PCTEL®
Performance Critical

SeeGull® Assistant User Guide Release 2.0

SeeGull® Assistant User Guide

Release 2.0

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COMMENT ON KNOWN DEFECTS AND OTHER ERRATA

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1 Preface

1.1 Purpose

This document walks the user through the installation process for SeeGull Assistant. It also describes the basic features of the SeeGull Assistant application and explains how to use SeeGull Assistant to perform updates to PCTEL SeeGull scanners.

1.2 Applicability

- SeeGull Assistant is the scanner update utility for SeeGull scanners.

1.3 Other References

- None

1.4 License Agreement

Reference the License Agreement.

2 Introduction

2.1 Overview

PCTEL provides SeeGull Assistant as an update utility used to update SeeGull scanners and SeeWave Host Handheld Antenna. The current release of SeeGull Assistant is designed to work with all SeeGull scanners.

2.2 Feature List

These are the main features of the SeeGull Assistant application:

- Auto detects PCTEL SeeGull scanners.

- Gets device information.

- Performs update to PCTEL SeeGull scanners.

2.3 System Requirements

Supported Operating Systems

- Windows 10 Professional Edition (32/64bit), U.S. version only

- Windows 8 Professional Edition (32/64bit), U.S. version only

- Windows 7 Professional Edition (32/64 bit), U.S. version only

Recommended Requirements

- PC or laptop with Intel Core i5, 2.60 GHz or higher processor

- Windows 7 (64bit) Professional Edition (U.S. Version Only)

- 4 GB RAM or higher

- 160 GB (7200 RPM) or larger hard disk

- USB 2.0 ports

3 Installation

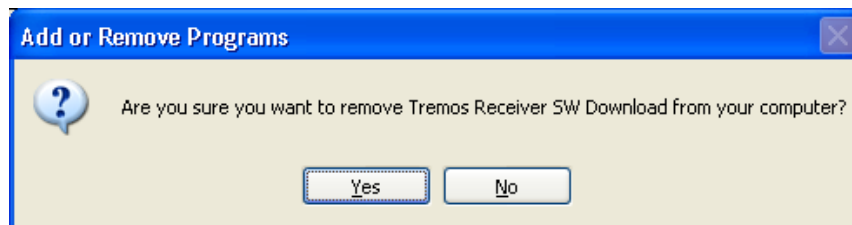## 3.1 Uninstall Tremos Receiver SW Download Application

This section describes the procedure to uninstall the PCTEL Tremos Receiver SW Download Application. Tremos Receiver SW Download is the previous SeeGull scanner update utility being replaced by SeeGull Assistant. This action uninstalls all the files placed in the program destination folder. However, it will not remove the files generated or placed by users.

1. Open **Control Panel**.

2. For **XP** open **Add or Remove Programs** and for **Windows 7** or **Vista** open **Uninstall a program** under **Programs**.

3. Select **Tremos Receiver SW Download** and select **Remove** or **Uninstall/Change**.
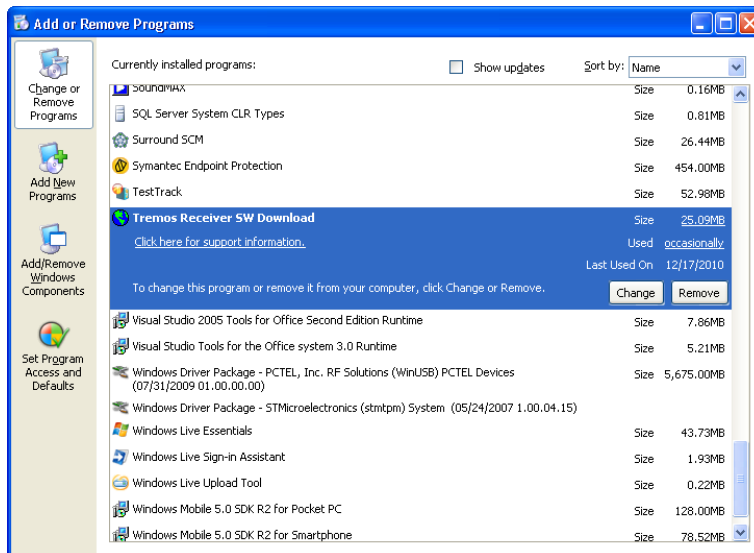
Figure 1 – XP Add or Remove Program Window

4. Click **Yes** to continue uninstall the application.
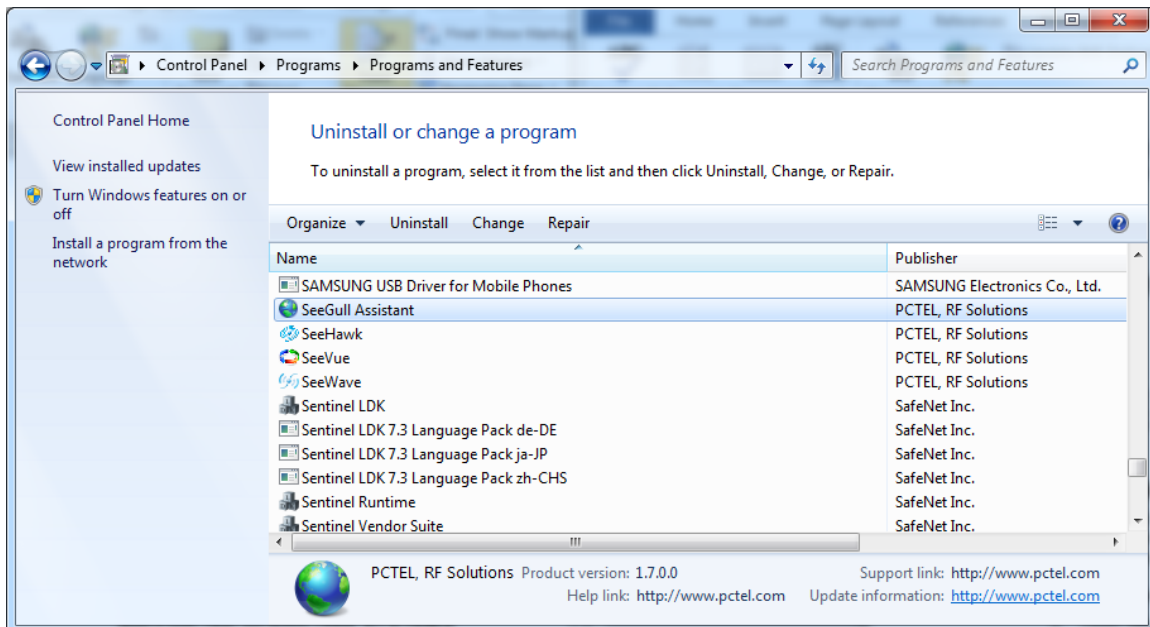

Figure 2 – Confirm To Uninstall Window

This completes the **Tremos Receiver SW Download Application Uninstall Procedure**.

## 3.2 Uninstall Previous Version of SeeGull Assistant Application

This section describes the procedure to uninstall the previous version of SeeGull Assistant. This action uninstalls all the files placed in the program destination folder. However, it will not remove the files generated or placed by users.

1. Open **Control Panel**.

2. Open **Uninstall a program** under **Programs**.

3. Select **SeeGull Assistant** and select **Uninstall**.

Figure 3 – Programs and Features Window

4. Click **Yes** to continue uninstall the application.
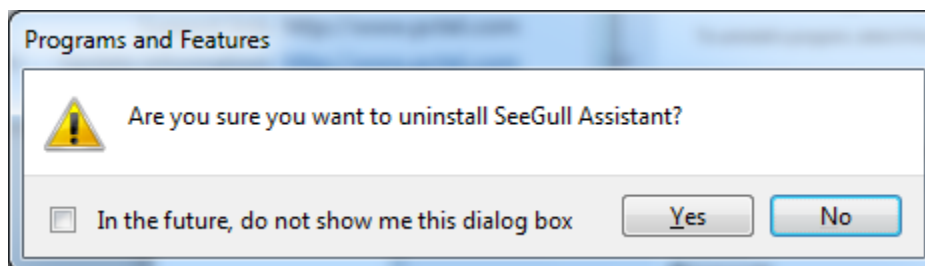
**Figure 4 – Confirm To Uninstall Window**

This completes the **SeeGull Assistant Uninstall Procedure**.

3.3 Install SeeGull Assistant Application

This section describes the procedure to install the PCTEL SeeGull Assistant Application. It is recommended to close all open applications before starting SeeGull Assistant installation.

1. Login as an **Administrator**.

2. Run **Setup.exe**.

3. If **NET Framework 4.0** is not already installed, follow the step to install **.NET Framework 4.0.**

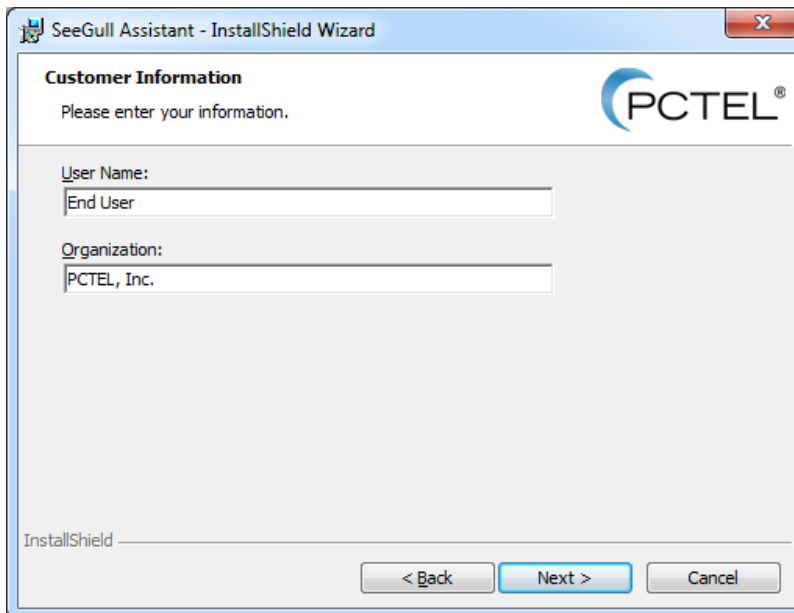4. The following **Welcome Window** will appear:
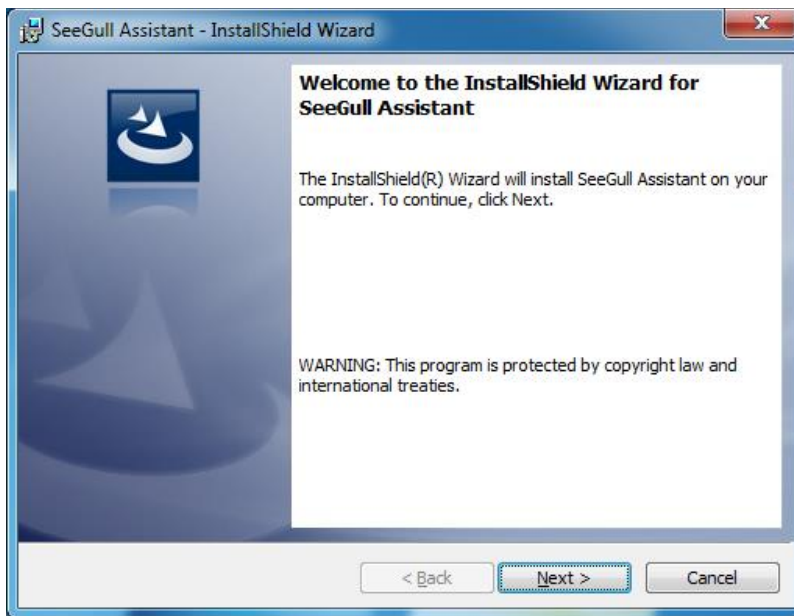
Figure 5 – SeeGull Assistant Welcome Window

5. Click **Next>** and **License Agreement Window** will appear as below:
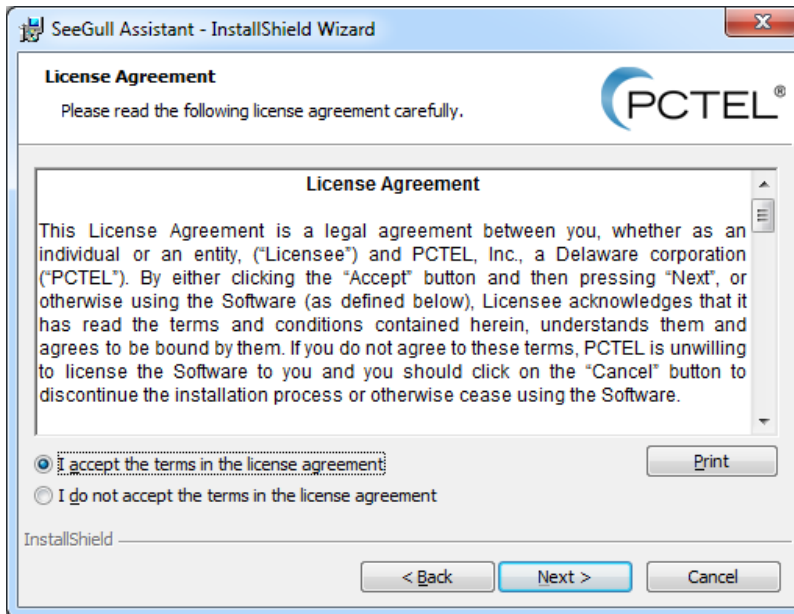
Figure 6 – License Agreement Window

6. Select **I accept the terms in the license agreement** and click **Next>.** The **Customer Information Window** will appear as below:
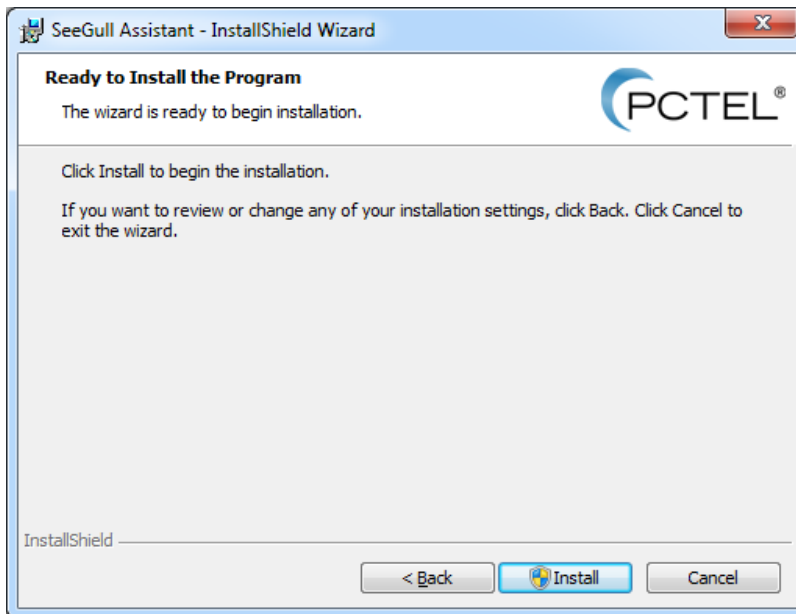

Figure 7 – Customer Information Window

7. Enter User name and Organization (optional) and click **Next>.** The **Destination Folder Window** will appear, as below:
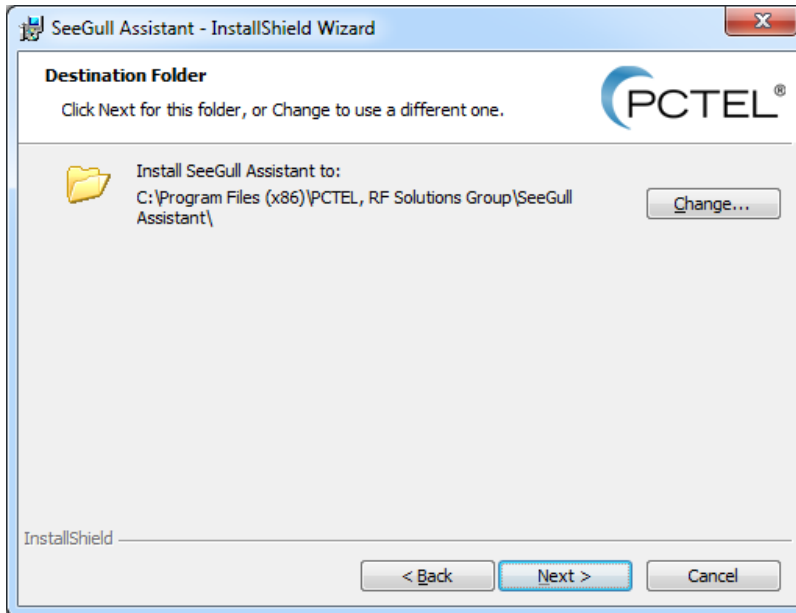
Figure 8 – Destination Folder Window

8. Either click **Next>** to keep default destination folder or click **Change** to change the destination folder and then click **Next>**. The **Confirmation Window** will appear:

Figure 9 – Confirmation Window

9. Click **Install**. The following window will monitor the installation's progress:
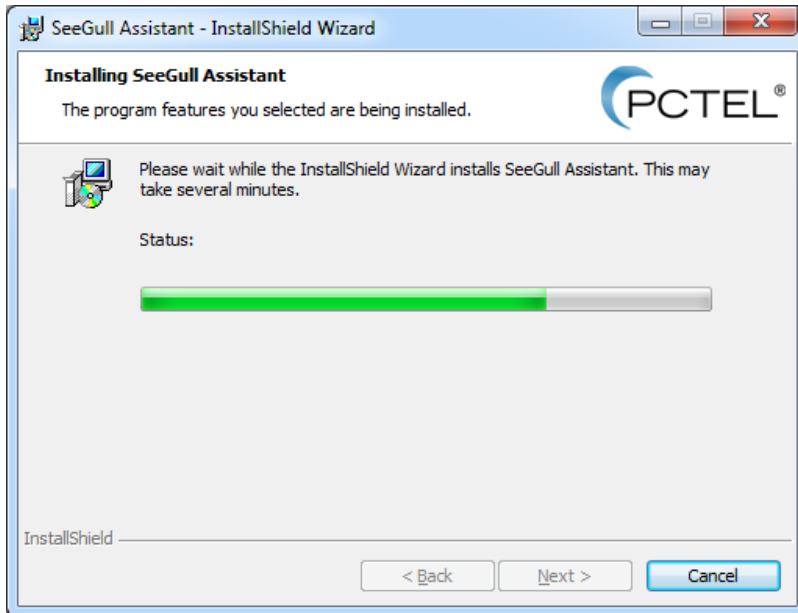
Figure 10 – Installation Progress Window

10. When installation is complete, the following window will appear:

Figure 11 – Installation Complete Window

11. Click **Finish** to complete the installation.

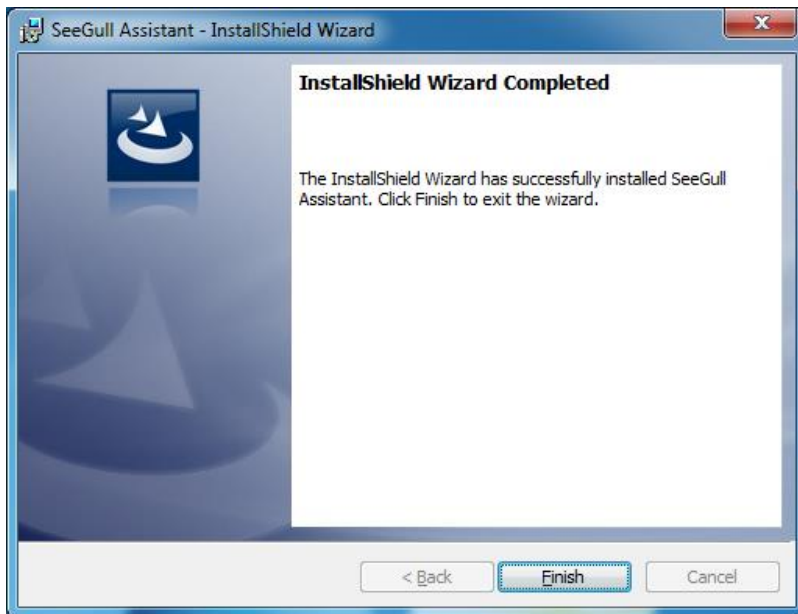# 4   Using SeeGull Assistant

The following section describes how to use the SeeGull Assistant application to update SeeGull scanners.

4.1 Detecting a Scanner

To detect a scanner:

1. Start SeeGull Assistant by either double clicking on the SeeGull Assistant icon 🌐 on the Desktop, or from Start Menu under **All Programs → PCTEL, RF Solutions Group → SeeGull Assistant**.

2. Connect a SeeGull scanner to the PC.

3. Apply power to the scanner.

4. Select **Detect Devices** under the **Actions** menu or click the 🔍 icon on the toolbar.

5. If a scanner is found, the scanner information will be displayed in the **Detected Devices List** and **Selected Scanner Information** window.
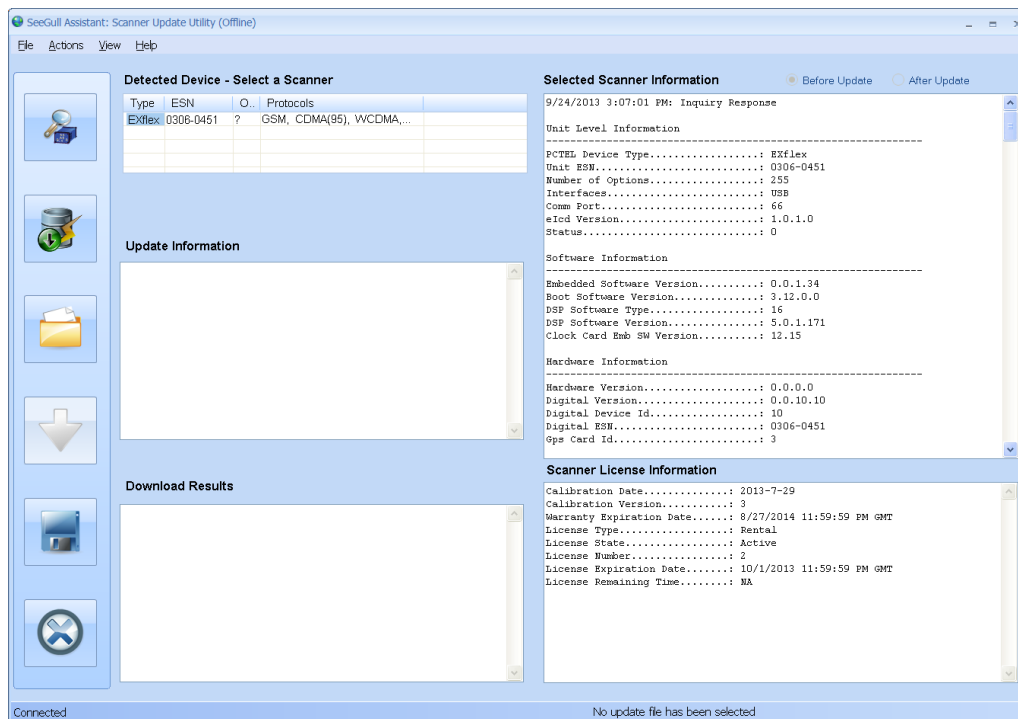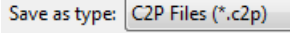
Figure 12 – SeeGull Assistant: Scanner Update Utility Window

6. To save the scanner information, select **Save Scanner Information** under the **File** menu or click on the 💾 icon on the toolbar. Select a file name to save the information to a text file.

7. To save the EX*flex* scanner License information, select **Save Scanner Information** under the **File** menu or click the icon on the toolbar. Select a file name to save the information to a text file and the Save as type set to .c2p. Save as type: C2P Files (*.c2p)

8. To print the scanner information, select **Print Scanner Information** under the **File** menu.

4.2 Manually Update a Scanner

Before a scanner can be manually updated, the user needs to acquire a SeeGull Assistant Update file (DTB2, DTB3 or TUF file). Please contact PCTEL, RF Solutions Customer Support to get the update file.

The Electronic Serial Numbers (ESN) for all scanners to be updated is required to generate the appropriate update files. The ESN is part of the scanner information that can be acquired by detecting a scanner (refer to Detecting a Scanner).

A single update file can contain update information for multiple scanners. An update file can only be used on scanners with matching ESNs. The update can only be performed on a single scanner at a time, but multiple scanners can use the same update file.

To update a scanner:

1. Detect the scanner that needs to be updated (refer to Detecting a Scanner).

2. Load an update file by selecting **Select Update File** under the **File** menu or click on the
   icon on the toolbar. Select the file and click **Open**.

3. If the update file does not match with the detected scanner, a warning message will be displayed. Load a different update file or select the scanner matching the update file ("Yes" will appear in the "OK" column if file matches the scanner).
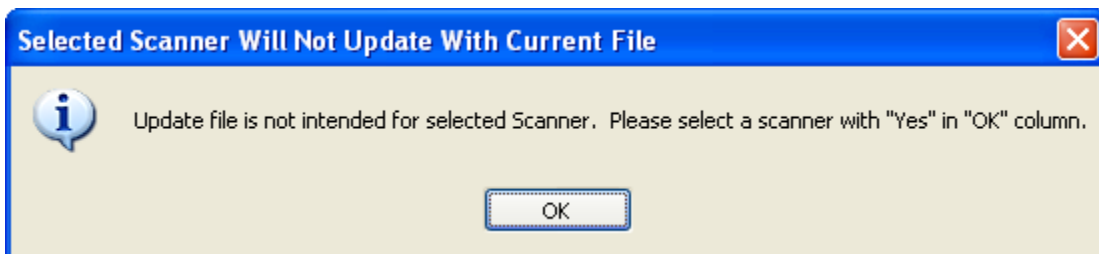
Figure 13 – Update File Incompatible Message

4. The detail update information will be displayed in the **Update Information** Window.
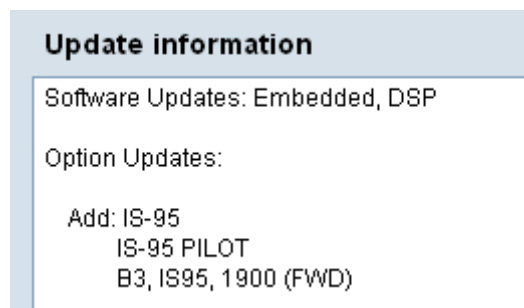
Figure 14 – Update Information Window

5. If the updated file matches with the detected scanner, a message will prompt to start the update automatically.

Figure 15 – Automatic Update Message

6. Secure all the connections to the scanner (serial cable, USB cable, power cable).

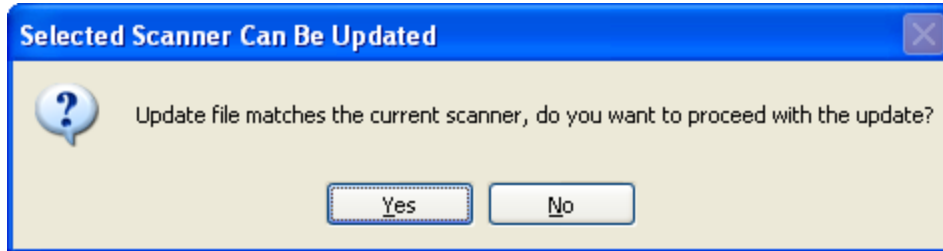   **WARNING**: DO NOT disconnect the cables during the update process as it may cause serious damage to the scanner.

7. Select Yes to start the update automatically. Go to step 10.

8. Select No to start the update manually.

9. To perform the update manually, select **Download Updates** under the **Actions** menu or click on the ⬇ icon on the toolbar.

10. Updating progress will be displayed in the progress bar.

Figure 16 – Update Progress

11. After the updating process is completed, the scanner will be reset automatically.

   NOTE: In the case of an MX and MX*flex* scanner, the following message will be displayed. The user may need to reset the scanner manually (turn off and turn on the power) while the application is still running. Click OK after resetting the scanner. The scanner will temporarily disappear from the scanner list. After it reinitializes (this will take nearly two minutes), it will reappear in the scanner list.
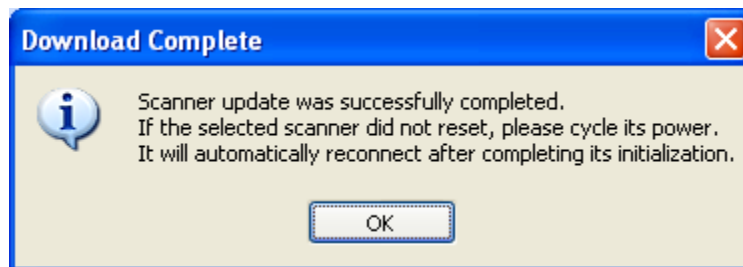
Figure 17 – Reset Scanner Message

12. The download results will be displayed in the **Download Results** window and the updated scanner information will be displayed in the **Selected Scanner Information** window.

Download Results

Download Results For Scanner with Esn = 0210-0501:
Scanner update was successfully completed
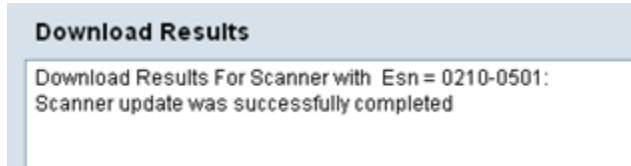
Figure 18 – Download Results Window

13. Click on the ⊗ icon to disconnect the scanner.

14. Repeat all the above steps for other scanners that need to be updated.

   NOTE: For LX Dual Mode [MM2] and EX+ unit, both scanners in the unit have to be updated separately. Repeat the update process to each of the scanners in the unit using the above update procedure.

4.3 Automatically Update an EX*flex* Scanner Online

1. To check available updates for an EX*flex* scanner, select the desired EX*flex* scanner on the Detected Device list and Select **Check for Updates** under the **Actions** menu, or click on the [icon] icon. Users will be prompted to log on using their scanner.pctel.com account username and password.

Figure 19 – Log On To Scanner Manager Window
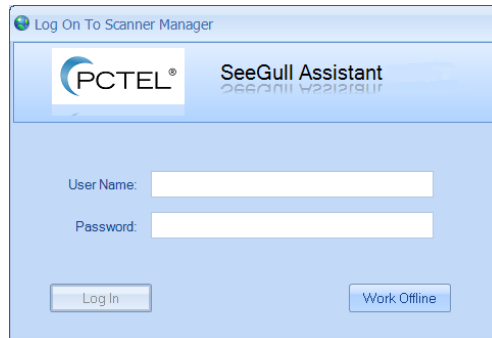
2. After successful log on, you will have access to view all available configuration, firmware and license updates. Select the desired update and click the [icon] icon to initiate.
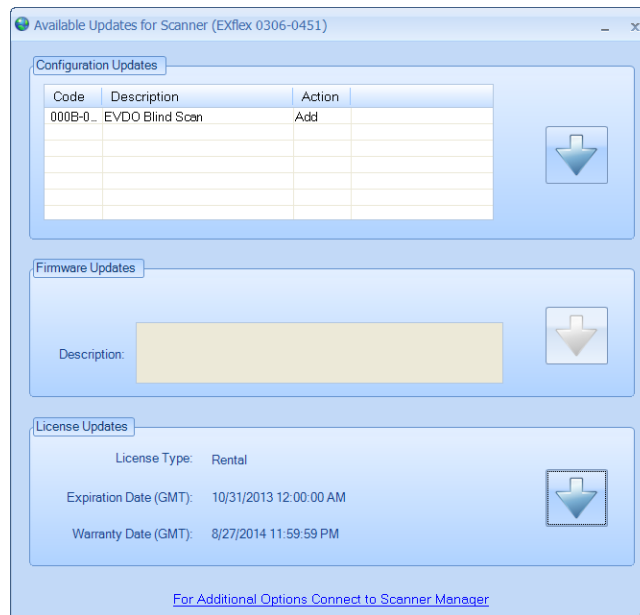
Figure 20 – Available Updates for Scanner Window

3. Click on the [icon] icon to disconnect the scanner.
4. Repeat all the above steps for other scanners that need to be updated.

4.4 Update Scanner License Information (SeeGull EX*flex* and IB*flex*)

Before a scanner license can be updated, the user needs to acquire a P2C file. Please contact PCTEL, RF Solutions Customer Support to get the license update file.

To update the license for SeeGull EX*flex* scanner:

1. Detect the scanner that needs to be updated (refer to Detecting a Scanner). It is recommended at this time to have a GPS antenna connected and GPS locked before proceeding to update the license.

2. Load a P2C file by selecting **Select Update File** under the **File** menu or click on the 📂 icon on the toolbar.

3. Change the file type to P2C file.

4. Select the file and click **Open**.

5. If the update file does not match with the detected scanner, a warning message will be displayed. Load a different update file or select the scanner matching the update file ("Yes" will appear in the "OK" column if file matches the scanner).
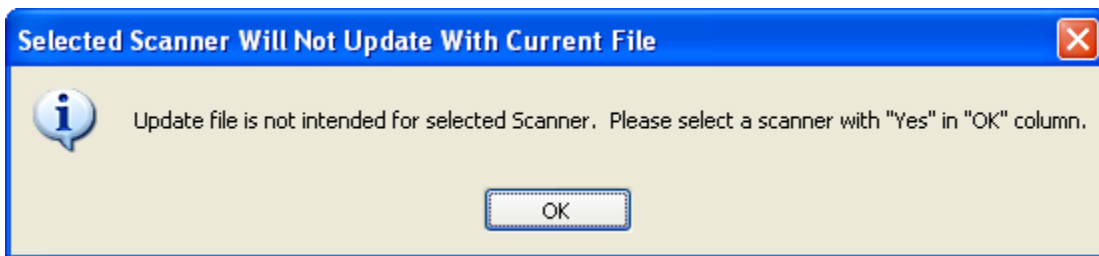
Figure 21 – Update File Incompatible Message

6. If the updated file matches with the detected scanner, a message will prompt to start the update automatically.
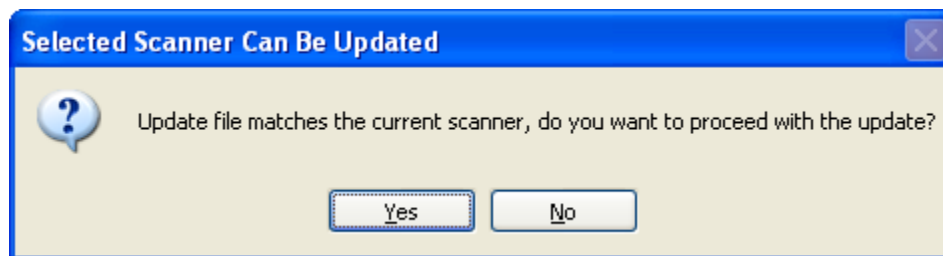
Figure 22 – Automatic Update Message

7. Secure all the connections to the scanner (USB cable, power cable).

   WARNING: DO NOT disconnect the cables during the update process as it may cause serious damage to the scanner.

8. Select Yes to start the update automatically. Go to step 11.

9. Select No to start the update manually.

10. To perform the update manually, select **Download Updates** under the **Actions** menu or click on the 🔽 icon on the toolbar.

11. The download results will be displayed in the **Download Results** window and the updated scanner license information will be displayed in the **Selected Scanner Information** window.

12. Click on the icon to disconnect the scanner.

13. Repeat all the above steps for other scanners that need to be updated.

4.5 Save Scanner License Information (SeeGull EX*flex* and IB*flex*)

The SeeGull EX*flex* and IB*flex* scanners contain license information that can be retrieved from the scanner and stored into a C2P file. The information is required for updating the license in the scanner. The information in the C2P file is encrypted and not for customer use.

The customer should send the C2P file along with the scanner information to PCTEL, RF Solutions Customer Support for scanner license support.

To retrieve and save the C2P for scanner:

1. Detect the EX*flex* scanner that requires retrieving and storing C2P file (refer to Detecting a Scanner).

2. Select **Save Scanner Information** under the **File** menu.

3. Change the **Save as type** to C2P file.

4. Provide a file and select Save.

5. Click on the ⊗ icon to disconnect the scanner.

4.6 View and Set Network Interface (SeeGull IB*flex*)

SeeGull IB*flex* network interface settings can be retrieved and modified for network communication.

To view and set the network interface settings:

1. Detect the IB*flex* scanner (refer to Detecting a Scanner).

2. Select **Network Interface Settings** under the **Actions** menu.
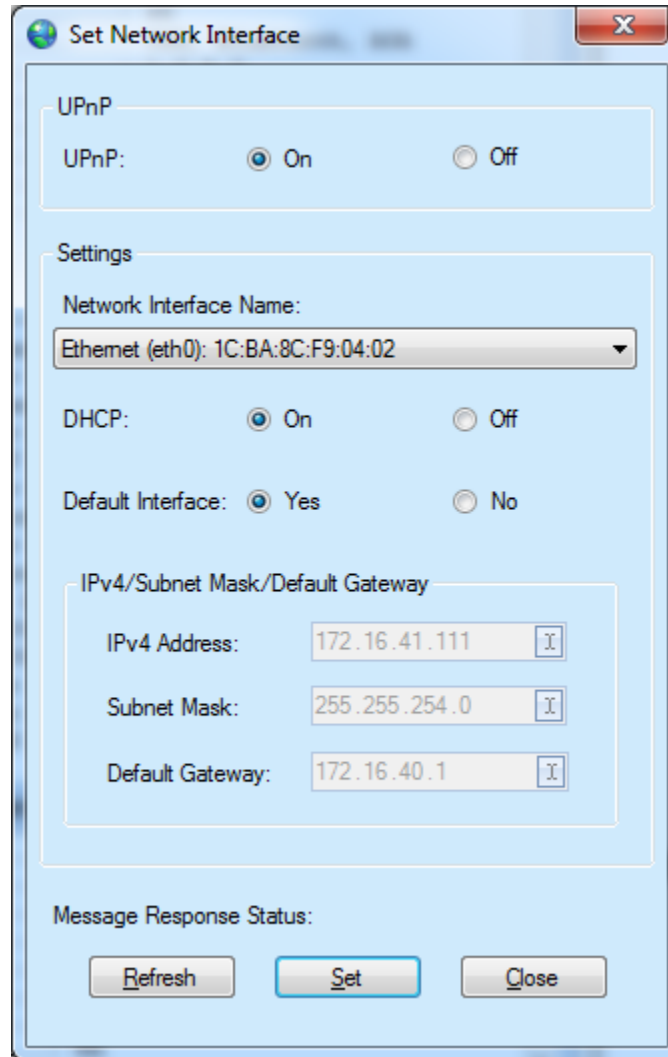
Figure 23 – Network Interface Settings

3. Modify any settings and click the **Set** button.

4. Click **Close** to close the Window.

5. Click on the ⊗ icon to disconnect the scanner.

4.7 GPS Testing

SeeGull Assistant can be used to test the GPS functionality of a scanner.

To run and test the GPS for scanner:

1. Detect the scanner (refer to Detecting a Scanner).

2. Select **Test Scanner GPS** under the **Actions** menu.

3. Select **Start** to start the GPS. GPS information will be displayed in the table.

GPS Data Running on Scanner: IBflex 0000-0000-000D-EF15

| Start | Stop | Clear | ☐ Log to file... | ○ Once ⦿ Auto | UTC Offset Seconds: 18000 |

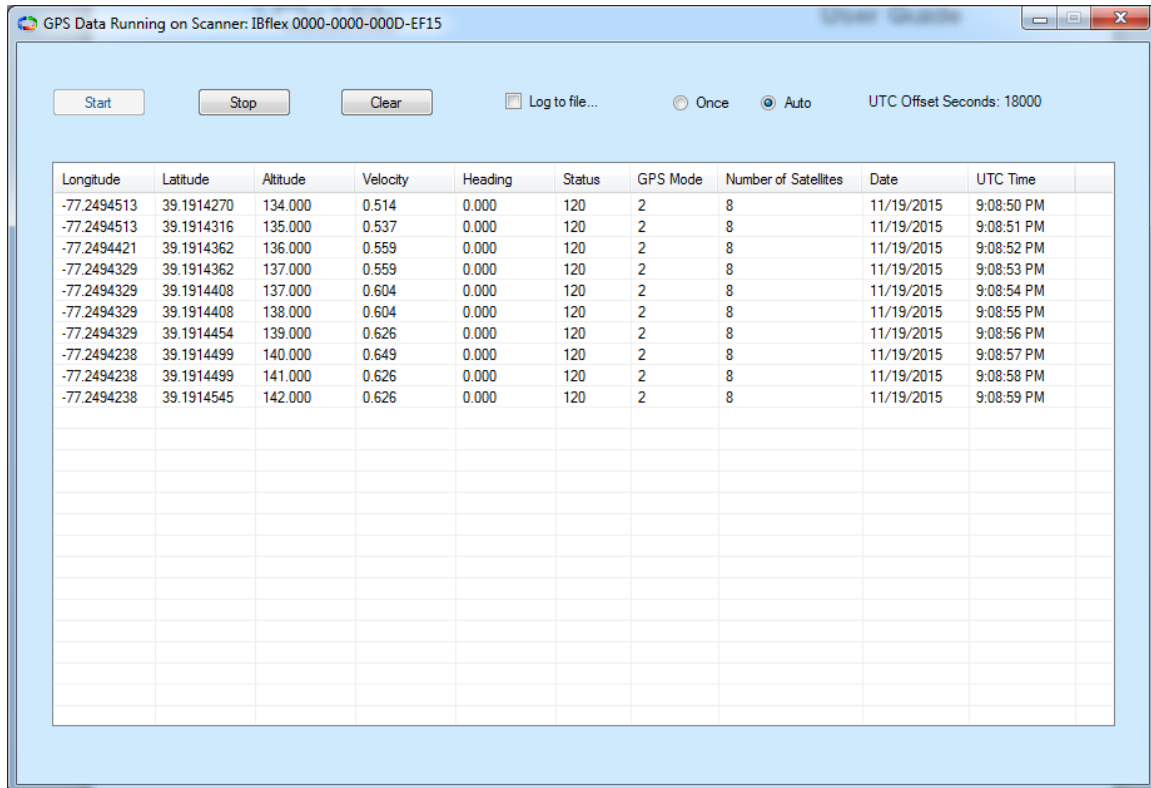| Longitude	Latitude	Altitude	Velocity	Heading	Status	GPS Mode	Number of Satellites	Date	UTC Time
-77.2494513	39.1914270	134.000	0.514	0.000	120	2	8	11/19/2015	9:08:50 PM
-77.2494513	39.1914316	135.000	0.537	0.000	120	2	8	11/19/2015	9:08:51 PM
-77.2494421	39.1914362	136.000	0.559	0.000	120	2	8	11/19/2015	9:08:52 PM
-77.2494329	39.1914362	137.000	0.559	0.000	120	2	8	11/19/2015	9:08:53 PM
-77.2494329	39.1914408	137.000	0.604	0.000	120	2	8	11/19/2015	9:08:54 PM
-77.2494329	39.1914408	138.000	0.604	0.000	120	2	8	11/19/2015	9:08:55 PM
-77.2494329	39.1914454	139.000	0.626	0.000	120	2	8	11/19/2015	9:08:56 PM
-77.2494238	39.1914499	140.000	0.649	0.000	120	2	8	11/19/2015	9:08:57 PM
-77.2494238	39.1914499	141.000	0.626	0.000	120	2	8	11/19/2015	9:08:58 PM
-77.2494238	39.1914545	142.000	0.626	0.000	120	2	8	11/19/2015	9:08:59 PM

Figure 24 – GPS Data Window

4. Select **Stop** to stop the GPS.

5. Close the Window.

6. Click on the ⊗ icon to disconnect the scanner.

4.8 Get Troubleshooting Information (SeeGull MX and MXflex)

The SeeGull MX and MX*flex* scanner contains internal information that may be useful for troubleshooting. The information can be saved to file and sent to PCTEL, RF Solutions Customer Support for scanner support.

To get troubleshooting information for a scanner:

1. Detect the MX or MX*flex* scanner that requires troubleshooting (refer to Detecting a Scanner).

2. Select **Get Troubleshooting Information** under the **Actions** menu. Select a file name to save the information to a **TSI** file.

3. Click on the icon to disconnect the scanner.

4.9 Retrieve and Store Error Log (SeeGull EX and CX)

The SeeGull EX and CX scanners have the ability to store certain internal errors in the scanner's non-volatile memory. These error logs can be retrieved from the scanner and stored into a log file, and may be useful for debugging purposes in case the scanner encounters internal errors. The information in the log file is encrypted and not for customer use.

The customer should send the log file along with the scanner information to PCTEL, RF Solutions Customer Support for scanner support.

To retrieve and store error log for SeeGull EX or CX scanner:

1. Detect the EX or CX scanner that requires retrieving and storing an error log (refer to Detecting a Scanner).

2. Select **Retrieve and Store Error Log** under the **Actions** menu.

3. The log file will be saved under the **SeeGullAssistant_LogFiles** folder in the user documents folder with a predefined name "**PCTELErrorLog_XXXX-XXXX**" where XXXX-XXXX is the ESN of the scanner.

4. Click on the ⊗ icon to disconnect the scanner.

5 Frequently Asked Questions

5.1 Scanner License Information

My EX*flex* Scanner has an expired license, why does the expiration date and remaining time still display as valid?

If the "License State" is "Expired", the EX*flex* Scanner may need to re-sync its internal timing. This can be done by connecting a GPS antenna and obtaining GPS lock. Once there is a valid GPS lock (indicated by a green LED), detect the EX*flex* Scanner again and the "License State" will correct itself to display "Active".

```
Scanner License Information
Calibration Date..............: 2013-7-16
Calibration Version...........: 3
Warranty Expiration Date......: 9/4/2014 11:59:59 PM GMT
License Type..................: Pay Per Use
License State.................: Active
License Number................: 2
License Expiration Date.......: 9/9/2014 11:59:59 PM GMT
License Remaining Time........: 21 days 23 hours 58 minutes
```
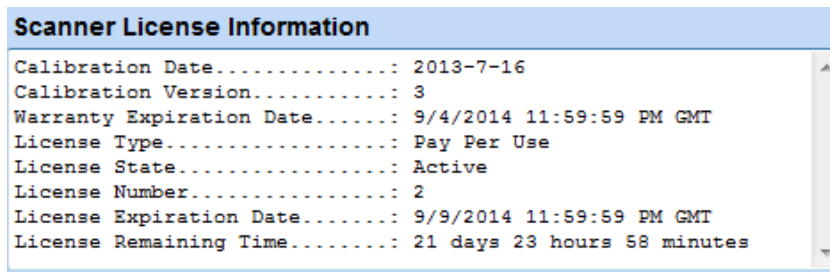
Figure 25 – Scanner License Information Window

6 Support

6.1 Contact Information

PCTEL Departments	Phone Numbers	E-Mail Addresses
Customer Support	+1 240-460-8833	support.rfsg@pctel.com