

## Updating and Syncing the SPOT X and SPOT X with Bluetooth<sup>®</sup>:

Making certain changes to your device settings will require the synchronization of your device with your SPOT account. To update or sync the SPOT X or SPOT X with Bluetooth<sup>®</sup>, the **SPOT X Device Updater** software is required. Please visit the download page by clicking <u>here</u>.

At this time, only Windows and Mac operating systems are supported.

1. Download the SPOT Device Updater by selecting the button applicable for your operating system.

**Depending on which browser you are using**, you can 'Save' in order to download the installer or 'Run' to launch.

(If saved, check your downloads folder and select "Run" to launch the install wizard).

For Mac: Installing the Updater package requires system admin password when prompted.

**NOTE**: Some antivirus programs may prevent this application from starting. If you encounter installation problems, please contact <u>SPOT Customer Service</u>.

- 2. Install the SPOT X Device Updater.
  - Open the downloaded file to run the install wizard, then follow the prompts.
  - After installation is complete, the updater will open automatically.
- 3. Enter your MyAccount Username and Password and press "Sign In."
- 4. Plug in your SPOT device.
  - Using a micro USB cable, connect your device to a computer.
  - Windows Users: If this is the first time you are plugging in your SPOT device, wait for the device drivers to install.
- 5. Press the "**Connect**" button
  - This will display your ESN and current firmware version below the picture of the device.
- 6. Update your SPOT device.
  - Your device's firmware version will be checked to see if it is the latest automatically.
  - If an update is available, the "Update to Latest Firmware" button will be blue and selectable. Otherwise it will be greyed-out.
  - Once selected, the update will begin.
    DO NOT DISCONNECT DEVICE UNTIL PROMPTED TO DO SO
- 7. Sync your SPOT device
  - Sync will update your device with the selected contacts from MyAccount
  - Select sync and wait until you are notified on your computer and device with "Update Successful" on the screen