


How to Update the Firmware

Requirements

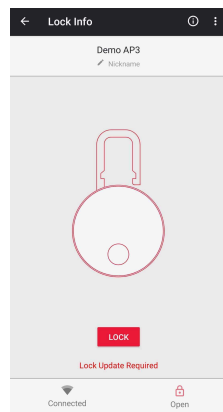
- Data connectivity (cellular or Wi-Fi)
- Teleporte mobile application (latest version available)

1. Open lock

1.A. Verify that you have a valid key in your Teleporte mobile application to open the lock that will be updated.

1.B Select the lock that has the upgrade icon 

1.C Open the lock from the Teleporte mobile application

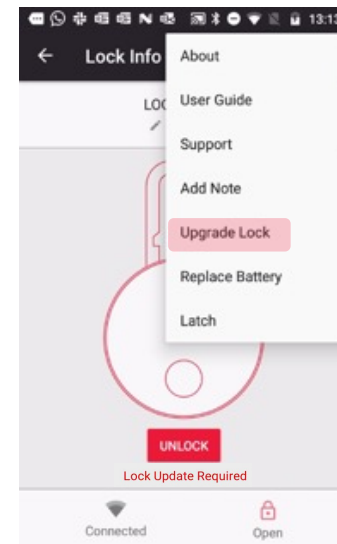


2. Select Option to Update Lock

2.A. After opening the lock, select the Update Lock option in the menu on the upper right corner,.

2.B. The option to Upgrade Lock is only available while your device is connected to the lock.

2.C. If you do not see the the option to Upgrade Lock, you will need to reconnect to the lock by selecting the **CONNECT** button below the padlock icon.

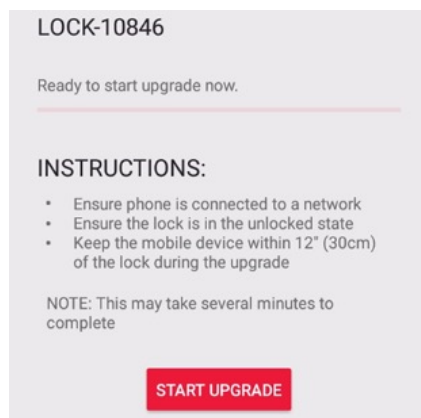


3. Start update

3.A. Select **START UPGRADE** on the message that the application displays.

3.B. While the lock software is updated, ensure that:

- The mobile device stays close to the lock, within 12" (30cm)
- The mobile device has data connectivity (Wi-Fi or cellular)
- The lock stays unlocked



This process may take a few minutes. If the upgrade does not complete in 5 minutes, verify that you still have data connectivity and try again from Step 1.

4. Verify Software version of lock

4.A. When you detect a lock with the Teleporte mobile application, you can select the option to see **Lock Details** in the padlock 3-dot menu.

4.B. The firmware version will be displayed in this option once it is selected.

