Updating and Syncing the SPOT Gen3:

Making changes to your device settings will require the synchronization of your device with your SPOT account. To update or sync the SPOT Gen3, the **SPOT Device Updater** software is required. Please visit the download page by clicking here.

At this time, only Windows and Mac operating systems are supported.

1. Download the SPOT Device Updater by selecting the button applicable for your operating system.

   Depending on which browser you are using, you can 'Save' in order to download the installer or 'Run' to launch.
   (If saved, check your downloads folder and select "Run" to launch the install wizard).

   For Mac: Installing the Updater package requires system admin password when prompted.

   NOTE: Some antivirus programs may prevent this application from starting. If you encounter installation problems, please see the **Common Issues** section below or contact **SPOT Customer Service**.

2. Install the SPOT Device Updater.
   - Open the downloaded file to run the install wizard, then follow the prompts.
   - After installation is complete, the updater will open automatically.

3. Plug in your SPOT device.
   - Using a micro USB cable, connect your device to a computer.
     NOTE for Windows Users: If this is the first time you are plugging in your SPOT device, wait for the device drivers to install.
   - When your device is detected by your computer, the Welcome screen will change to display the ESN of your device.

4. Update your SPOT device.
   - Enter your device's **Auth code** and click **Submit**.
     The Auth code may be found in the battery compartment.
   - Click **Update Device** to synchronize your device with your SPOT account.

Common Issues

I'm not able to enter my auth code
- If you are not able to enter the auth code in the device updater, the device is not being detected by your computer. We recommend trying a different micro USB cable intended for data transfer.

I'm receiving an error after I click Update Device
- If you are receiving an error, it is possible that there is a communication error with SPOT servers. Please ensure that you are not using a VPN or proxy, then try again. If you continue to receive an error, please contact SPOT Customer Support.