

Envizio Pro™ Software Update Details

Version: 3.9 Recovery
Release Date: 05/14/15

What is Envizio Pro Recovery?

"Envizio Pro Recovery" software update is a firmware update that will allow the user to update the Envizio Pro when the Envizio Pro is first powered on. The Recovery allows the user to reinstall the software if the main program (user interface) is not accessible.

When should I use Envizio Pro Recovery?

The reasons can include but are not limited to:

- Loading corrupt or fragmented software.
- Error messages that prevent normal Envizio Pro operation:
 - Failed to Open .XML File
 - Missing .XML
 - Missing Skins
- When a non-responsive/black screen is encountered upon startup.
- The inability to calibrate and/or use the touch screen after loading a new version of software update.

Requirements

If the version on the Envizio Pro is less than 3.0 and has not had a CE 6 unlock and you wish to use the recovery file for the most up to date software version, you will be prompted for an unlock code after the recovery is complete and the power is cycled. The code can be obtained from Raven Technical Service, through your local Raven dealer. You will need the Machine ID and Validation Code from the Envizio Pro to activate the CE 6 unlock.

Note: Envizio Pro field computers with software prior to version 2.3 will not recognize a CE 6 activation key. If a key was entered, the key will need to be entered again when updating to version 2.3 or above using the recovery file. After successfully entering the activation key, the unit can be updated to the current software version if needed. Envizio Pro field computers with software prior to version 2.3 will not recognize a CE 6 activation key. If a key was entered, the key will need to be entered again when updating to version 2.3 or above using the recovery file. After successfully entering the activation key, the unit can be updated to the current software version if needed.

Download and Installation Instructions

How to use an Envizio Pro Recovery

The Envizio Pro Recovery will be a .zip file and will have to be extracted/unzipped to the root directory of an empty USB drive (4 GB maximum).

Follow these steps to run the Envizio Pro Recovery from the USB drive.

1. Download the .exe file and select Run on the pop up window.
2. Extract/unzip the recovery file to the root directory of the USB drive.
3. You should see the following files:



1. Ensure the Envizio Pro is powered down, and then insert the memory stick into the USB port.
2. Turn on the Envizio Pro and the recovery file will initiate an update.
3. The update will finish with the Envizio Pro shutting down and restarting automatically.