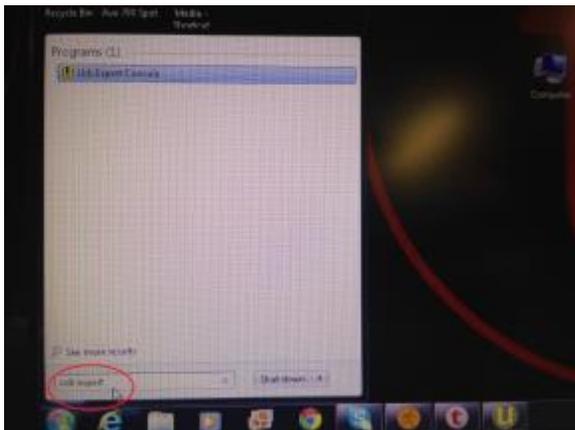


How to fix: [Dongle Not Found](#) on Titan Mobile and TitanOne after a software upgrade.

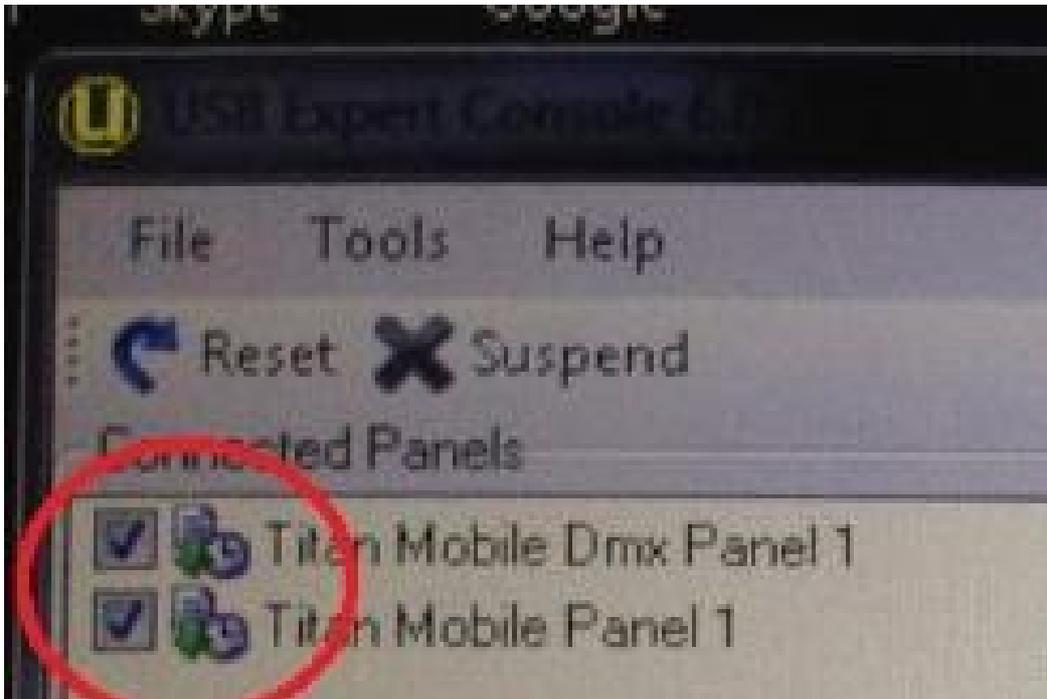
If **Dongle Not Found** appears after updating to v7.5 the panel firmware requires updating.

Please follow these steps below to update you panel firmware;

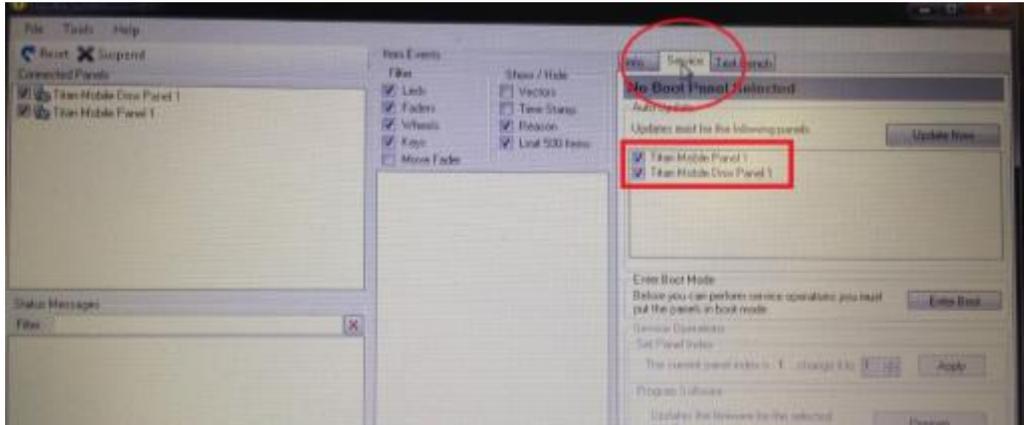
- 1 From the Start Menu, Open the USB Expert Application



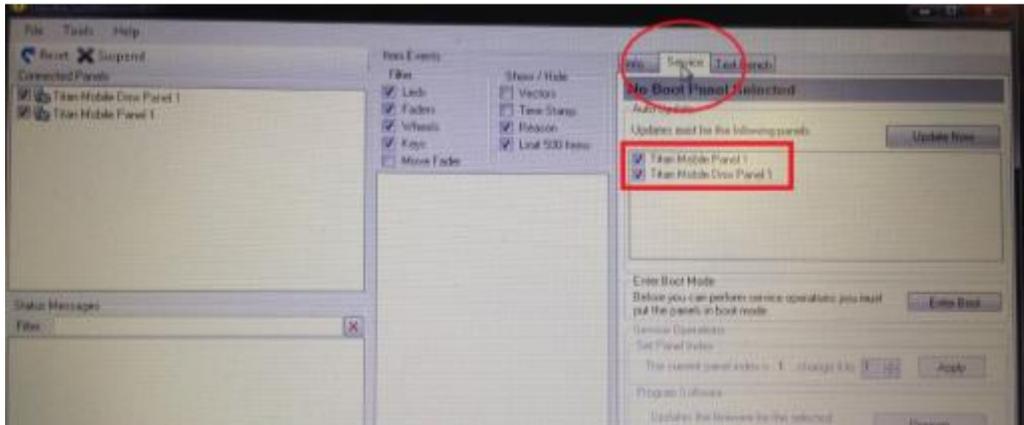
- 2 You will notice that the panels appear with a clock symbol: this indicates that the panels need updating.



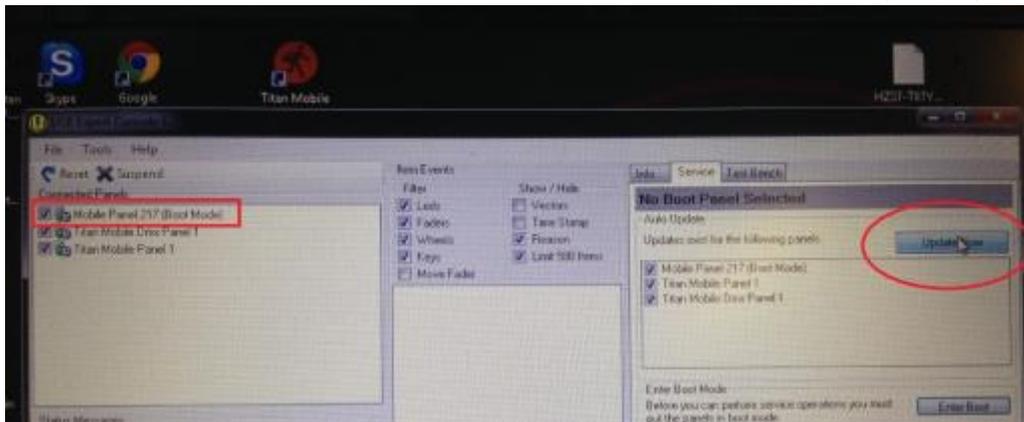
3 Select the Service Tab



4 You will now see that the Panels appear in the Update Window

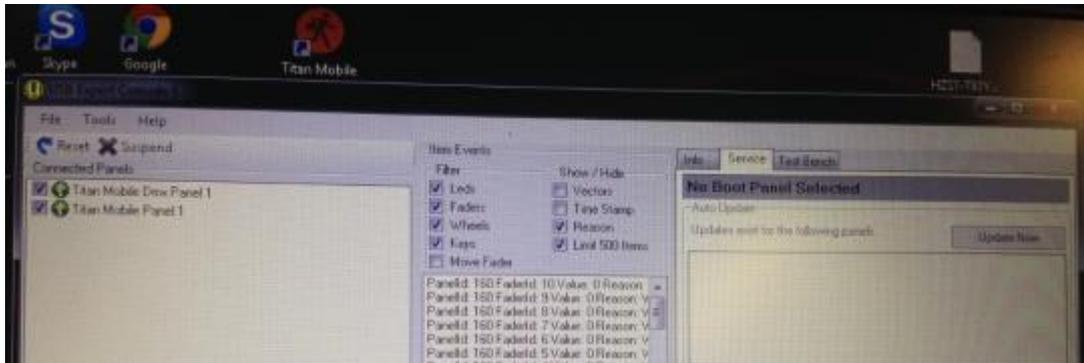


5 Press Enter Boot Mode, select the Panel that's in Boot mode and press Update Now



6 The panels will now update in turn and exit Boot mode once updated, do not need make any further selections until this is complete.

7 Once complete the panels will now appear as normal



You can now close USB Expert Console and follow the onscreen instructions to license your Titan Mobile.

There is a video on Youtube which shows the full Licensing procedure, see link below;

http://www.youtube.com/watch?v=FfB9BtH_3YE

Feedback

If you found this sheet useful please let us know,

Also

If you found it confusing or have any suggestions on how to improve it please let us know.

In either case please email me, Lee Aylott, lee@avolites.com

Thanks

Lee