Upgrading system software Shockmaster 300

1.   Installation of software to USB-stick

❶ Visit our Library
   (http://partners.gymna-uniphy.com/)

   ↳ Login
     ↳ Shockwave Therapy
       ↳ Technical support
         ↳ ShockMaster 300
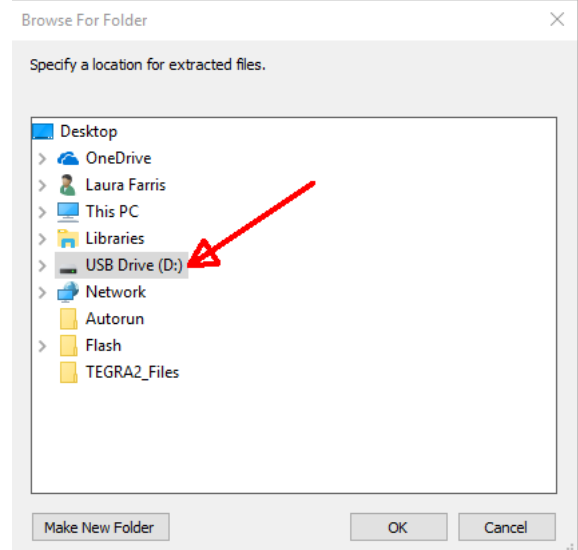   ↳ Software
           ShockMaster 300
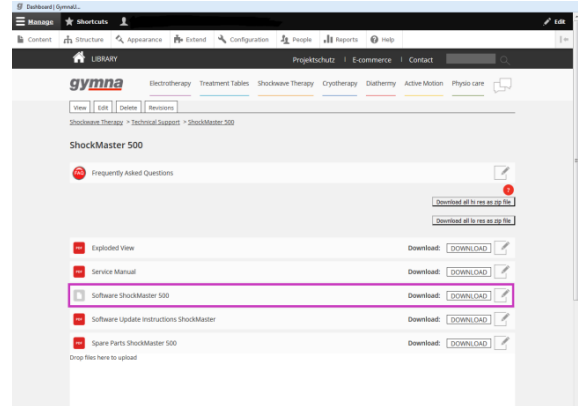
❷ Depending on the
   browser, you will get a
   message to confirm if you
   want to run or save this
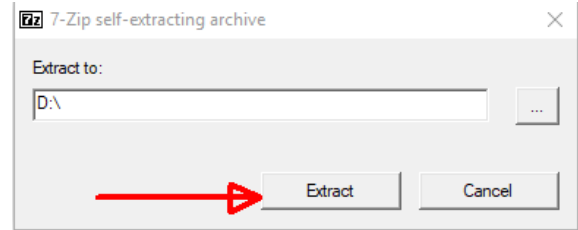   file. Choose to save the
   file.

❸ Extract the file with a file
   archiver like 7-Zip.
   Insert **an empty USB
   stick** and choose to
   extract the file by
   selecting the browse
   button.
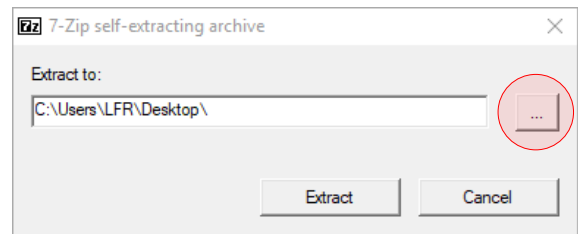
❹ Select the drive where the
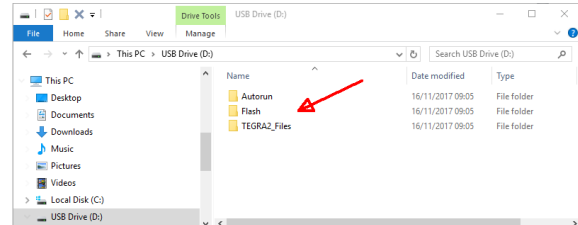   empty USB stick is
   installed.

⑤ Now click on the Extract button.

7z 7-Zip self-extracting archive   ✕

Extract to:

D:\

[Extract] [Cancel]

⑥ When exploring the USB content you now should see 3 files

- Autorun
- Flash
- TEGRA2_Files

Name	Date modified	Type
Autorun	16/11/2017 09:05	File folder
Flash	16/11/2017 09:05	File folder
TEGRA2_Files	16/11/2017 09:05	File folder

⑦ The USB stick is now ready to perform the upgrade on the Shockmaster 300.

2. Device software update

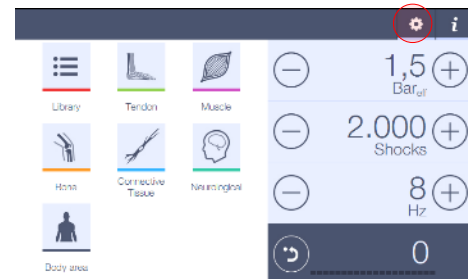❶ Insert the memory stick with the software update after the device has been switched on.

❷ After a few seconds a popup will appear.
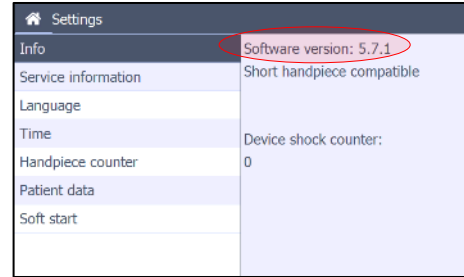
Carefully follow the instructions on the screen.

Shockmaster 300   V6.0.0

Restart the device
Do NOT remove the USB stick !

3. Software version check

❶ Once the update is finished, check if the version is correct. Push the settings button.

Library Tendon Muscle

Bone Connective Tissue Neurological

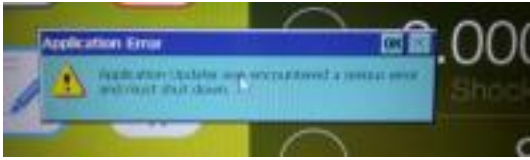Body area

1,5 Bar_gf
2.000 Shocks
8 Hz
0

❷ Select the info menu. You will find the software version on the right side of the screen: Software version x.x.x (e.g. 5.6.6).

4. Troubleshooting

	PROBLEM DESCRIPTION	DIAGNOSE AID
❶	The updater is not starting.	• Verify the software is properly installed on the memory-stick. If you only see the installer "exe" file on the memory-stick, you did wrong. Clear the memory-stick & "RUN" the installer to UNPACK the files on the memory-stick. (see §6.2 Installing the USK-stick) After succesfull unpacking, the content of the USB-stick should look like this: • Verify the memory stick is FAT or FAT32 formatted. (formating the memory-stick is the quickest and easyest way to ensure the memory-stick is empty)

		in case the memory stick is NTFS formated, change this to FAT or FAT32. NTFS will NOT work. • Do not use Memory sticks with a pre-installed OS. • Insure the USB wiring inside the main unit is conneted to the User interface board
❷	Screen remains black after the update	• Make sure you updated to the latest software version. (v6.0.3 or later) • When still not working try upgrading in 2 steps first upgrade to v5.0.2 then install the newest version
❸	If you get the following error message: "Application Updater.exe encountered a serious error and must shut down" or a "Missing files" error message	• The files were not correctly written on the memory stick >> re-extract the files on an "EMPTY" memory stick. Maybe try another memory stick. Make sure the file extracting & copying procedure is finished. Don't just pull out the memory stick from it's port, but use the "Safely Remove Hardware" option from Windows.
❹	If none of the above helps	• Contact the service department