

Contact Harald contact tracing platform

System upgrade process and notes

October 2021

V1-0-8 (no GW)





What's new?

Fleeting contacts (for new cards), new registration features, enhanced accelerometer support and improved system performance.

How long does it take?

The upgrade will be done in stages over the next 2-3 days

1. The registration app (Visitor Log)
2. The card firmware
3. The Web-app

Newly registered cards will upgrade to the new firmware version, existing cards can only be upgraded if you have a gateway.

Why do we need to do it?

All systems need to be upgraded to deliver the new features and fixes plus enhance the performance of the Contact Harald Contact Tracing System.

Upgrade summary

Contact Harald is releasing significant new features and an upgrade to our platform. It includes changes to all Contact Harald System components; the card firmware, registration and gateway software, as well as the cloud-based app.

Visitor Log improvements

- Faster scan rates and performance
- Improved registration processes
- Ability to push changes remotely

Card firmware improvements (for new cards)

- Fleeting contacts
- Additional logging
- Enhanced security
- Enhanced accelerometer support

Web-app improvements

- Fleeting contact reporting
- Dashboard reporting
- Enhanced reporting for multi-site organisations

The Contact Harald Platform – Upgrade Process

A Updated Visitor Log



All software is globally updated on all registration systems. This will add new features, enhancements and fixes.

Please ensure your device is up to date, see next page

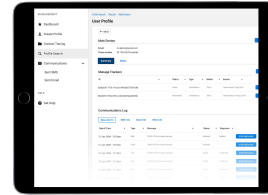
B Updated Firmware



Firmware is the software for the cards. Firmware is loaded onto the system. Newly registered cards get the updated firmware (If you use gateways, existing cards can also be upgraded).

This will happen automatically

C Updated Web-app



The new web App software is turned on to work with the new functionality. All new features are now available.

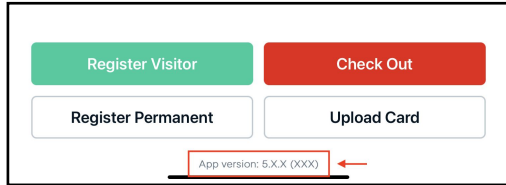
Final step. We will advise when all systems updated

A Visitor log app update

Your update should happen automatically

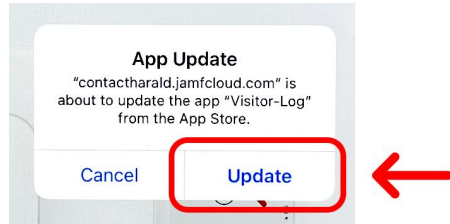
On the Visitor Log app you can see the version number at the bottom.

It should be version **5.4.0 (24) or higher.**



OR ... if your device shows a message on screen

1. Press **Update**



2. Then press the **Home button** on the iPad to go back to the home screen
3. Wait a few minutes while it updates, look for the green Visitor Log icon
4. **Reopen** the Visitor Log app again, **check the version number**
5. You may need to **Restart** the iPad if it did not receive the update.

You will need to know your iPad passcode.

Visitor Log app still not updated?

Please contact our support team.

Take a note of your device serial number, which can be found in the device settings (or on the back of the device) and let our team know.

Contact us

1800 290 566 (Option 2)
support@contactharald.com

We're here to help

If you have any questions about the app update, iPads, firmware version, or how it works, please contact our support team



For more technical information, see the detailed update notes [click here](#)

Call us

1800 290 566

(Press option 2 for support)

Operating hours:
Monday - Saturday
8AM - 5PM (AEST)

You may leave a message
after hours, we will get back to you
as soon as possible.

Email us

support@contactharald.com

Customer support team

askch@contactharald.com

Sales team

Live Chat support

[contactharald.com](https://www.contactharald.com)

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