

=== GW60 firmware update trouble shooting note ===

## 1. I have a Mac, can I update the firmware by Virtual Machine?

ANS 1. It is not recommend to run GW60 Updater on a "Virtual Machine".

If you are using a "Virtual Machine" on Mac please check this out first:

<http://www.seabreeze.com.au/forums/Windsurfing/Gps/GW60-instructions/>

## 2. How can I manage updating firmware?

ANS 2. We only recommend updating under WinXP, Win7 and Win8, please make sure the corresponding driver was installed.

\*Please follow the "readme.txt" file included in the GW60 USB driver for Windows(XP/7/8) to install the driver.

How to use

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1- Uninstall previous versions (Start-> Settings-> Control Panel-> Add or remove programs)

2- Run your "VCP\_V1.4.0\_Setup.exe"

3- Go to Your installation directory - Example, C:\Program Files (x86)\STMicroelectronics\Software\Virtual comport driver

4- Go to Your OS version directory ([Win7] or [Win8])

+ Then :

- Double click on dpinst\_x86.exe if you are running a 32-bits OS version

- Double click on dpinst\_amd64.exe if you are running a 64-bits OS version

+ Follow the instructions.

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You may run GW60Util and download log data several times to test if the GW60-USB-PC connection is stable(driver is properly installed and COM port is properly selected).

Also please refer to the video for firmware update: <https://youtu.be/n1mzlo2HuHM>

**3. I see the updater pops out a message about "Port reopen failed!!!", how can I do?**

\*Walk around solution for GW60Updater "Port reopen failed" error:



- a. Follow the same procedure to update firmware. Click "Update" in GW60Updater.
- b. When "FW Update!" message is displayed on the GW60 screen, press "ADJUST" key of the GW60 device,
- c. hold it until the progress bar in the GW60 Updater reaches 5%.

**4. If I still cannot access to update, what else thing I need to check?**

ANS 4. If you make sure you follow (2) advise and still have trouble accessing, please check by following steps.

(S1) Please close the GW60 Updater application and **all other applications**.

(S2) Disconnect the USB cable.

Check your GW60 device settings menu again.

(press "ADJUST" key at "TIME NOW" screen).

**Make sure "USB CLASS" option is set to "COM".**

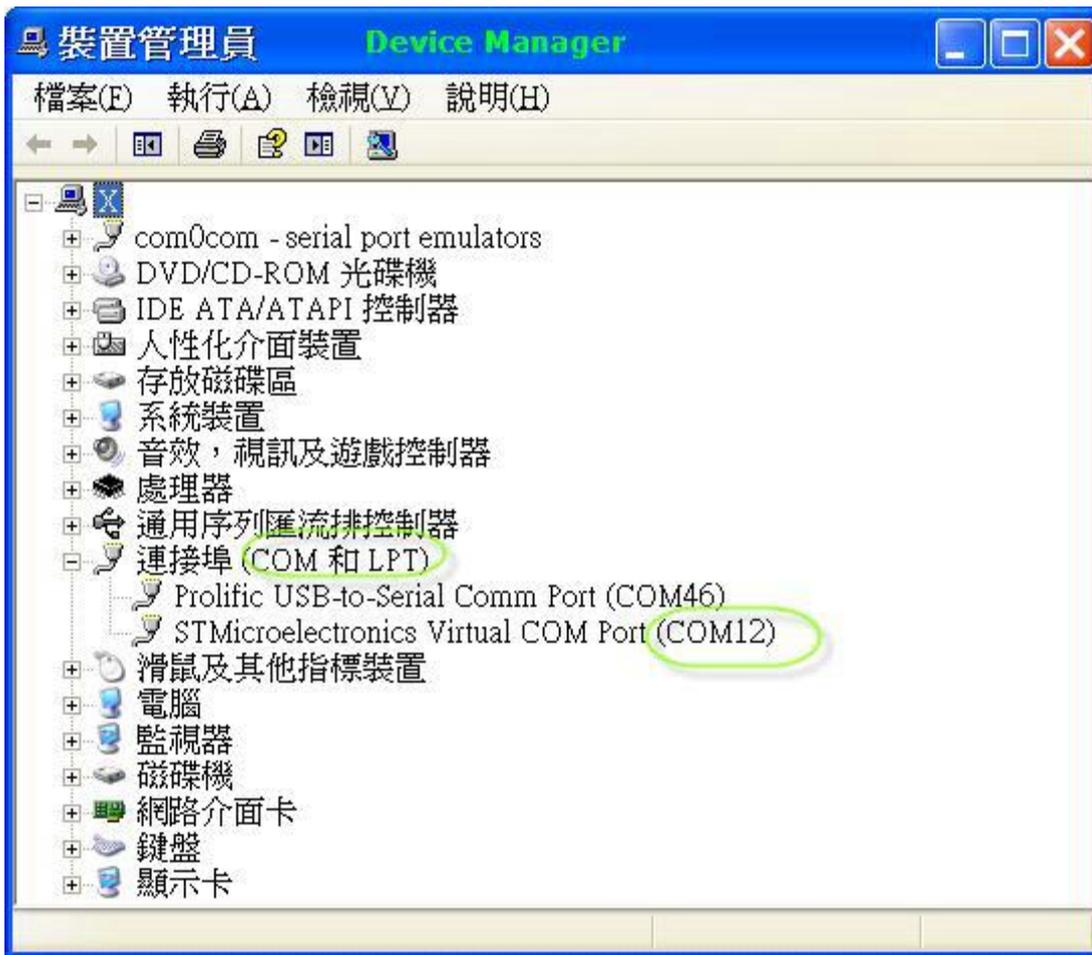
(S3) Run the GW60 Updater application again.

(S4) Connect the cable again

A com port message should be prompted as follows: (S4.1):



- (S5) If COM port is found by GW60 Updater in S4, please follow the original steps to continue firmware update. If the COM port is not found in S4, on the computer, open the Device Manager, expand the Ports(COM&LPT) node, then find the **STMicroelectronics Virtual COM** port number, in this example ,**COM12**. Then you can continue the firmware update steps again.



(S6) If in S5, no Virtual Com port was found in the Device Manager. Try to scan for hardware changes with Device Manager

( <https://support.lenovo.com/tw/zh/documents/ht071899>).

If no Virtual com port was found still, please shutdown your computer, boot it again, then go to S1.

(S7) If GW60Updater failed during firmware updating (not 100% complete), please disconnect the USB cable, close GW60 Updater. Then follow S3/S4/S5. If the COM port is not found in S5, please disconnect the USB cable, wait until the backlight goes off(run out of battery), follow S3/S4/S5 again.

**5. I tried all steps, the problem still remains, what can I do?**

ANS 5. If the problem still remains, please check with your cable.



**6. If the cable is OK, please send the following information and problem description to your local dealer.**

- (1) Detailed platform information(Windows version , hardware model (32bit/64bit)...)
- (2) A short video of your operations step by step if possible.
- (3) Device serial number (you can find that from the product box, 168xxxxxxxxx)
- (4) Where you purchased the device