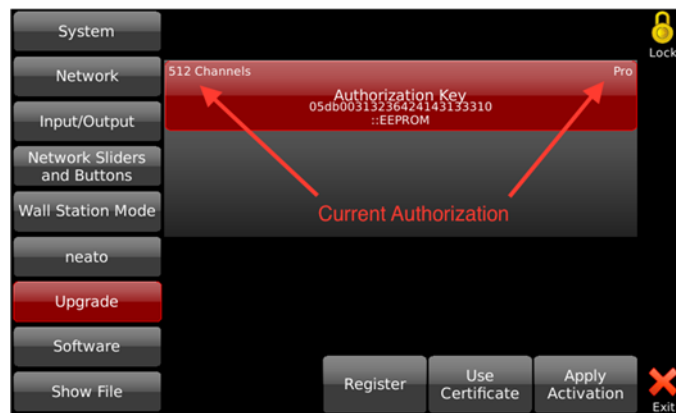# cognito² choreo

Upgrading in the Field

Ask user to press POWER ⏻ then SETUP then UPGRADE and ascertain the current authorization. Choreo users press 🔧 then UPGRADE.

Press SOFTWARE and document the Serial Number.

Contact orders@pathwayconnect.com to order the upgrade(s) referencing the serial number.

- 700-7814 Upgrade, Cognito² Starter to Pro512 $800.00 MSRP
- 700-7815 Upgrade, Choreo or Cognito² 512 Pro, Add 512 Channels $800.00 MSRP
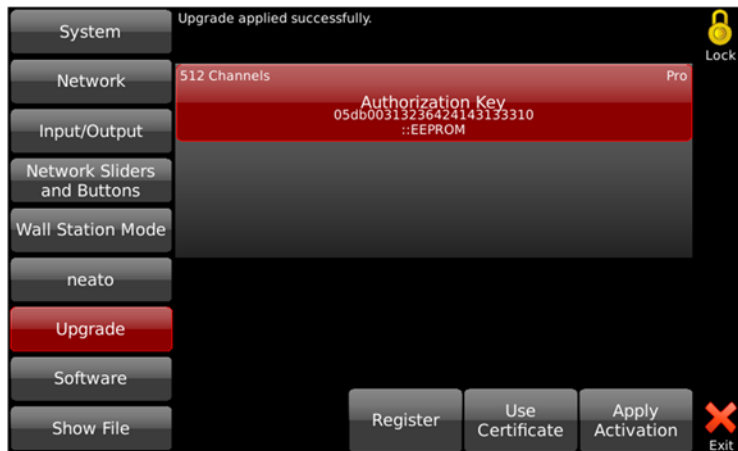- 700-7821-512 Upgrade, CognitoPC, Add 512 Channels $800.00 MSRP

Pathway will email you an 'activation.txt' file. Forward that to the customer. Out of interest, it looks like this:

Have the user copy the activation.txt file to the root directory of a USB thumb drive (formatted Fat32 – which is normal).

Have the user insert the thumb drive in console/controller and presses POWER then SETUP then UPGRADE then APPLY ACTIVATION. (Choreo users press then UPGRADE.) Nothing happens when they do this for about 20 seconds. Be patient.

At the end of the process, the user should see "Upgrade applied successfully" at the top of the screen and the Authorization Key should reflect the new authorization. Contact support@pathwayconnect.com if this is not the case.

The activation.txt will be removed from the USB key.
NOTE: The activation.txt file will only work for the specified serial number and base authorization it was generated for.