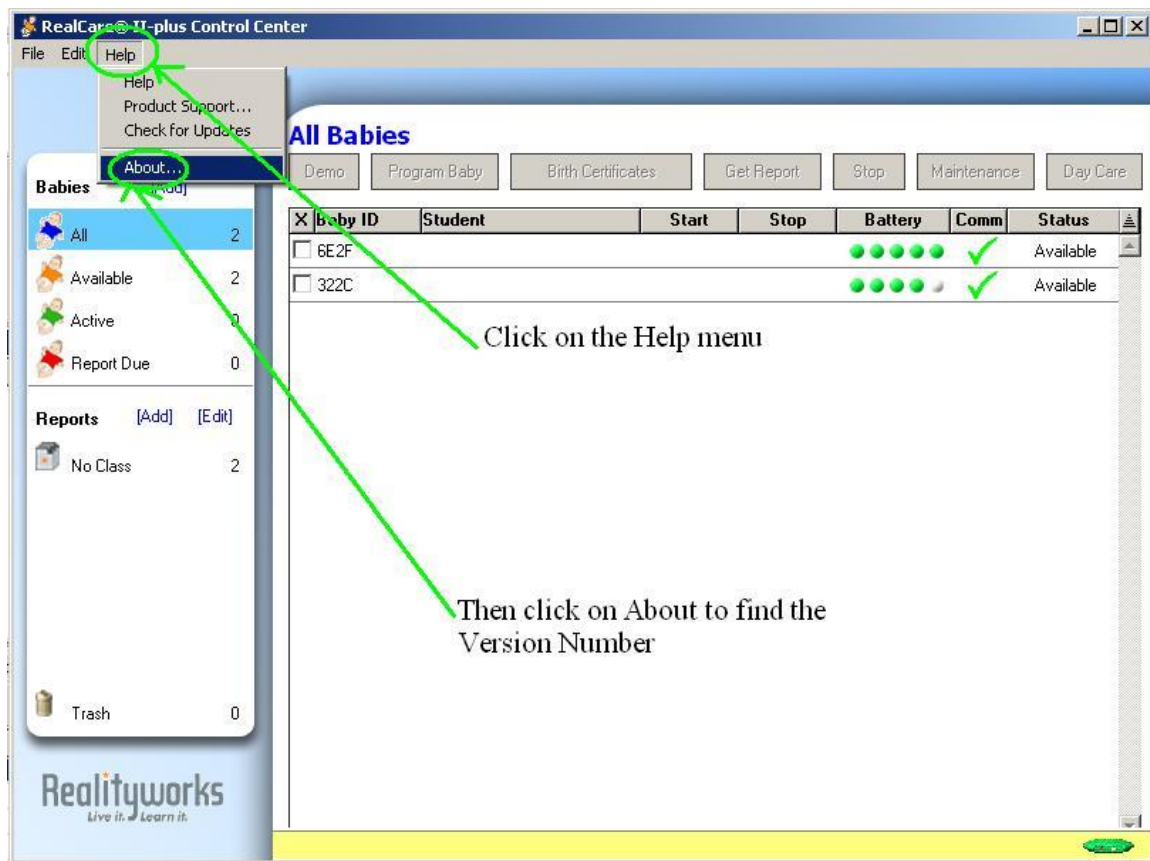


How to Update Control Center Software

Depending on how old your version of Control Center Software is, it may be time for an Update. At the very least, once a month you should follow this procedure to be certain you have the latest version of the software running.

To check what version of Control Center Software you are running:

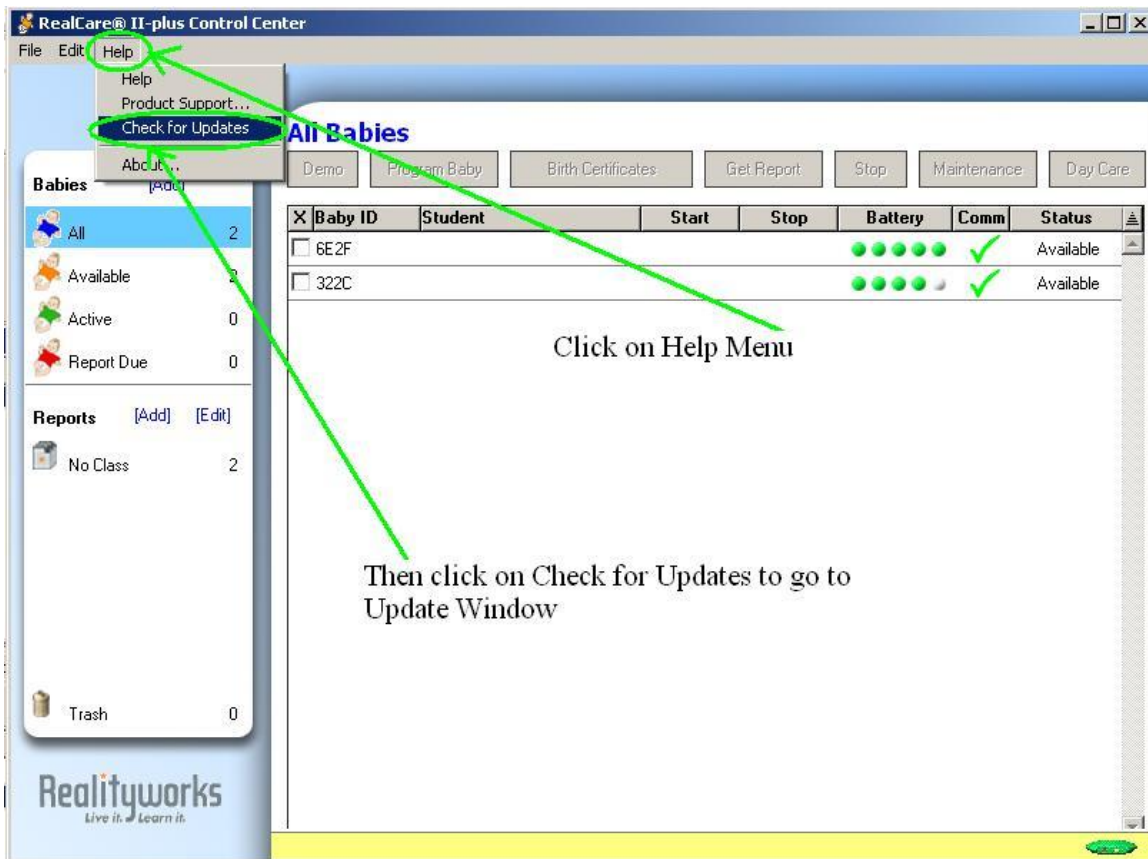
1. On the Control Center Software main window, select Help.
2. In the Help Menu, select About.
3. The About window will provide the version number of Control Center Software.



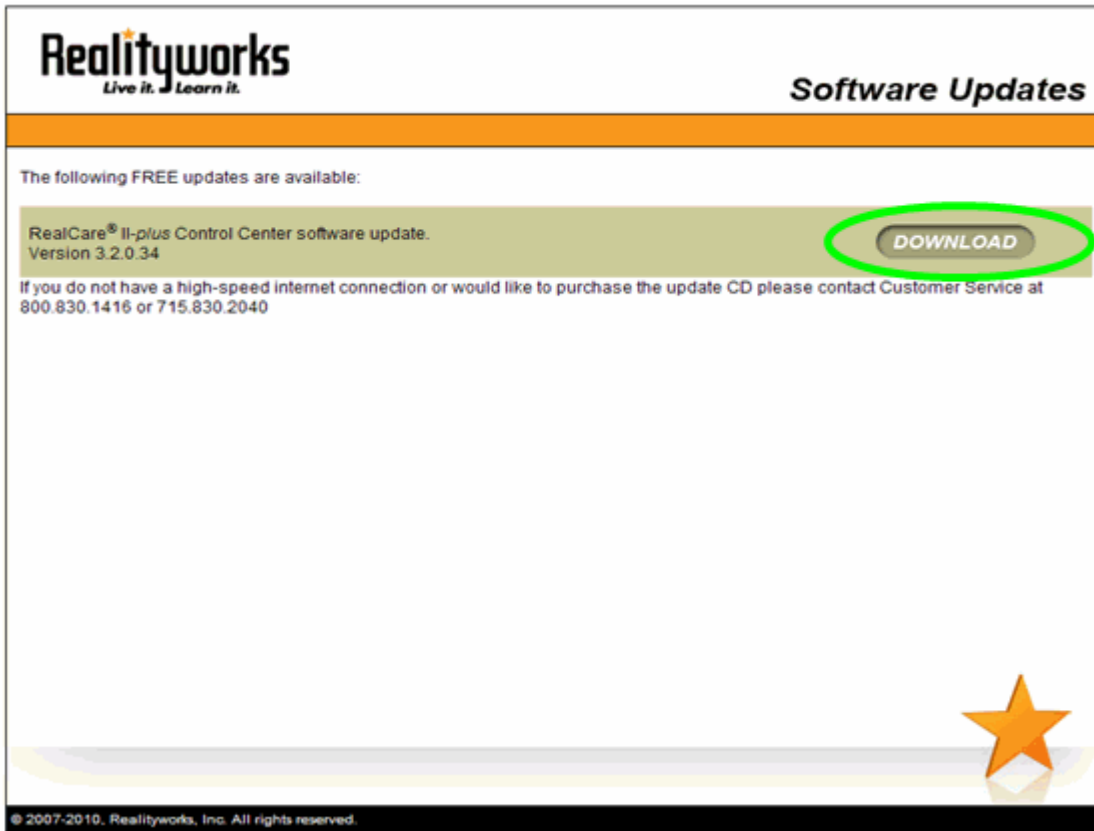


If your version is 2.2 or below, you will want to Update as soon as possible.

4. To Update your software automatically, you'll need to have access to the internet. Then click on Help. Then click on Check for Updates.



If you have access to the internet, this should direct you to our Control Center Software Update website.



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Software Updates

The following FREE updates are available:

RealCare® II-plus Control Center software update.
Version 3.2.0.34

[DOWNLOAD](#)

If you do not have a high-speed internet connection or would like to purchase the update CD please contact Customer Service at 800.830.1416 or 715.830.2040

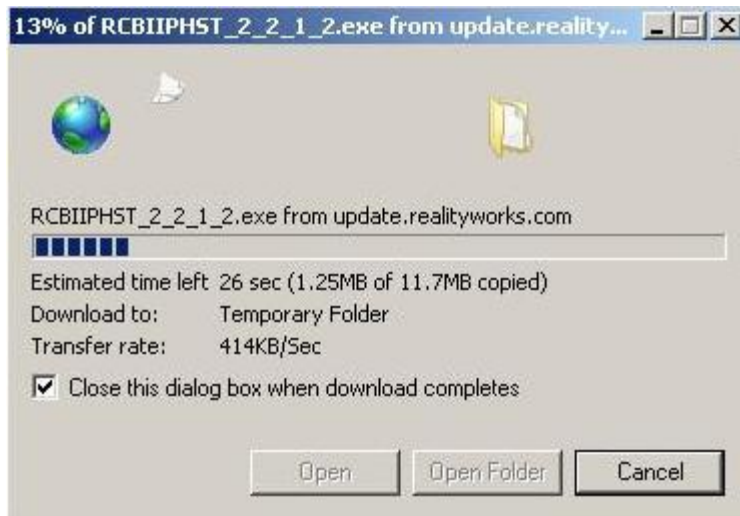
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5. Clicking on the Download button will start the process.

6. Click on Run to install the updated version. *Version pictured below may look different*



7. The website will begin downloading the Update. *Version pictured below may look different*



8. Click Ok to select English language.



9. The Update will start installing InstallShield Wizard.



10. Click Next to start InstallShield Wizard.



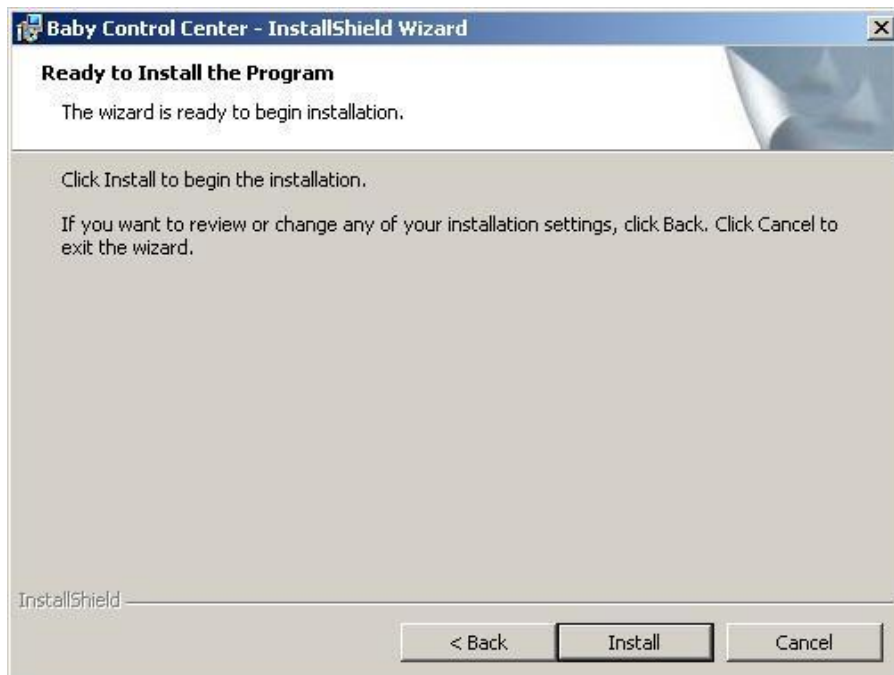
11. Read the End User Agreement and click on "I accept the terms..." button to continue install. If you click "I do not accept..." the install will not continue.



12. Click Next to install the Update properly, the pre-selected destination is correct.



13. This window allows one last chance to change settings before starting install process. Click Install to continue.



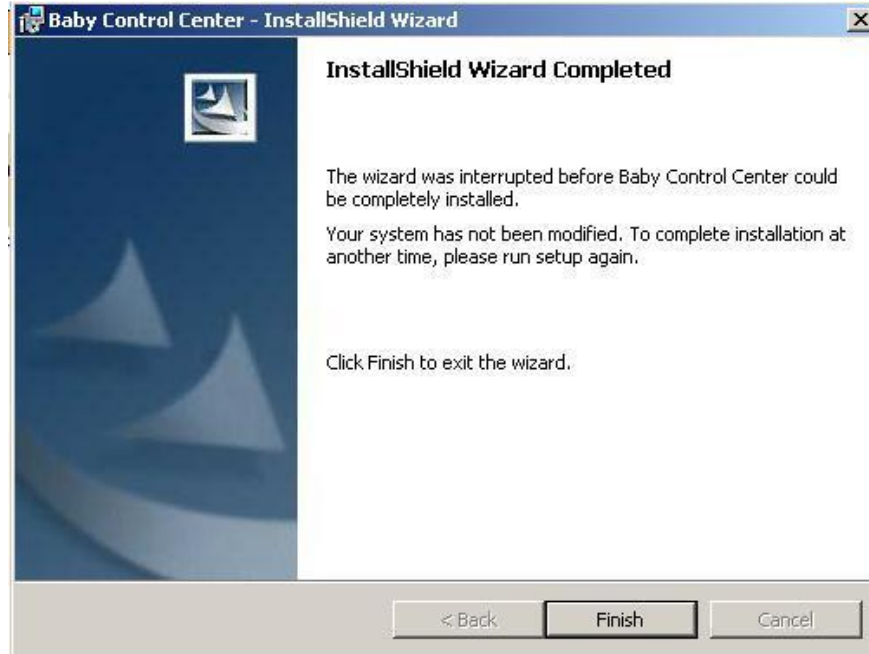
14. The Update website will begin file transfer and installation.



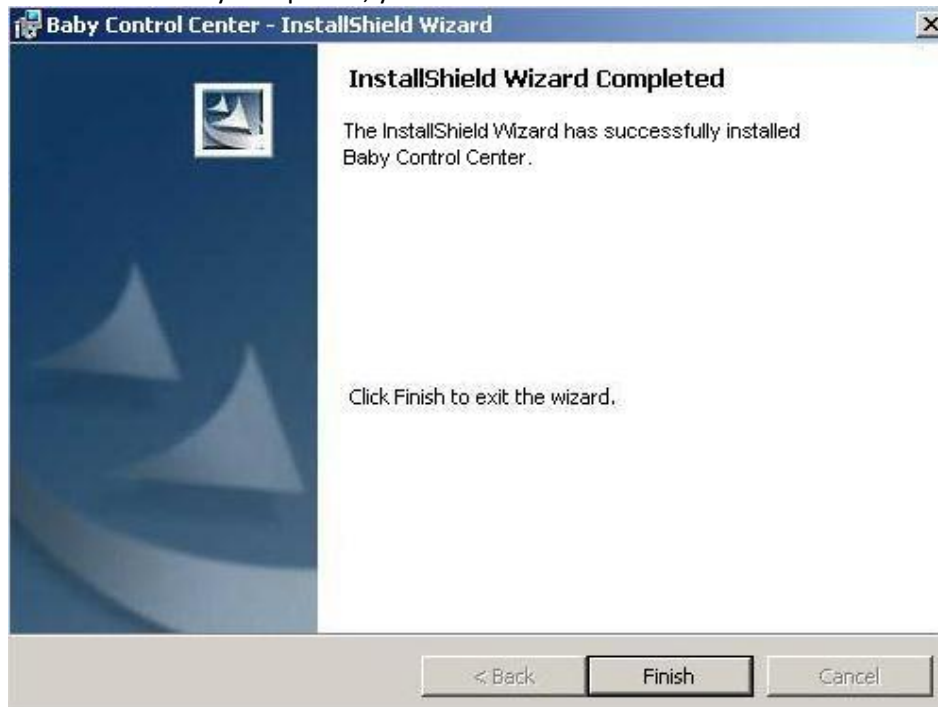
15. If you receive this type of Error Message, you cannot complete the Update because you do not have permission to install Updates on your computer. Please contact your Information Technology Department for assistance with the Update. Click OK in the Error Message window and the InstallShield Wizard will exit.



This window indicates the Upgrade was not successfully completed. No changes have been made to your computer or Control Center Software.



16. If the Upgrade was successfully completed, you will see this window:



17. Restart your computer and follow the procedures at the beginning of this document in Steps 1-3 to check the version number of Control Center Software to ensure the Update has taken place.
18. If successful, you should see this window:

Your Control Center Software has been successfully Updated to Current Version.

