

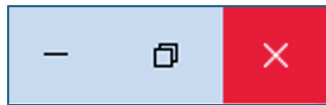
TeraView

Welcome to the TeraView Technical Support Portal for existing TeraView customers. The Software Downloads page allows users to update the instrument software with critical patches, bug fixes and support of new features.

TeraCota 2000

Important: please consult with TeraView Limited before applying software updates, to ensure that the particular update files are appropriate for your version of the instrument. Please note that installation of a software update without prior authorisation or consultation may result in your instrument becoming inoperable. Each software update file has an executable installer. The software update consists of the following steps:

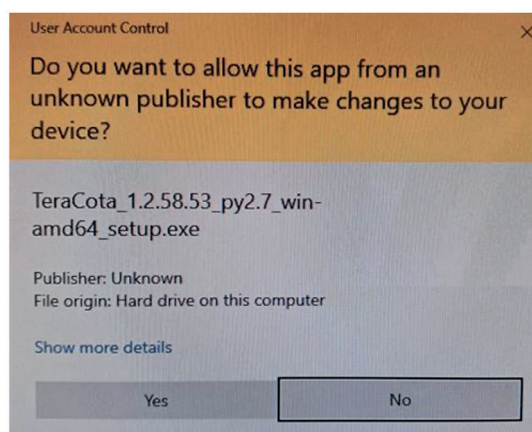
1. Make a note of the currently installed software version on your instrument. This is usually referenced by using the 'Help' or 'About' drop down menu item. This is important if it becomes necessary to restore the instrument to its existing state.
2. Close the TeraCota software application Window, by clicking on the 'X' icon in the top right hand corner of the screen:



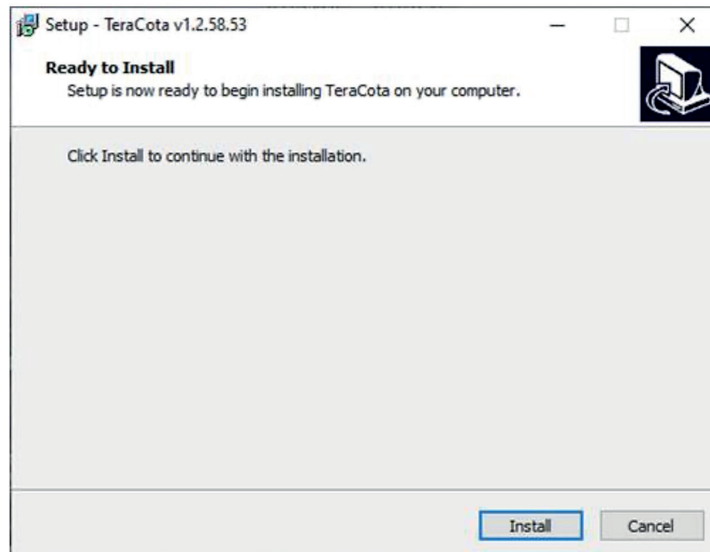
3. Download the specified installer and copy it to somewhere convenient on the Windows PC supplied with your Instrument (e.g. Desktop, or TeraView Service folder). It should have an icon that looks like this:



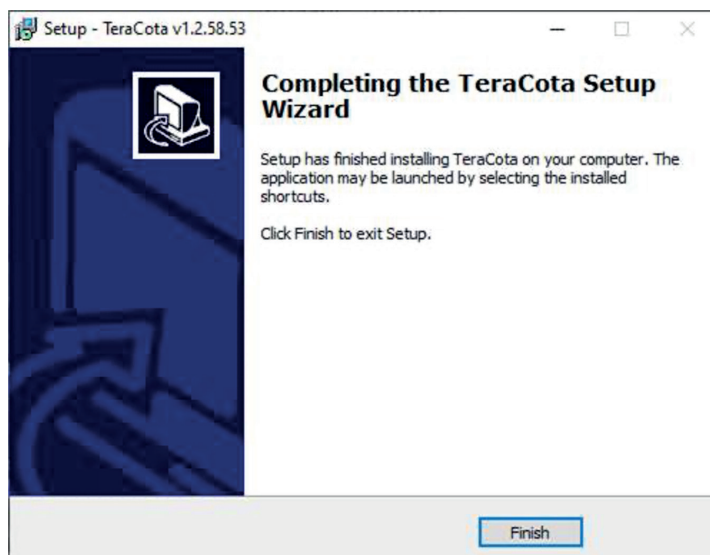
4. Double click on the icon, and select 'Yes' on the User Account Control screen:



5. The installation screen is then displayed. Click 'Install':



6. The installation should take only a few seconds. Finally, click 'Finish' to complete the update:



7. Run the application by double clicking on the 'TeraCota' icon in the usual manner:



8. Once the application has opened, verify that the version has been correctly updated, using the 'Help' or 'About' drop down menu item.
9. If, for any reason, it is desired to revert to a previous version of the software, then simply double click on the relevant installer, following the same steps above. It is **not** necessary to uninstall the new update first.