

PULSE

License and Software Update Instructions

This document describes how to update the Pulse license and software.

Updating a Pulse License

To view a license:

1. On the **Settings** menu, click **Utilities**. The Pulse host ID and activated licenses are displayed in the Licenses section.
2. To view license details, click **View**. The Licenses page lists the installed licenses, the quantity, status, expiration date, and installation date.

You can install a Pulse license via the software serial number or via a license file.

Install a License via Serial Number

To install a license via a serial number:

1. Click **Install New Licenses**, and then click **Install using software serial number**.
2. In the **Software Serial Number** box, type the serial number that you received by email from Telestream. This is different from the Product Serial Number. Click **Next**.
3. Click **Generate Activation Code**, and then click **Copy**.
4. Click **Open Telestream Offline Activation Site**. Pulse opens a new window or tab and goes to this URL:

<https://cws.telestream.net/offlineactivation.aspx>

5. In the **Offline Activation Code** box, paste the code that you copied in the previous step, and then click **Submit**.
6. The file will download automatically or prompt you to save it. If prompted, save the activated license file locally.
7. On the Install New License(s) screen, click **Next**.
8. Click the **License File** box to upload the license file, or drag and drop it.
9. Click **Install License**.

Install via a License File

To install a license via a license file:

1. Click **Install New Licenses**, and then click **Install using license file**.
2. Click the **License File** box to upload the license file that you received by email from Telestream, or drag and drop it.
3. Click **Install License**.

Updating Pulse Software

To update Pulse software:

1. On the **Settings** menu, click **Utilities**.
2. Click **Update Software**.
3. Click the **Update Software** box to open the dialog box and upload the Pulse software update package that you received from Telestream, or drag and drop it.
4. Click **Update**.