

**Tech Bulletin for Kosmos Bridge Software Update**

Date: August 23<sup>rd</sup>, 2023

Distribution: Internal (sales and clinical educators) and External (customers)

**Kosmos Bridge Software Update**

This software update allows users to receive all future over-the-air software updates.

All Kosmos Bridge customers must update their device. Please reference the table below for software availability by country.

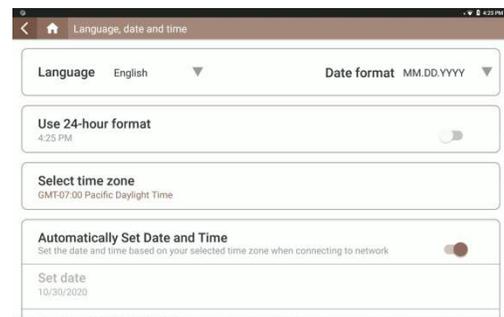
<b>New Software</b>	<b>Countries</b>
v7.2.3.6	USA Argentina Australia Belgium (English) Croatia (English) Egypt Hong Kong Indonesia Iraq Ireland (English) Israel Jordan Kuwait Lebanon Lithuania (English) Malaysia Malta (English) Mexico Nepal New Zealand Oman Pakistan Philippines Singapore Slovenia (English) South Africa Switzerland (English) Thailand Trinidad & Tobago UAE UK & Northern Ireland (English) Vietnam
v7.1.3.3	Brazil Chile Colombia India Morocco Tunisia
v7.0.2.5	Kazakhstan Taiwan
v4.1.4.2	Canada
v3.2.2.6	Saudi Arabia

Please note: Failure to complete this Kosmos Bridge software update by 10/15/2023 will result in devices that temporarily no longer support over-the-air software updates. As a result, users will need to update their devices via USB flash drive provided by EchoNous in order to re-enable the over-the-air updates.

## Software Update Process

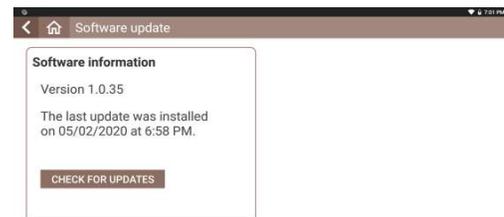
### Update Over Wi-Fi

From the Home screen → Settings → Language, Date, and Time.  
 Ensure “Automatic Date and Time” is enabled.



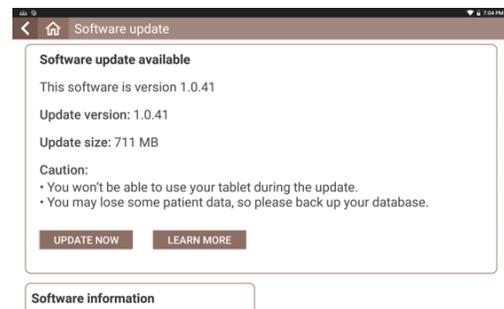
Connect the Wi-Fi network with an internet connection.

Go to Settings → Admin → Updates and press CHECK FOR UPDATES.



The device will connect with the update server and press UPDATE NOW.

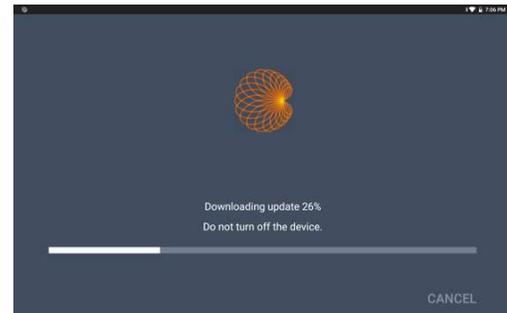
**Note:** The picture shown is an example of the screen you will see. The update version indicated will be different.





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The device will begin to download the update package from the server. You will be able to see the progress of the download.



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After the update package has been downloaded, the system will begin installing the update package.

Installation of the download package can take about a minute or two. You will be able to see the progress of the installation.



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Once the installation is complete, the Kosmos Bridge will reboot and a message will appear saying that the update is complete.

### Update Using USB Flash Drive

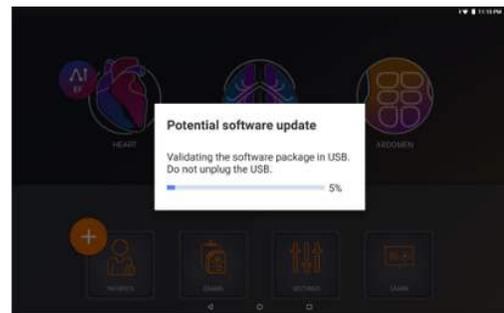
If the device cannot be connected to the internet, the software may be updated by a USB flash drive.

For a USB flash drive, contact EchoNous Customer Service by telephone at (844) 854-0800 or via email at [service@echonous.com](mailto:service@echonous.com).

Note that Kosmos System Software must be installed from a USB flash drive provided by EchoNous.

Plug the USB Flash Drive directly into the USB-C port on the side of the Kosmos Bridge.

The system will recognize the USB drive and begin to verify its contents. This can take 2 to 3 minutes to complete.



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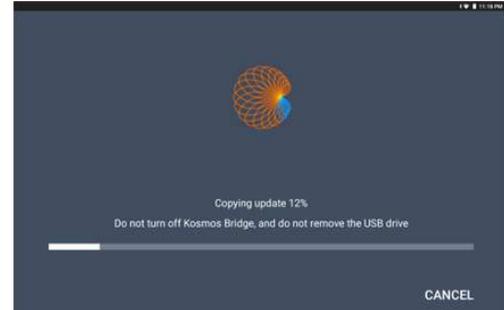
Once the contents of the plugged in USB drive have been verified, you will see a popup message.

Press the INSTALL button.





Kosmos Bridge will begin copying the update package from the USB drive. You will be able to see the progress on the screen.



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Once the update package has been copied, the installation process will immediately start.



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Once the installation is complete, the Kosmos Bridge will reboot and a message will appear saying that the update is complete.

After the update is installed, shut down and restart the Kosmos Bridge using the power button.

## Learn Videos

### *Install Using USB Flash Drive*

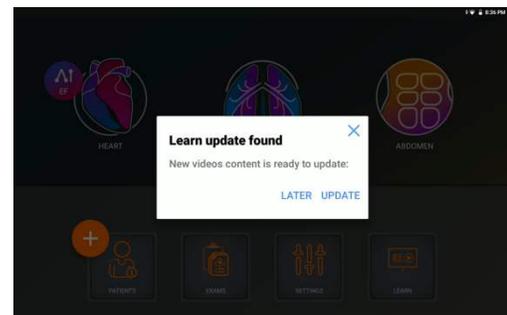
To begin, insert the USB drive with the Learn video files directly into the USB-C port on the side of the Kosmos Bridge.

Tap the LEARN button on home screen.



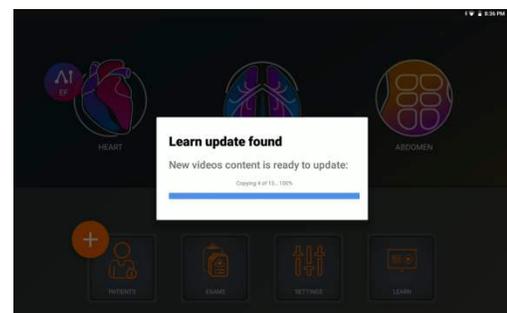
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A popup message will appear, Tap UPDATE.



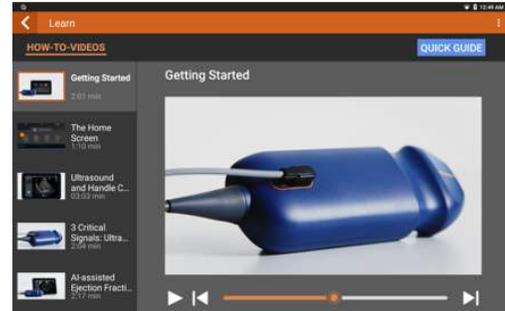
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The update process will begin. You will be able to see the progress on the screen.





After the update is complete, the videos will be available in Learn.

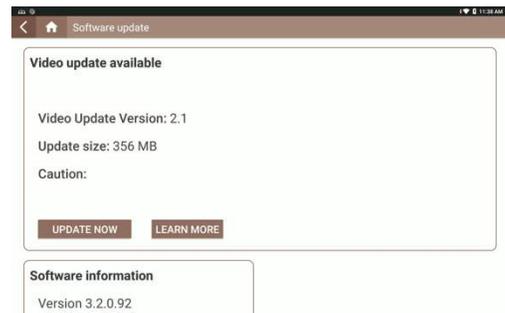


### *Install Over Wi-Fi*

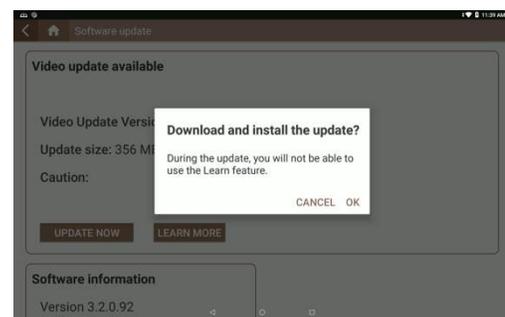
Connect the Wi-Fi network with an internet connection.

Go to Settings → Admin → Updates and press CHECK FOR UPDATES.

Press UPDATE NOW when update is available.



A popup message will appear, Press OK

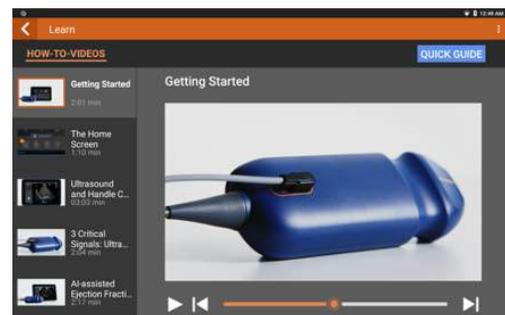


During the download, the Learn button on the home screen is disabled and will show the progress of the download.



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After the update is complete, the videos will be available in Learn.



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## Enable the Handle Controls

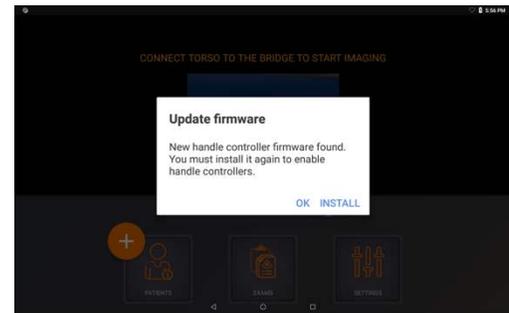
The Handle Controls feature can be enabled from the Home Screen.

Tap **TURN ON HANDLE CONTROLS** then tap **ON**.



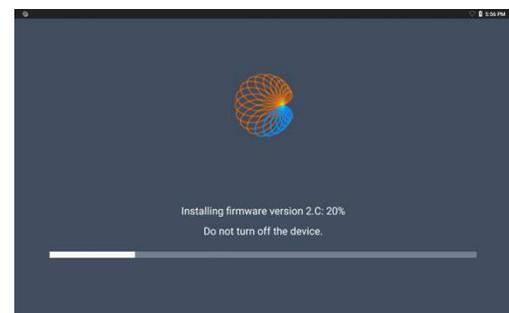
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When the Handle Controls are enabled for the first time, Kosmos Bridge will prompt you to update the Handle Controller firmware.



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Press the INSTALL button on the popup to update the Handle Controller firmware and Kosmos Bridge will proceed to install the firmware.



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If you have any questions, contact EchoNous Customer Service by telephone at (844) 854-0800 or via email at [service@echonous.com](mailto:service@echonous.com).