## GH4000 device firmware update procedure

For firmware upgrade use Track Assistant software.

- 1. Connect device to computer via USB cable.
- 2. Open Track Assistant (do not connect GH to Track Assistant).
- 3. From Track Assistant menu bar, choose window named Firmware.

Track Assistant		
File Tools 🔊 Connect GH 🐎 Connect Ma	idem	Help 👻
Menu	Firmware	
Contacts     SMS     Device configuration     Firmware	- Step 1 - Select firmware	
Firmware	Seet port Seet port Seet port: COM1 Refresh Start Log	
🚳 Monitoring 🛛 👻		

4. Select firmware table from menu bar and choose Firmware version you need to install.

File Tools 💦 Connect GH 👧 C	onnect Modem	н
Menu	Firmware	
Contacts SMS Configuration Firmware Firmware	Step 1 - Select fintware	

5. Switch GH in to FW (Firmware) update mode. To do it press and hold c green button and while holding it press reset button for 1-2sec. All buttons has to be released after the first and second LED will light up in green color.

Another way to switch GH to firmware update mode is to turn it off and while holding  $\checkmark$  button connect it to computer USB socket. When the LEDs turn on, release the button.



Make sure that device is in the firmware update mode before starting an update. GH LEDs indication in FW update mode is shown in a picture below:



6. In a 'Select port' table select GH virtual port to which GH is connected to.

Brou	vse	Pacal/CH4D 1 3 31/Eirmutaral/CH4D 1 3 31 PTM	
0:1001004	Joo(Firmware(1.6	5358(GH4K_1.5.51(FIRMWare(GH4K_1.5.51.61))	
ep 2 - Select	port		
Select port:	COM1 COM1	Refresh	
ep 3 - Device	flashing		

If port is not available, then reconnect device USB cable and click on a 'Refresh' button. After select GH port. If the list contains more than one port, then look for GH port in 'Device manager>>Ports' window.



7. If the device is ready, then click on a 'Start' button to begin firmware installation.

-Step 1 - Select Brow	firmware wse	
D:\GH\GH40	000\Firmware\1.Base\GH4R_1.3.31\Firmware\GH4R_1.3.31.BIN	
Step 2 - Select Select port:	port Refresh	
Step 3 - Device	flashing	
St	tart	

8. After successful firmware update is recommended to delete device memory over Track Assistant>>Device configuration>>System>>Delete all data from device window. Look into picture bellow:

📧 Track Assistant		
File Tools 🔊 Disconnect GH 为 Connect	Modem	Help 🗸
Menu	System	
🔬 Contacts		
🚖 SMS		
🖏 Device configuration 🛛 🔺	Actuation by external power	
General	N/A message	
Tracking and Saving	N/A	
GeoFence		
Alarm	CReset to factory settings	
Keyboard	Delete all data from device	
GSM	Reset to factory settings	
Connections and Data		
Notifications		
Security		
Date and Time		
System		
🕚 Firmware 💌		
🚳 Monitoring		🛩 Apply
	Selected profile: Profile 1 Connected device on COM3, IMEI: , VERSION: 1.3.31, DRIVER: Teltonika 0.0.5.1.	Modem disconnected

LEDs indication while updating FW:

	Baterry	🛞 gsm	🥰 GPS/Alarm
Device is ready for firmware update	*	*	
Device is not ready for firmware update, USB data cable error	*	*	
Firmware update in progress	*	*	
Firmware successfully updated	*	*	<u>*</u>
Firmware error! It is deleted or damaged	<u>*</u>	<u>*</u>	<u>*</u>

## Types of errors and their solution

If firmware of the device has been damaged or removed, then it can be overwritten again.

	Baterija	🕲 gsm	GPS/Pavojus
Firmware error! It is deleted or damaged	<u>*</u>	*	<u>*</u>

In such a situation is needed to reconnected device USB cable. After reconnecting device cable and seting device in to FW update mode, firmware update can be started again.