

# GlobalMed® WallDoc® PDB Update

Use these instructions to install the latest Power Distribution Board (PDB) software and firmware. The installer works on machines with either Windows® 7 or 10.

## Questions? Contact GlobalMed Support:

1-800-886-3692, option 2

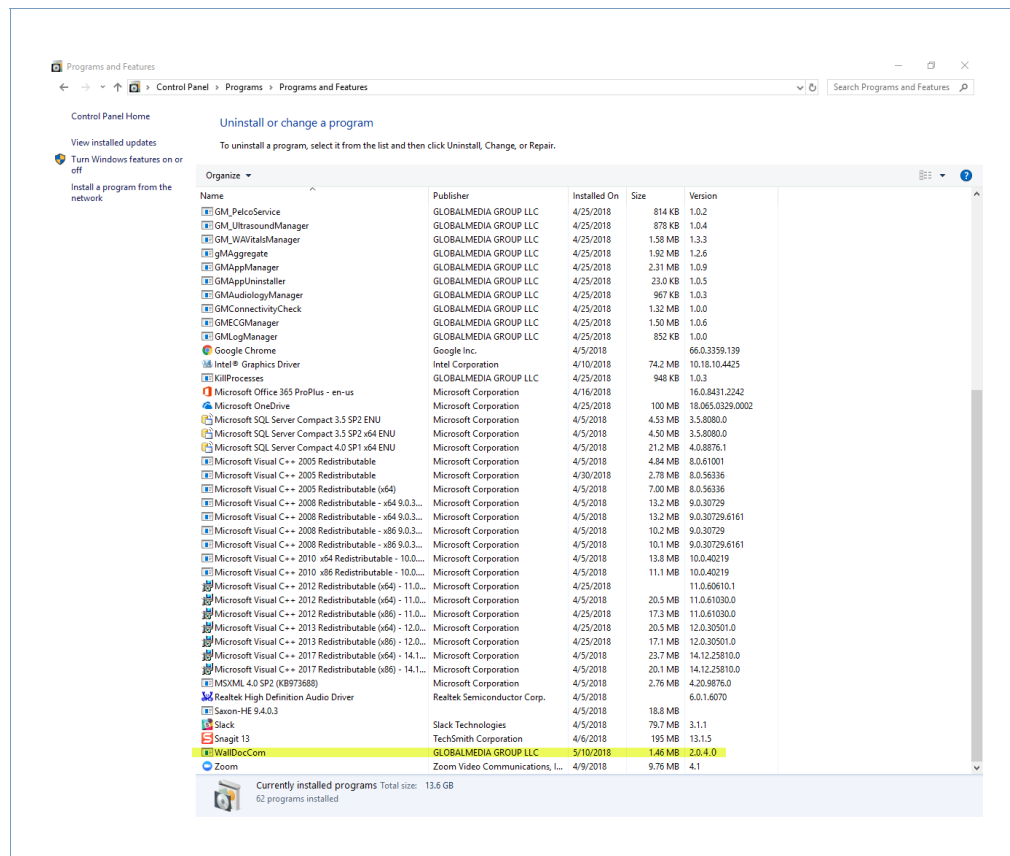
help@globalmed.com


NOTE: WallDoc stations shipped with a DELL 7050 PC may pop up a notice the PC is being throttled back to 800Mhz. If you receive this notification, please contact GlobalMed support for a custom BIOS update.

## Installer Instructions

1. Go to <https://www.globalmed.com/support/downloads/>.
2. Under WallDoc® download the installer titled **WallDocPDB Installer 2.0.8.0**.
3. Once downloaded, move the installer to the desired location on your machine.
4. Uninstall any older versions you may have:
  - a. Open the **Control Panel**.
  - b. Navigate to the **Programs and Features** screen.
  - c. Right click on the program titled **WalldocCom** and click **Uninstall** (see [Figure 1](#)).

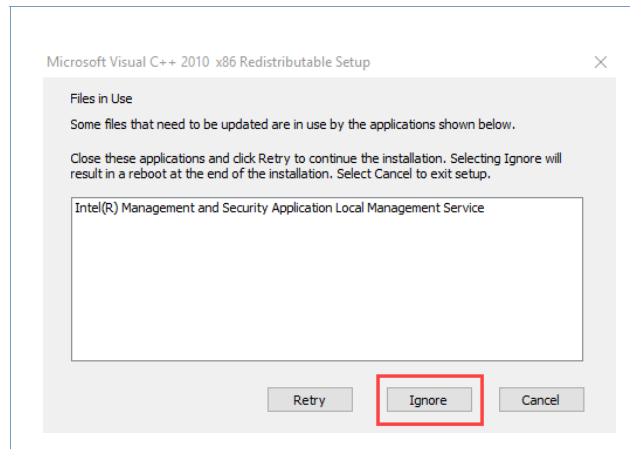
*Figure 1 Uninstall older versions*



5. Within the new installer file, right click on the application titled **WallDocPDB Installer v.2.0.8.0** and click **Run as administrator**.
6. Once the installer has finished running the WallDoc wall icon  appears in the taskbar.

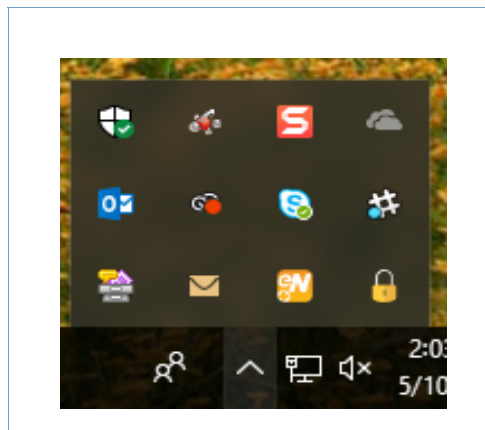
**NOTE:** During the installation process you may see the below pop up, or similar. Click **Ignore** (see [Figure 2](#)).

*Figure 2 Click ignore*



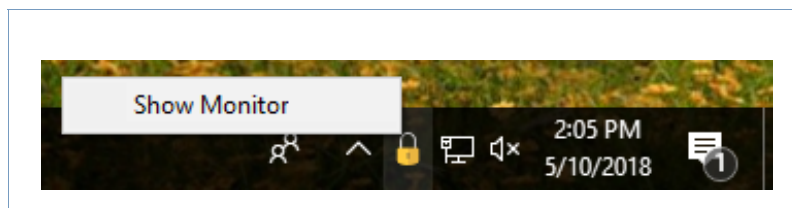
7. Click the up arrow located on the right of the taskbar to show hidden icons (see [Figure 3](#)).

*Figure 3 Click the arrow*



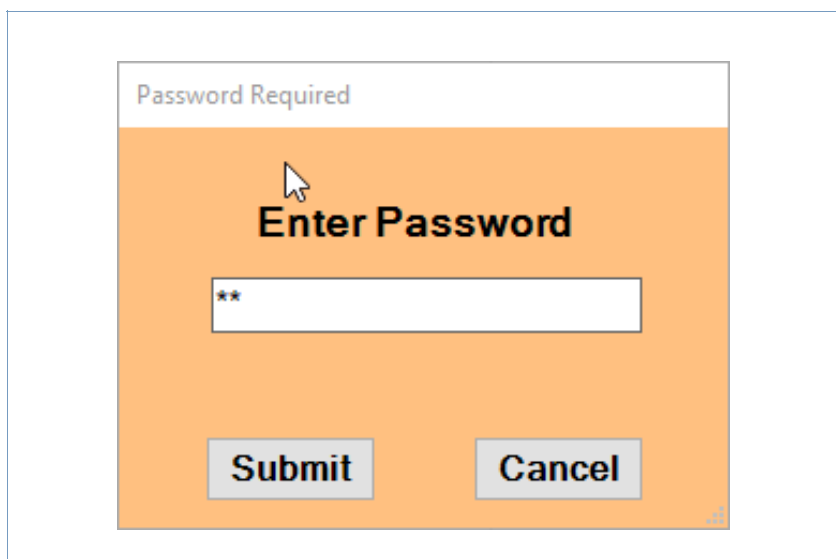
8. Click the lock icon and drag it down to the taskbar.  
9. Right click the lock icon and select **Show Monitor** (see [Figure 4](#)).

*Figure 4 Click show monitor*



10. Enter **su** in the password prompt and click **Submit** (see *Figure 5*).

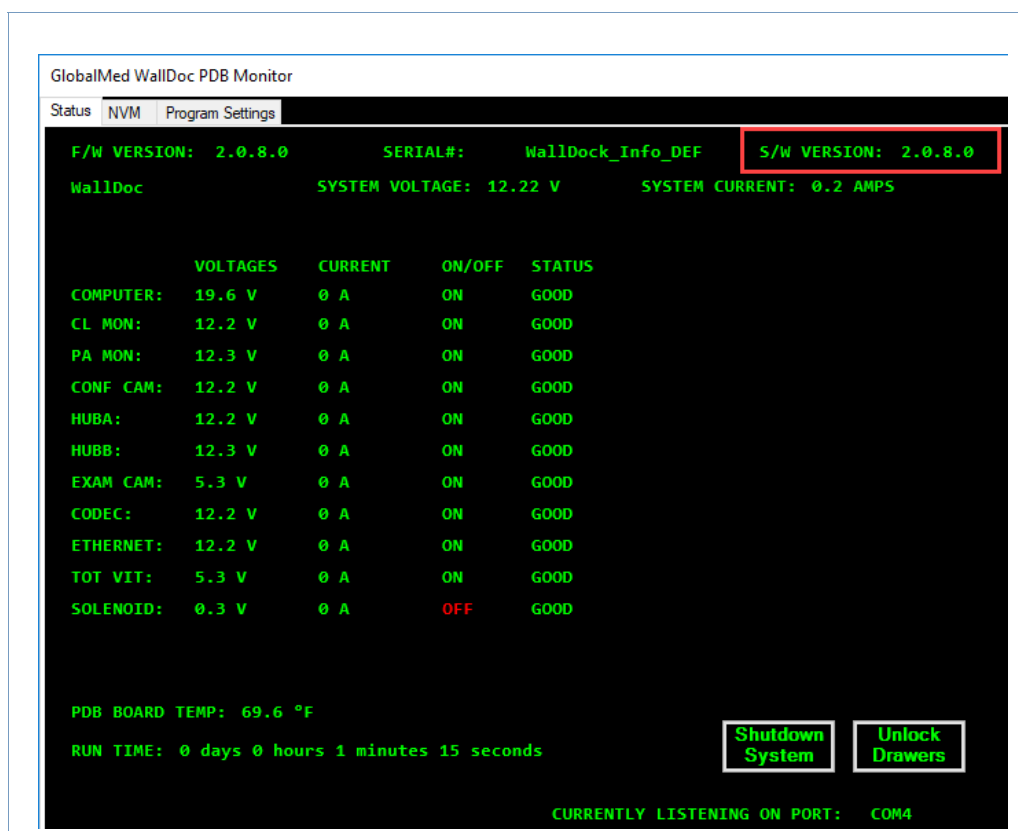
*Figure 5 Password prompt*



11. The **PDB Monitor** window appears. Verify the **S/W Version** shows **2.0.8.0** (see *Figure 6*).

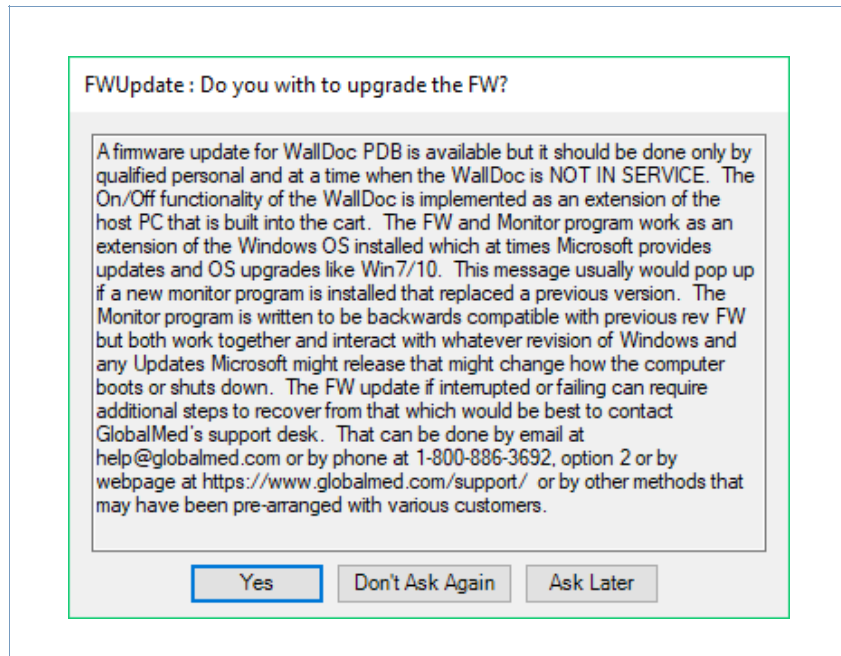
**NOTE:** The **F/W Version** will still show the old firmware version number you may have on the machine.

*Figure 6 Verify software status*



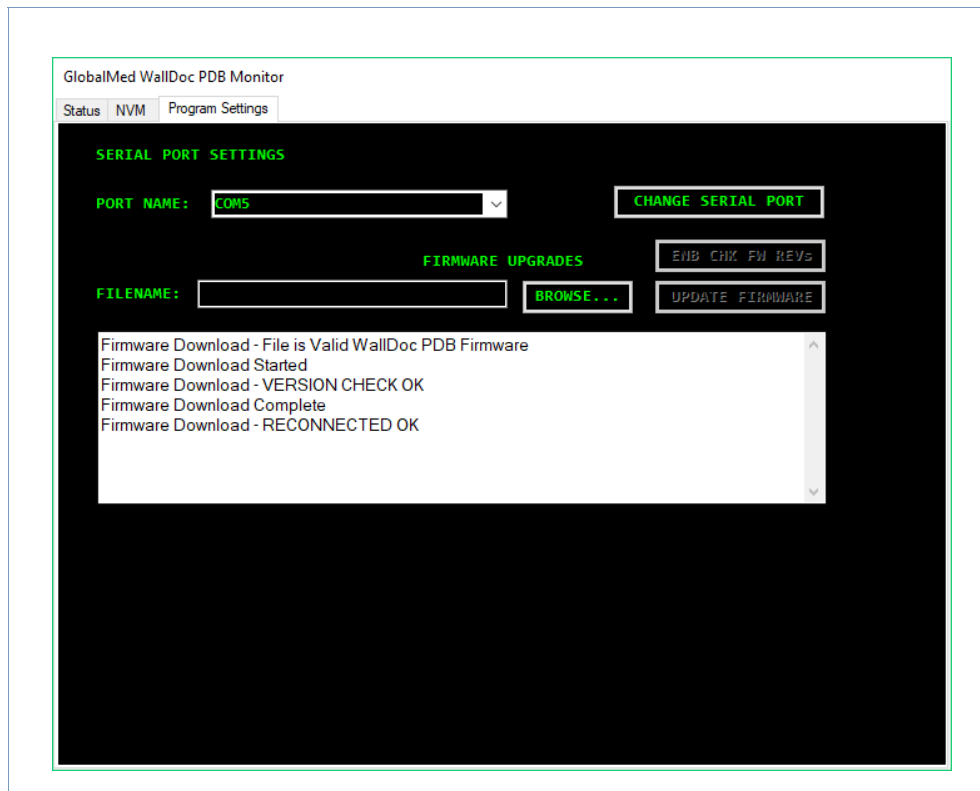
12. A window appears shortly after opening the PDB Monitor window prompting you to update the firmware. Click **Yes**.

*Figure 7 Click yes to update firmware*



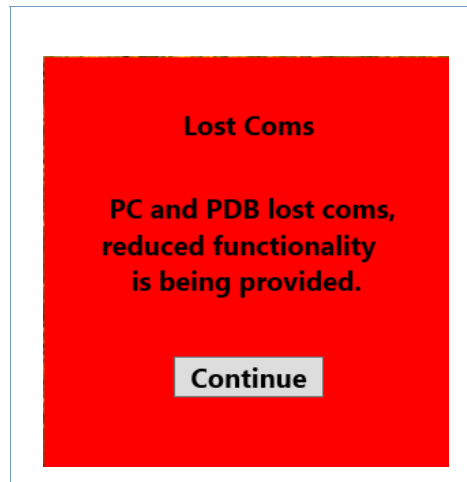
13. Click the **Program Setting** tab to see the status of the firmware update in the text box (see *Figure 8*).

*Figure 8 Completed firmware update*



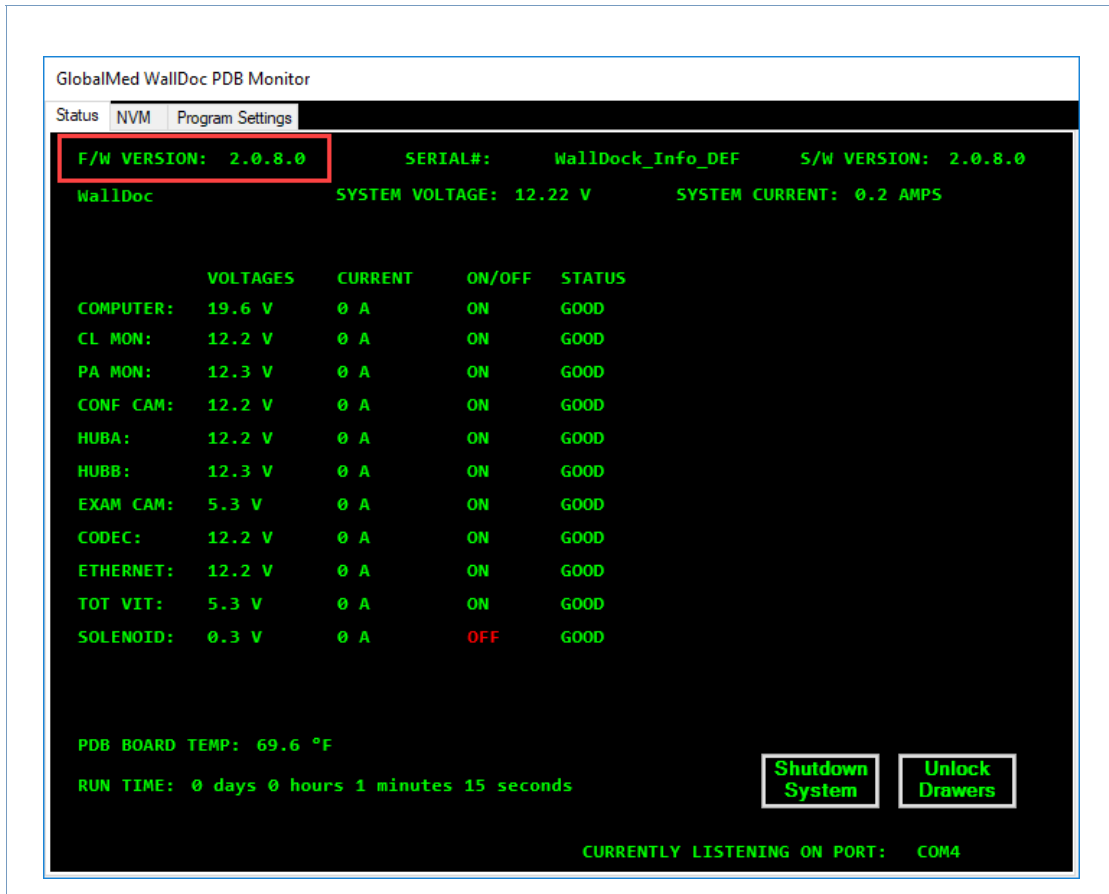
**NOTE:** A Lost Coms window appears during the firmware update, as shown in *Figure 9*, and can be disregarded.

*Figure 9 Lost Coms window*



14. Once the firmware has update, click the **Status** tab.
15. Verify the **F/W Version** shows **2.0.8.0** (see *Figure 10*).

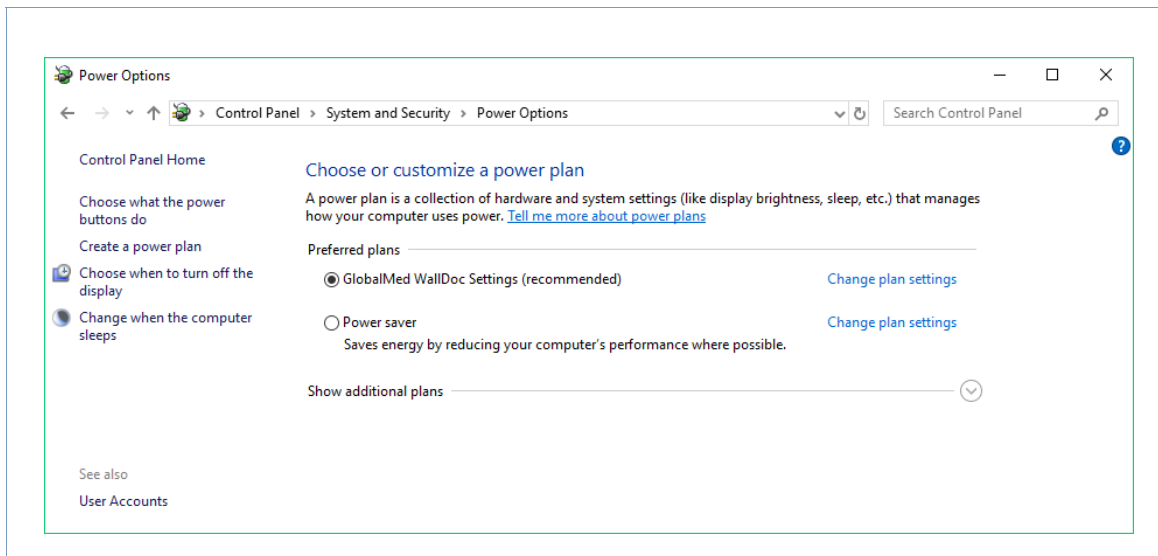
*Figure 10 Verify firmware update*



16. Right click on the lock icon and click **Hide Monitor** to close the PDB Monitor window.

- Once all installation is complete, it is recommended to navigate to **Control Panel > System and Security > Power Options**. Make sure **GlobalMed WallDoc Settings** is selected to optimize the power plan on your WallDoc (see [Figure 11](#)).

*Figure 11 Power options*



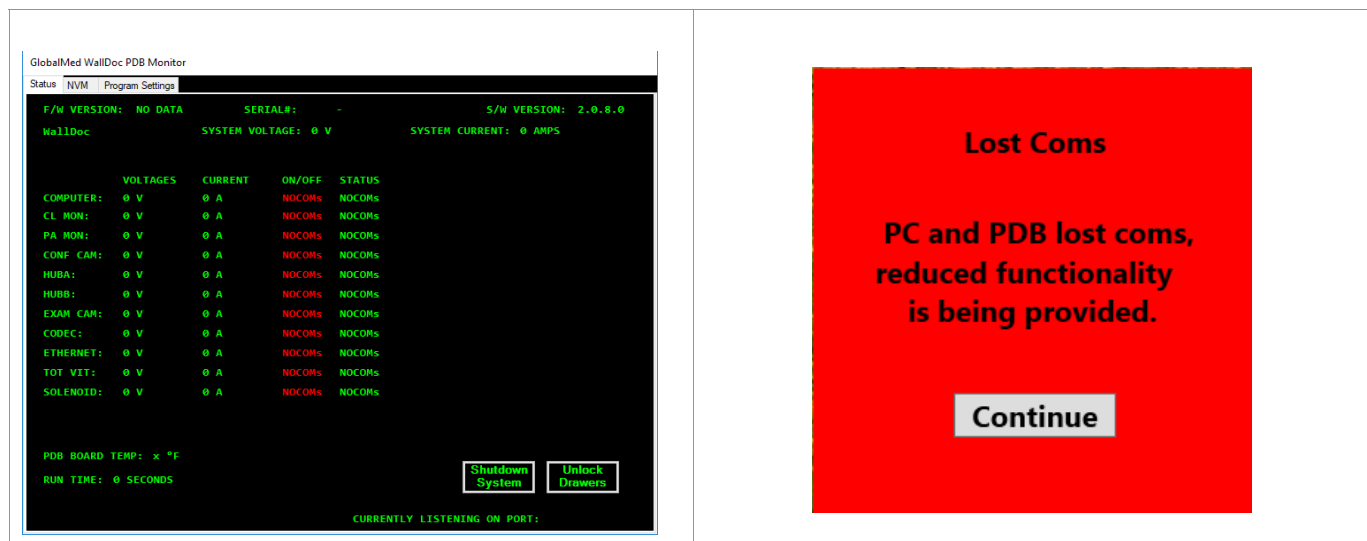
**NOTE:** After installation, it may be necessary to restart the computer to reconnect the PDB to the computer.

## Troubleshooting for Windows 7

For Windows 7 machines, GlobalMed or Texas Instruments drivers are installed.

- If the **ON/OFF** column of the **Status** tab is in red as shown in [Figure 12](#), and the Lost Coms dialog pops up, the driver may have been installed by the OS incompletely.

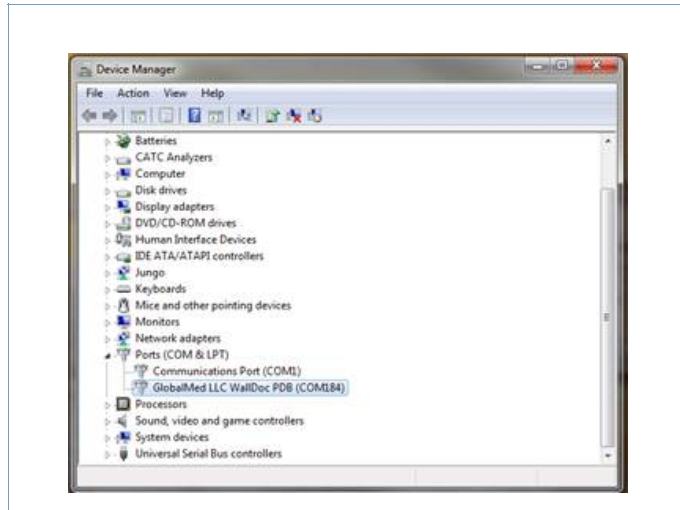
*Figure 12 Failed driver installation*



- Restart your computer. Check the **Status** tab, if the **ON/OFF** column is still showing in red, continue with step 3.
- The driver must then be uninstalled, deleted, and reinstalled.
- Open the **Device Manager** in Windows.

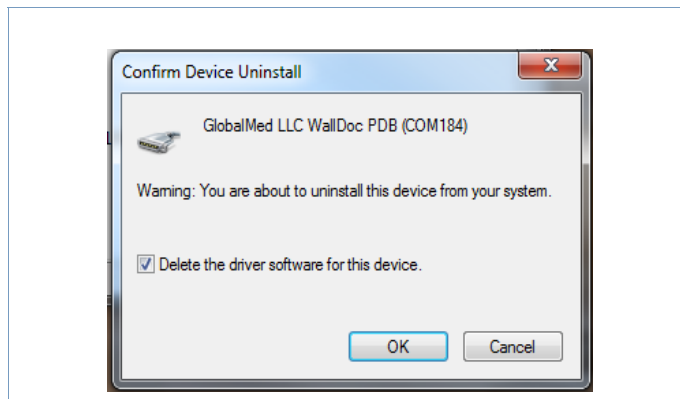
- Expand Ports (**COM & LPT**) (see [Figure 13](#)).

*Figure 13 Expand Ports*



- Right click on **GlobalMed LLC WallDoc PDB (COM 184)** or **TIMSP430 USB (COM 184)** and click **Uninstall**.
- Select **Delete the driver software for this device** and then click **OK** (see [Figure 14](#)).

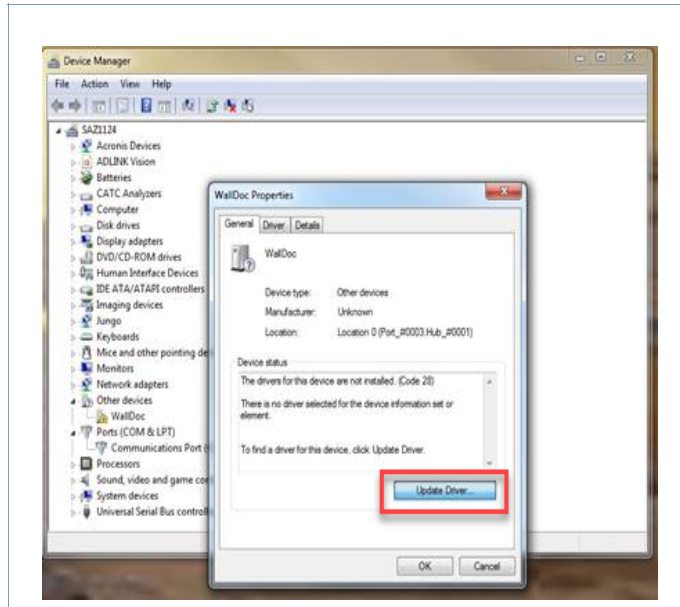
*Figure 14 Delete driver software*



- To reinstall, right click on **Ports (COM & LPT)** and select **Scan for hardware changes**.

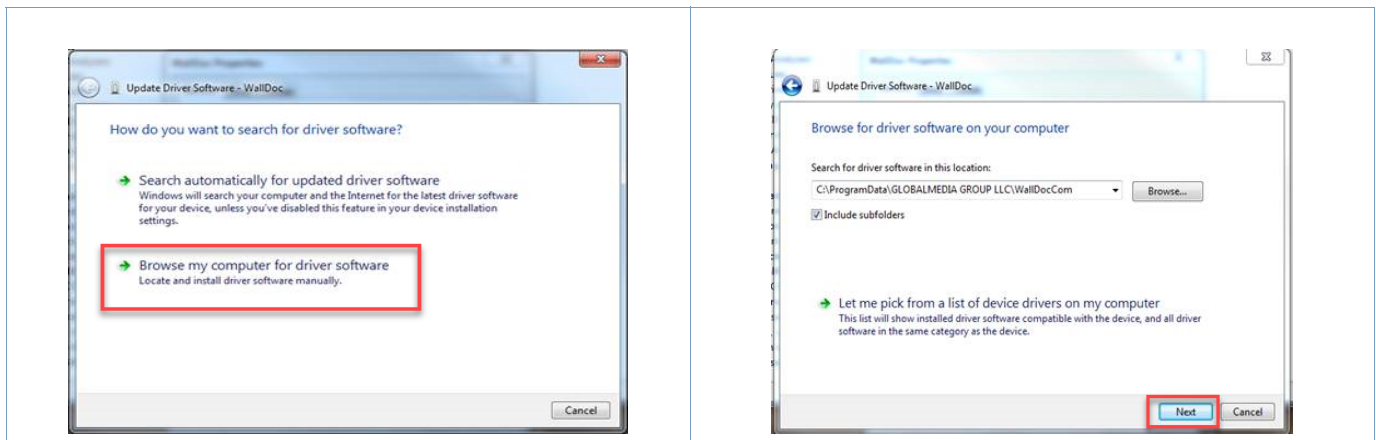
9. When the driver is detected and a new window appears, click **Update Driver** (see [Figure 15](#)).

*Figure 15 Update Driver*



10. Click **Browse my computer for driver software**. Once the driver is detected, click **Next** and allow the driver to update (see [Figure 16](#)).

*Figure 16 Browse for driver software*



11. Check the **Status** tab of the PDB Monitor program to make sure the installation was successful.