Installing TriCaster 40 - version 2 Upgrade

Thank you for purchasing TriCaster 40 – version 2. This is an upgrade for the most friendly, multi-camera live video desktop studio around. Once you complete the install, you're ready to create more engaging content and custom elements, and have access to real-time, premium capabilities – just like the pros.

How to Install Upgrade

If you have any questions or concerns during or after the installation process, please feel free to enter a support request at http://new.tk/CSRequest.

Your new serial number has been delivered to you electronically; you will first need to register your upgrade before you will be able to download the requisite installer files. The following instructions will step you through this registration process, obtaining the files, installation, activation, and backup.

IMPORTANT NOTES:

- The installer files comprise roughly 3.5 GB of data which will need to be downloaded. Depending on your download bandwidth, this may take some time to arrive. Please allocate sufficient time to complete the upgrade process.

- We strongly urge you to back up any custom content (including video clips, custom title pages, and LiveSet™ effects, etc.) stored on your C: drive before beginning the upgrade process. (It would suffice to copy these temporarily into a folder on the D: or E: drives, with a view to restoring them manually to their original locations on C: after upgrading.)

- It is also recommended that you perform a TriCaster Restore operation, as described in your TriCaster manual at Section 7.3.2, before upgrading.
  Be aware that doing so will completely overwrite your C: drive, hence the admonition above to back up custom assets. The restore step ensures that any "after purchase" software or drivers added to the system are removed, returning the system to 'as-shipped' condition, and ensuring that the upgrade will yield the best possible performance and results.

Register the Upgrade

1. Please connect your TriCaster system to the Internet, and then launch it as you would normally[1].

2. Next, click the "Shutdown button" (highlighted in Figure 1).

---

[1] If you have multiple user accounts, make sure that you are using one that has administrator privileges.

Figure 1   Figure 2

3. Now click on the link at right (Figure 2) to enter Administrator Mode.

4. On the Administrator Mode screen (Figure 3), click on the link labeled "Register TriCaster" to display TriCaster's registration dialog (Figure 4).
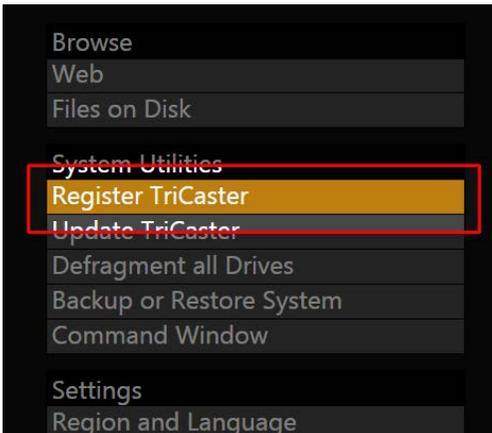

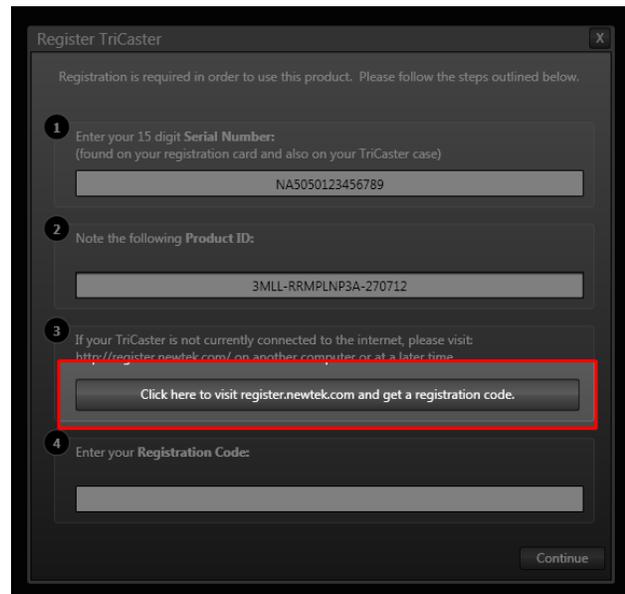Figure 3   Figure 4

5. Click the button labeled "Click here to visit register.newtek.com and get a registration code."

   At this point, a Web browser will open to NewTek's online registration system. If your current language and country have not been set previously, you will be prompted for these. Afterward, the login page for the registration system appears (Figure 5).

Figure 5

6. Enter your user name and password (if you have forgotten these, you may ask for them to be sent to the email address originally used to register your TriCaster), and click the Login button.

   The next Web page shown provides the option to register a new TriCaster product (Figure 6).

Figure 6

7. Enter the serial number emailed to you on purchasing your TriCaster 40 - version 2.

8. Next, enter the name of the reseller who supplied your TriCaster 40 – version 2 software, and click the Register button. (TriCaster VM and Additional Email need not be filled in)

9. The window may reappear, now indicating you are registering version 2; click Register once again.

10. A popup window (Figure 7) will appear at this point to display the unique unlock code that you need to activate your new TriCaster software after installation. (The unlock code will also be emailed to you.)

11. Record the unlock code in a safe place, such as the area marked "Registration Code" on your TriCaster product label, and keep it handy for reference later in this process.

Download the Upgrade

1. Close all the open windows by clicking "X" in the upper right of each window's respective Title Bar until you reach only the Administrator Mode screen again.

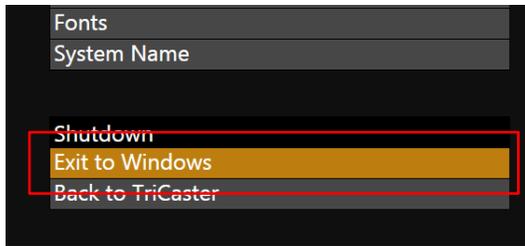2. Click on the link at right to Exit to Windows (Figure 8)

3. Click through the warning window that appears (Figure 9) and open Internet Explorer using the taskbar icon on the lower left (Figure 10).
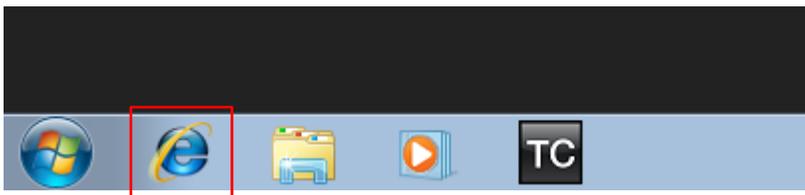
4. Browse to http://reg.newtek.com and enter your username and password once again to Login.

5. Click the "my downloads" link (Figure 11) on the Registration website. Six new downloads labeled "TriCaster 40 - version 2" will be listed, toward the bottom of the page, as available for you.

Figure 11

6. Download all six files (Figure 12), saving them either to a large USB thumb drive (the files will consume about 3.5GB) or the "Windows Desktop." You will need to click the yellow warning bar that appears on the download windows and select "Download File…" (Figure 13).
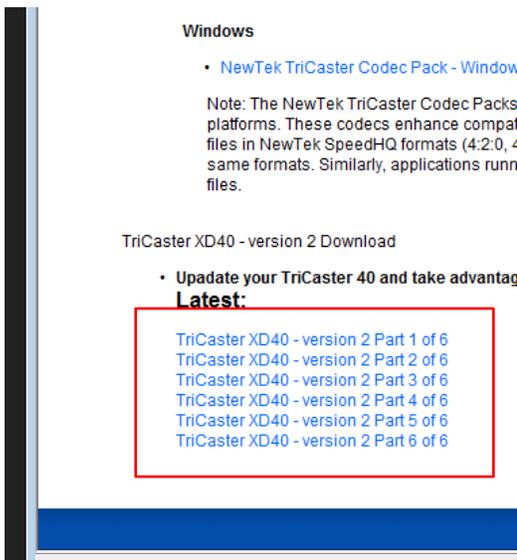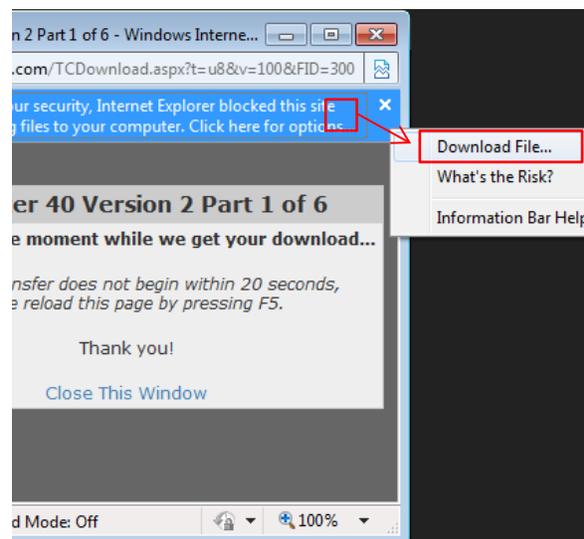

Figure 12   Figure 13

Install the Upgrade

1. After downloading the files, you can close the Web browser and Registration dialog by clicking the [X] buttons at upper right in their respective titlebars.

2. Assuming you saved the downloaded files to the system Desktop, you should see six new file icons there (Figure 14). (If you used portable media to store the files in the preceding section, copy them to the Desktop now.)
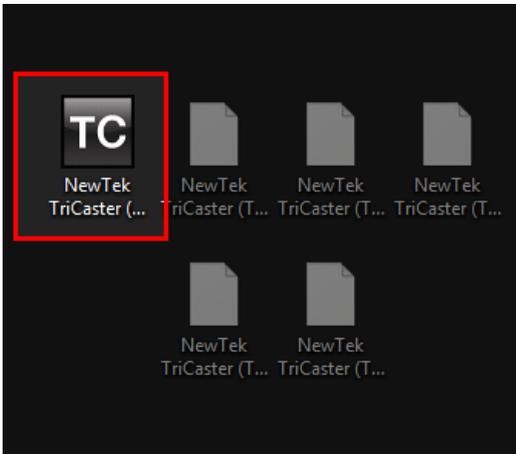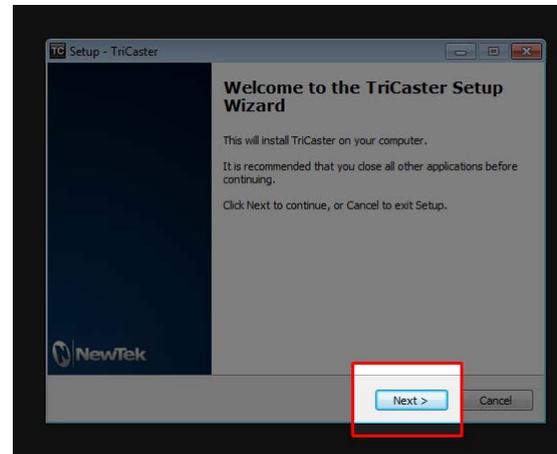
Figure 14   Figure 15

3. Double-click the icon for the TriCaster 40 - version 2 installer, labeled "NewTek TriCaster (TCXD40 v2, update).exe". After a moment, you will need to click Run... to start the installer. The dialog shown in Figure 15 will appear.

4. Click "Next" to continue.

5. The next popup presents the end-user license agreement. After reviewing it, click the radio button next to your choice and click "Next" to proceed.

6. You will see the product "Readme," and choose your preferred language. Click "Next" to continue in each of these sections.

   At this point, the automated installation begins. It will take five to ten minutes to complete. The screen may flash a few times during the process. This is normal and indicates that the installer is updating TriCaster's GPU drivers for best performance. In addition, you may be prompted to install device software (Figure 16). If so, please check the "Always trust" box and click Install to continue.
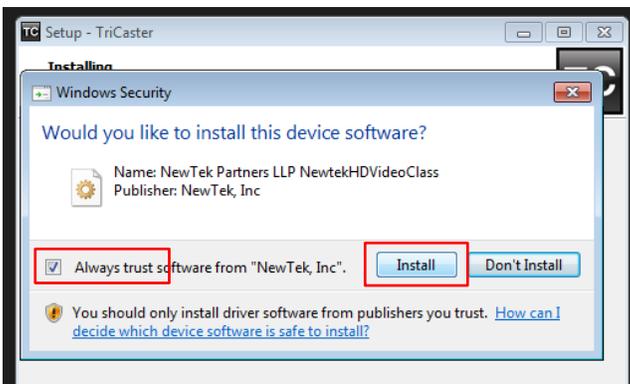

Figure 16

Software Activation

Once installation is complete, your TriCaster will display a window asking to restart; please restart to run the TriCaster 40 - version 2 software.

1. You will be asked to review the TriCaster Application End User license agreement and agree to its terms (Figure 17).
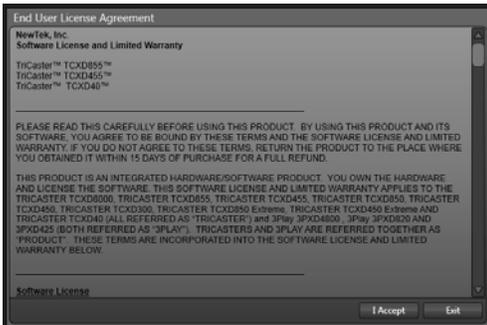
2. As a final step, you will be asked to unlock your TriCaster upgrade, activating it (Figure 18).

   a. Enter your new product serial number once more.
   b. Enter the Unlock Code (from Figure 7), and then click "Continue".

Your system will now be up and running, all ready to go. To familiarize yourself with your new, next-generation TriCaster 40 - version 2, we recommend that you read the product documentation, available from the Help menu in Startup on launch; otherwise, you could use a portable reader (such as a smartphone or tablet) to scan the QR code available in the Help menu on the Live Desktop.

Retain your New Serial Number

Should you ever require support or need to re-register your TriCaster, you will need to have access to your new serial number. Since your new serial number has been delivered to you electronically, you may want to copy the serial number onto your TriCaster. We recommend printing the email you received, cutting out the new serial number, and taping it to your existing product label as shown in Figure 19.

Prepare a Backup Drive

Since your TriCaster 40 was originally a 'version 1' unit, performing a *default* TriCaster Restore operation would return it to the original, pre-upgrade state (requiring you to perform the upgrade and activation again). Thankfully, TriCaster's Backup and Restore feature allows you to prepare an updated (custom) backup drive.

We encourage you to take advantage of this feature to prepare a custom version 2 backup drive. This can be used to easily restore your TriCaster directly to a clean version 2 installation at a later time. (Otherwise, you can simply re-install version 2 following the steps in this document.) See Section 8.3, entitled "Backup and Restore" in your TriCaster User Guide for more information.

Otherwise, or perhaps in addition – it would be prudent to store the version 2 installer files you downloaded in a safe, readily accessible place after use, perhaps in a special folder on your D drive or another convenient location. This would avoid any need to re-download them again later should the need ever arise to re-apply the upgrade.

Conclusion

Once again, thank you for your purchase. We hope you're excited to get started with your new TriCaster 40 – version 2. Adding big production value to your videos has never been easier, and we are here to help you on your journey to success. You can find other helpful resources at www.newtek.com.

Thank you for being part of the NewTek family.