

## STEPS FOR UPDATING G5 SOFTWARE

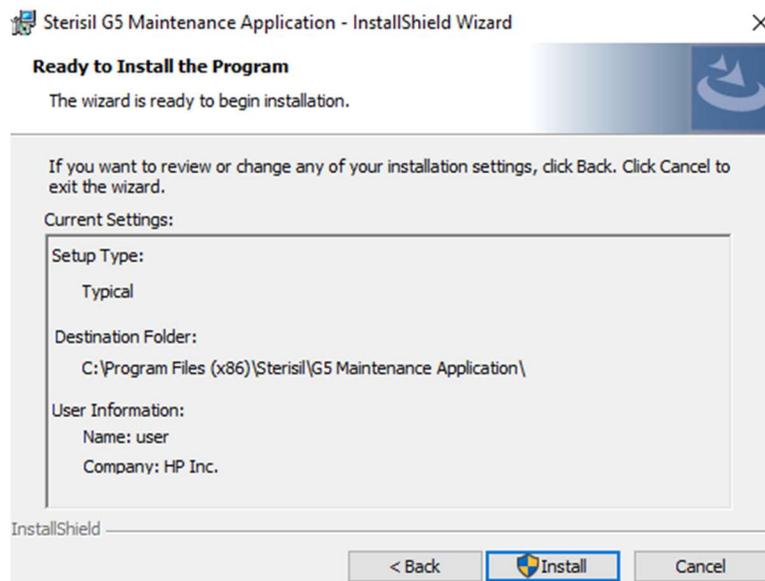
This document details the process for updating the G5 software from start to finish. If at any point you encounter problems or have questions, call (719) 622-7200 and ask for technical support or email [support@sterisil.com](mailto:support@sterisil.com).

- ① Note that the PC App and Software Update Package can be downloaded to a PC ahead of time if the site receiving the update does not have or allow connectivity between their network and the G5 system. In that case a router or mobile hotspot can be used to upload the update to the system, both of which are covered in these instructions.

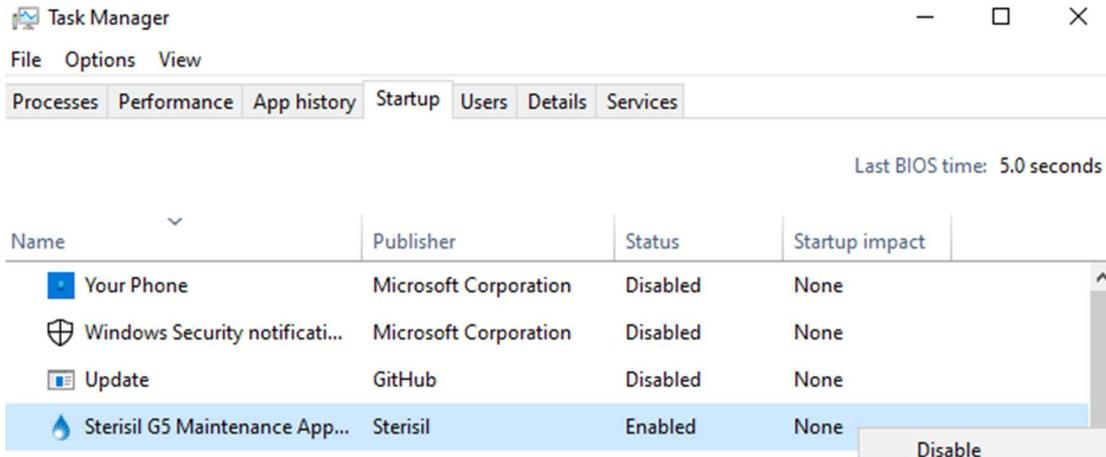
### DOWNLOADING THE PC APPLICATION

The PC application is required for transferring the software package to the system. The application can be downloaded from the Sterisil website (Sterisil.com) on the G5 product page under the documents section. The steps for a proper install are the following:

- 1.1. Go to Sterisil.com on the computer that the PC App will be installed on. The app can only be installed on Windows operating systems.
- 1.2. Navigate to Products -> **Sterisil System G5**.
- 1.3. Scroll down to the Documents section  $\frac{3}{4}$  down the page (or use the **docs** hyperlink).
- 1.4. Select the **PC App** hyperlink. A download titled 'setup.exe' will automatically begin.
- 1.5. When the download is complete, click on **setup.exe** to begin the installation of the App.
- 1.6. Select **Run** if a popup asks about opening the downloaded file and navigate through the InstallShield Wizard.



- 1.7. Select **Install** and **Finish** once the wizard has completed the installation. If no errors arise and the wizard completes the installation, the PC App has been successfully installed and can be used for updating the system.
- ① Note that the pc app is designed to remotely monitor systems in dental offices and display any alerts/alarms the systems have. This means it automatically starts up when the PC is turned on and runs as a background process, consuming minimal resources but able to display any alarms as soon as they happen. If this behavior is not necessary or desired on the PC the app was just installed on, open the **Task Manager** (e.g., by pressing the Windows key and typing task manager), navigating to the **Startup** tab, and right clicking the 'Sterisil G5 Maintenance Application' to select **Disable**.



## DOWNLOADING THE SOFTWARE UPDATE FILES

The software update files are always zip file packages and must be uploaded in that format for the system to recognize and accept the software update. The system cannot be 'back-updated' to a prior version of the software, so system updates must be sent to the system sequentially (e.g. v1.7.14 must be uploaded before v1.7.15). If the most recent update comes in multiple zip files, download them all and upload each (in order) to the system one at a time. The steps to download the software update from the Sterisil website are the following:

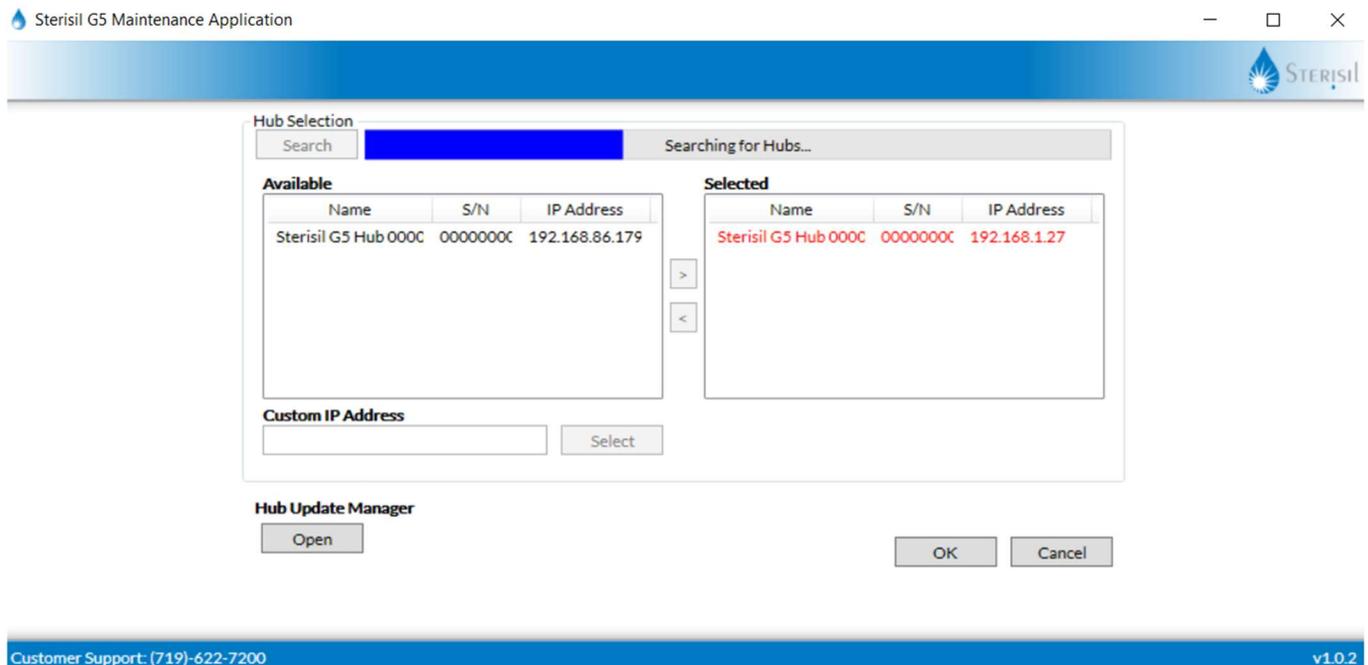
- 1.1. Go to Sterisil.com on the computer that has the PC app installed and will be used to transfer the update to the system.
- 1.2. Navigate to Products -> **Sterisil System G5**.
- 1.3. Scroll down to the Documents section  $\frac{3}{4}$  down the page (or use the **docs** hyperlink).
- 1.4. Select the **G5 Software** hyperlink. A download may start automatically; the download is the software package in a zip file format. If the G5 Software link opens a new page, then click on each zip file package displayed on the new page to download them to the PC as individual zip packages.



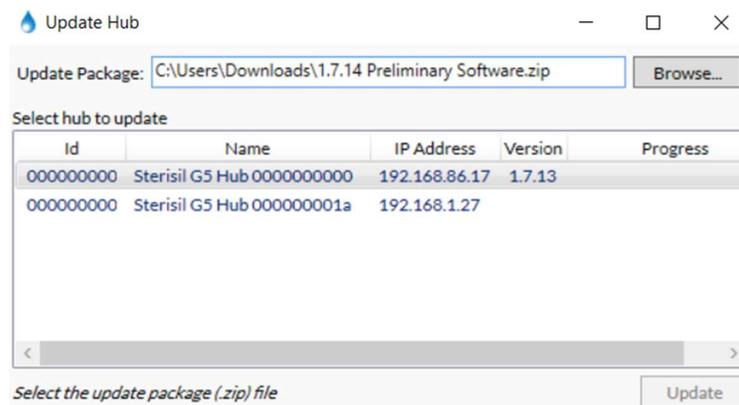
## UPLOAD THE SOFTWARE UPDATE TO THE SYSTEM

The software update package is transferred to the G5 system using the PC application. For the PC application to successfully connect with the system, the computer with the PC app and the system **must** be on the same network. If the system is at a location that makes it difficult to create a connection between the system and the PC, see the subsections below for creating a mobile hotspot or using a router to create a connection between PC and system. The steps to transfer the update to the system are as follows:

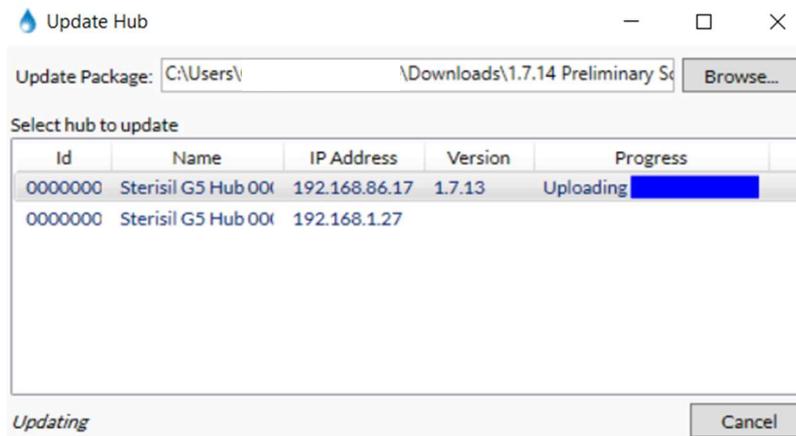
- 1.1. Open the PC app on the computer that has the software update package(s) downloaded.
- 1.2. Click on the **Configuration** cog button in the upper left corner of the PC app.
- 1.3. The app will automatically search for G5 systems connected to the same network as the PC. If the system intended for the update does not appear in the available hubs, make sure it is powered on and connected to the same network as the PC by navigating to **Settings -> Network** on the G5 touchscreen and then **Search** in the app.



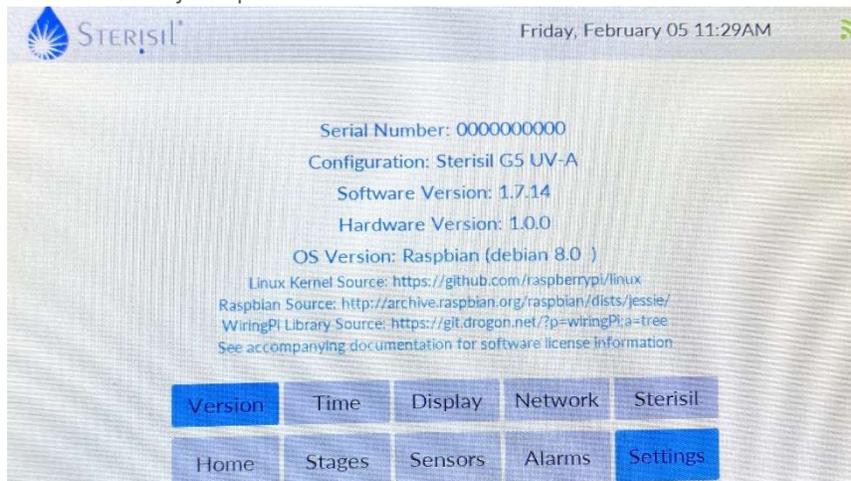
- 1.4. In the PC app under Hub Update Manager, select **Open**.



- 1.5. In the window that pops up, select **Browse** and navigate to where the software update zip file is saved. Select the zip file and then select **Open**. Be sure to select the correct zip file of the proper version; the system will not accept prior versions and may crash if the update is split between two packages and they are uploaded out of order.
- 1.6. Select the hub to update from the table in the popup window. The ID and/or Name column can be compared to the serial number sticker on the side of the system or the serial number found in **Settings -> Version** on the G5 touch screen to confirm the intended system is selected. This is particularly useful at sites with multiple systems on the same network.
- 1.7. Select **Update** to send the update package to the system. The app will display a progress bar as it sends the update to the system and display a 'complete' in the progress column if the transfer was successful. If the transfer is not successful, restart the G5 and try again. If the problem persists then contact Sterisil Customer Service.



- 1.8. The system will display a message on its screen that it is receiving and verifying a software update, and then that it will restart in some amount of time. This indicates that the transfer was successful and being automatically installed by the system. Do not remove power during this process unless the system freezes for longer than it states on the various update screens. If the system did require a power cycle, the update package may need to be re-sent from the PC application to the system.
- 1.9. Once the system restarts on its own, navigate to **Settings -> Version** to confirm the system displays the correct Software Version that was just updated.

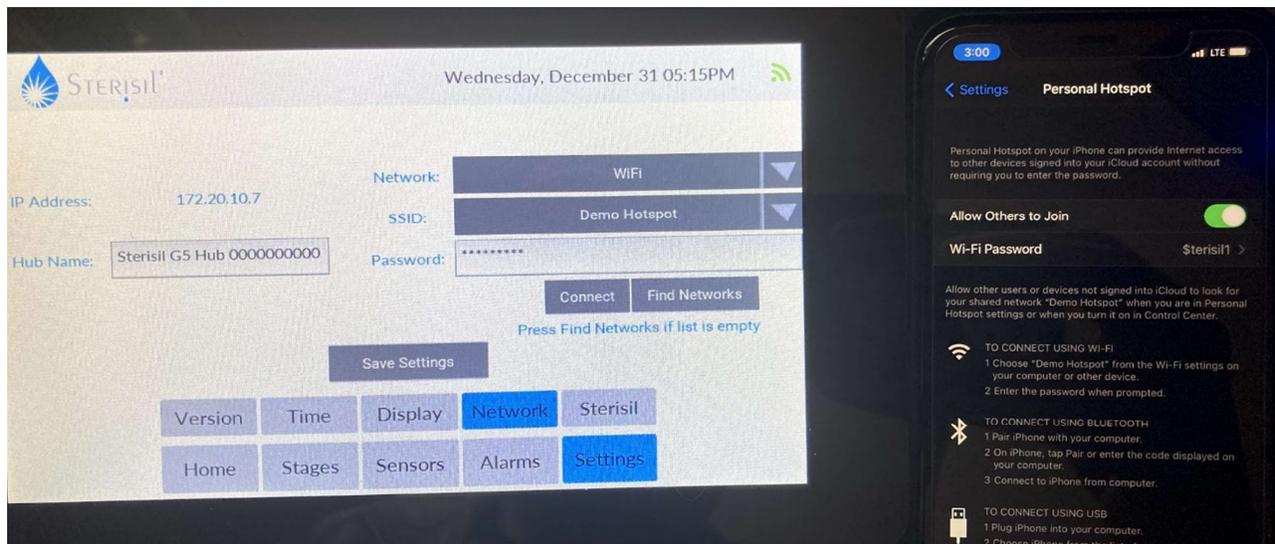


- 1.10. If the software version displays in this screen correctly, then the software was successfully updated, and the system is running the new software appropriately. See the Software Release Notes for information on what updates and fixes the new software introduces to the system.

## UPDATING A SYSTEM USING A MOBILE HOTSPOT

For systems that are in a location where the ability to access the network is limited, a mobile hotspot can serve as a convenient alternative to get the system and the PC with the software update on the same network. For this approach, it is highly recommended that the PC application and zip file software update package(s) be downloaded to the PC ahead of time. Downloading these on-site over the mobile hotspot may consume too much data and time to be viable. To perform a software update using a mobile hotspot, take the following steps:

- 1.1. Turn the mobile hotspot setting on in the phone that will be used for the upload. This process may vary slightly based on the phone type, but generally it is within the settings page of the phone under 'personal hotspot'. Turn the setting to on and set a password (if required).
  - ⓘ The name of the mobile hotspot can be changed by navigating to **Settings -> General -> About -> Name** (on iPhones).
- 1.2. On the G5 system touch screen, navigate to **Settings -> Network** and select **WiFi** in the Network dropdown. Press **Find Networks** to find available WiFi networks. Once the search for new networks is complete, select the mobile hotspot in the SSID dropdown, enter the password that was set for it in step one, and press **connect**. The system is successfully connected when it displays a IP address number (172.20.10.7 in the picture below). If the system does not find the mobile hotspot, ensure it is discoverable by another device (like a PC) and then restart the system. If it continues to not find the mobile hotspot, contact Sterisil Customer Service.

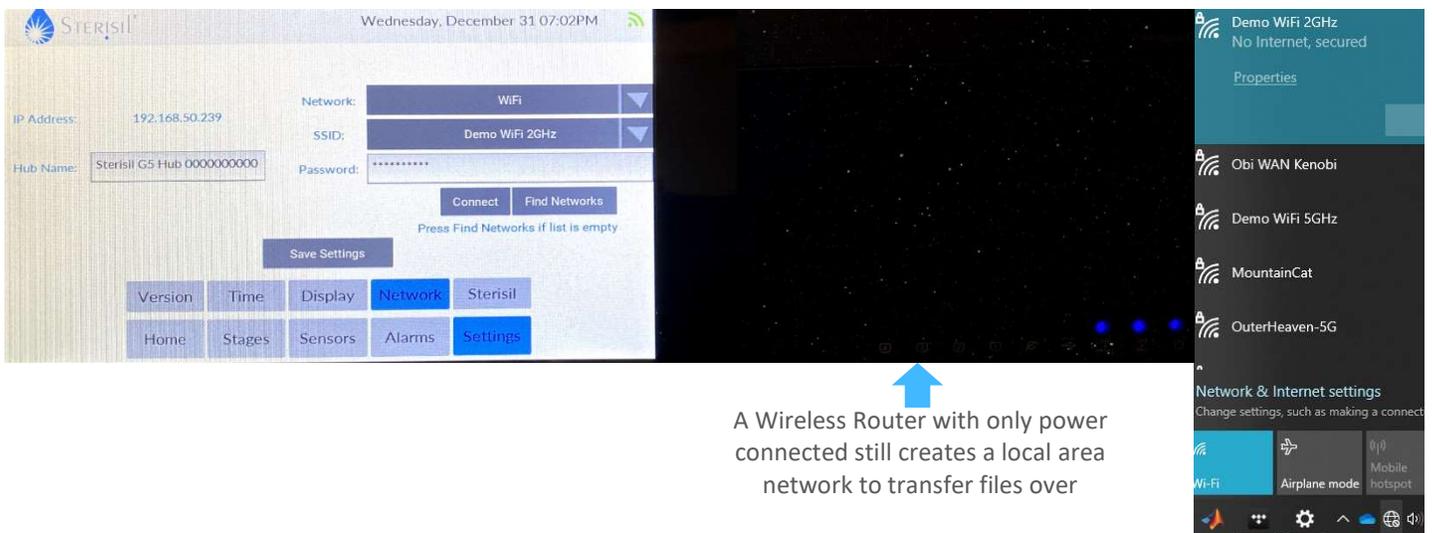


- 1.3. On the PC that has the PC app installed and the software update package(s) downloaded, open the network settings, select the mobile hotspot, and enter the password to connect.
- 1.4. Once the system and the PC being used for the update are both connected to the mobile hotspot, open the G5 PC app on the PC and search for the system hub using the steps described in the *Upload the Software Update to the System* section of these instructions. Proceed with the steps in that section to complete the software update.
- 1.5. Once the software update package has been transferred to the system successfully and the system is automatically updating itself, the hotspot can be turned off.

## UPDATING A SYSTEM USING A WIRELESS ROUTER

Another good option for systems with limited network access is to use a wireless router (without internet) to create a temporary local network that both the system and the PC connect to. This allows the PC to push the software update package to the system using the PC application because the two devices are on the same network. This method **requires** that the PC being used has the PC app and software update package(s) downloaded ahead of time, as there will be no access to the internet when on-site. Take the following steps to update the system using a wireless router:

- 1.1. Plug the router into an outlet near the system being updated. This method assumes the router has already been configured; if configuration is still needed please see the section titled *Configuring a New Router* later in this guide.
- 1.2. On the G5 touchscreen, navigate to **Settings -> Network** and select **WiFi** in the Network dropdown. Press **Find Networks** to find available WiFi networks. Once the search for new networks is complete, select the wireless router's 2.4GHz network in the SSID dropdown, enter the password that was set for it when it was first configured, and press **connect**. The system is successfully connected when it displays a IP address number (192.168.50.239 in the picture below). If the system does not find the router's network, ensure it is discoverable by another device (like a PC) and then restart the system. If it continues to not find the network, contact Sterisil Customer Service.

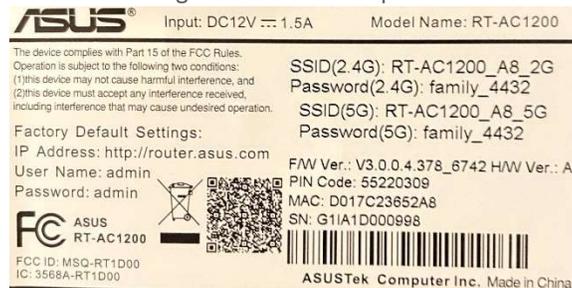


- 1.3. On the PC that has the PC app installed and the software update package(s) downloaded, open the network settings, select the router's 2.4GHz network, and enter the password to connect. When connected, it should say 'No Internet, secured' (see picture above-right).
- 1.4. Once the system and the PC being used for the update are both connected to the router's network, open the G5 PC app on the PC and search for the system hub using the steps described in the *Upload the Software Update to the System* section of these instructions. Proceed with the steps in that section to complete the software update.
- 1.5. Once the software update package has been transferred to the system successfully and the system is automatically updating itself, the router can be disconnected.

## CONFIGURING A NEW ROUTER

If a router is being used for the first time for this update process, it may need configuring. The instruction manual will have the specific instructions for the make and model of wireless router, and there are many guides online that can step through the process in detail. The high-level process is the following:

- 1.1. Ensure that the wireless router can produce a 2.4GHz wireless network (which should be specified on the box or in the manual). Unbox the router and plug it into a wall outlet.
- 1.2. On a PC near the router, search for the wireless network(s) it is creating. Connect to one of the networks (typically named something generic if it is a new router, such as RT-AC1200\_A8\_5G). The password to connect to the network is typically on the bottom of the router or in the manual (see example below). This will allow for the PC to communicate with the router to configure it but will not provide internet access.



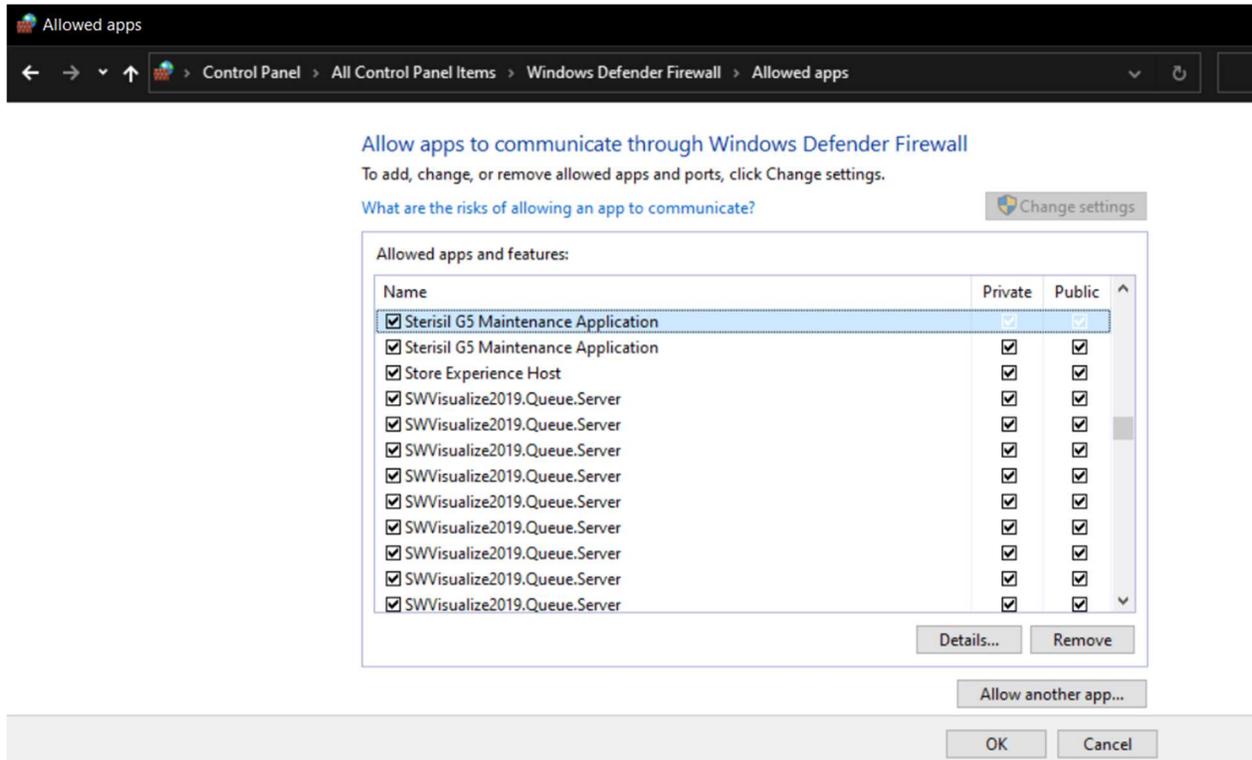
- 1.3. Once connected, open a web browser (Chrome, Firefox, Safari, Edge, etc.) to bring up the configuration page. The process to get to the configuration page may differ but generally it requires typing in the IP address or heading to a site to access the configuration options. The router in this guide has the information printed on the sticker on the bottom of the device (see the photo above, left side). The configuration page requires login credentials, which are typically something generic (such as 'admin' and 'admin' in the picture above). Login to access config options.
- 1.4. The important network to configure for this guide is the 2.4GHz channel. Set the Wireless Name (SSID) and password (WPA-PSK Key) to something unique and select **Apply**. This should save the settings to the router and automatically restart it. When it reboots it will be broadcasting a 2.4GHz network with the new credentials that can be used to update the system. Follow the steps earlier in this guide to update a system using the router.



## PC APPLICATION FIREWALL TROUBLESHOOTING

The PC application will need network access to transfer the update to the system, and occasionally the site's firewall does not allow the PC App to communicate on the network. Often this is a network setting that the site's IT department will have to allow permission for and may not be feasible to work around; updating via hotspot or local router is possibly the best option in those circumstances. If there is a chance that adjusting firewall settings on the PC performing the update will help, they can be found the following way:

- 1.1. Open the start menu in the bottom left of the screen and type firewall. Open the **Windows Defender Firewall** and select **Allow an app or feature through Windows Defender Firewall**.
- 1.2. Select **Change Settings** (enter the administrator password if required) and navigate down to Sterisil G5 Maintenance Application. Ensure it has a checkbox selected to the left of its name and that both private and public networks are selected to the right of its name. Select **OK** to save the settings.
- 1.3. Connect the PC that this setting was changed on to the same network as the G5 system and try and find the system hub using the steps in the *Upload the Software Update to the System* section. If a connection can be made with the system, continue following those steps to complete the software update.



The screenshot shows the Windows Firewall 'Allowed apps' window. The title bar reads 'Allowed apps'. The breadcrumb navigation is 'Control Panel > All Control Panel Items > Windows Defender Firewall > Allowed apps'. The main heading is 'Allow apps to communicate through Windows Defender Firewall'. Below this, there is a 'Change settings' button. A section titled 'Allowed apps and features:' contains a table with columns for 'Name', 'Private', and 'Public'. The 'Sterisil G5 Maintenance Application' is highlighted, and its checkboxes for both 'Private' and 'Public' are checked. Below the table are 'Details...' and 'Remove' buttons. At the bottom, there is an 'Allow another app...' button, and 'OK' and 'Cancel' buttons.

Name	Private	Public
<input checked="" type="checkbox"/> Sterisil G5 Maintenance Application	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Sterisil G5 Maintenance Application	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Store Experience Host	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SWVisualize2019.Queue.Server	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SWVisualize2019.Queue.Server	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SWVisualize2019.Queue.Server	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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