleshooting

**FAILURE TO RECOGNIZE DRIVE:** If the SC-12 system fails to recognize the USB drive during boot-up, it may be due to a slow response time from the USB drive. Cycle power while holding the downward menu button on the Master switch box to extend the communication window between the USB drive and the Master switch box.



**NO UPDATE FILES:** If the SC-12 system attempts to update the system but reports back that “NO UPDATE FILES ON USB DRIVE”, it means that the system has detected the USB drive but did not locate the *updates* folder. *Please refer back to Step 2.*

**ALL FILES UP TO DATE:** If the SC-12 system attempts to update the system but reports back that “ALL DEVICES ARE ALREADY UP TO DATE”, it means that the system has detected the USB drive and the *updates* folder, but could not file new \*.bin files. Either the update has already been installed or the necessary \*.bin files are not present (which is more likely). *Please refer back to Step 3.*

**UPDATE LOOP:** If the SC-12 system attempts to update other SC-12 Master switch box repeatedly, try performing the update with the other SC-12 Master switch box disconnected from the network.



## **USB Update Note**

*Some update files are created on a serial number basis. Attempting installation of a locked update file created for a different serial number will fail.*

*Make sure your OEM and/or Skip-Line has the correct serial numbers prior to requesting an update.*