Color Marketing
Vehicle Refinishes – North America

AkzoNobel

DOWNLOADING THE UPDATE FROM CUSTOMER SERVICE PORTAL

Note for Unity computers - if you are downloading the update using a Unity computer, you must first disconnect from the AkzoNobel network and remain disconnected during the download.

The Customer Service Portal icon is located on the MIXIT™ Pro computer desktop.

If you don't have the link on your desktop, you can go directly to the website my.anaac.net.

When the AkzoNobel Customer Service Portal website appears, change the page from Global to the United States.
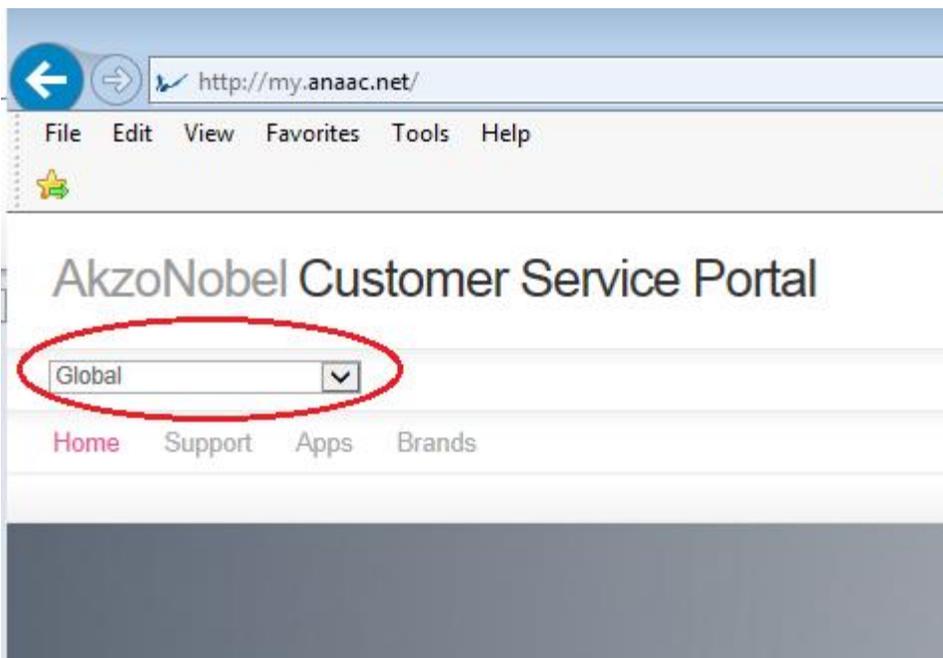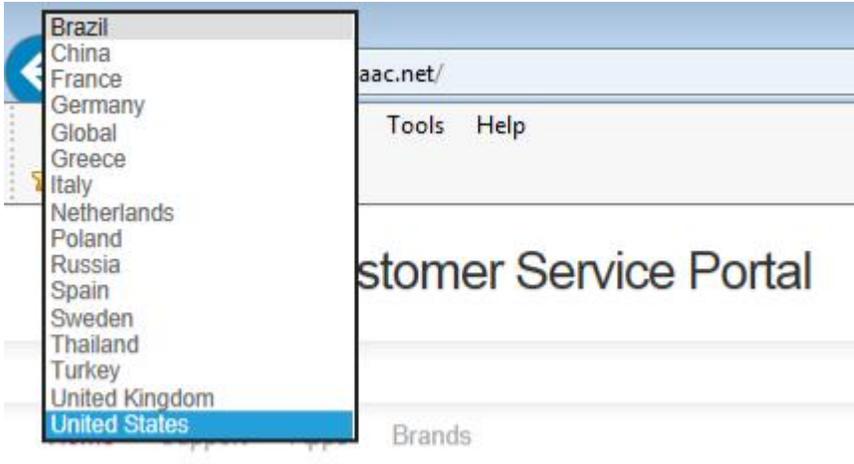
After selecting the United States, wait several seconds for the screen to refresh then click Support/Downloads.
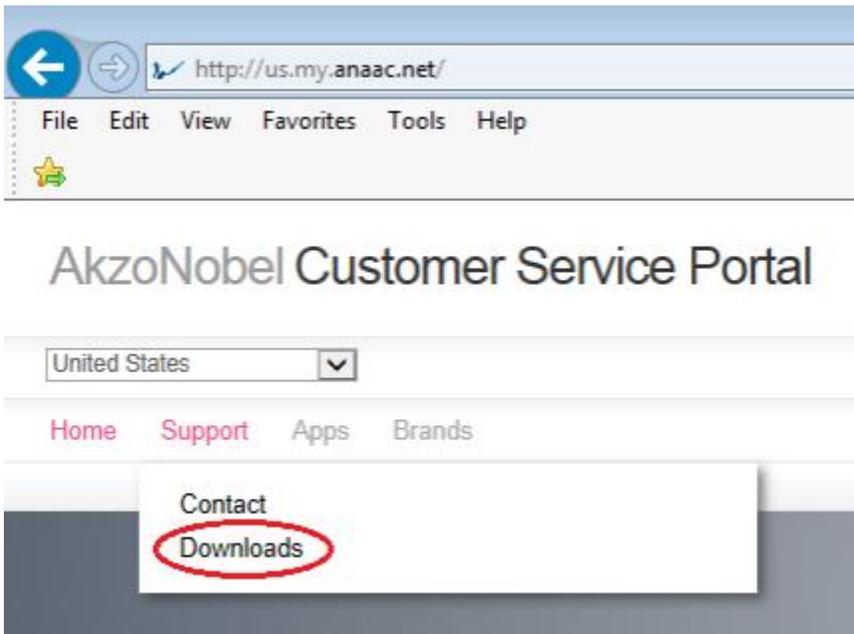
On the downloads page, click on the word Download for either United States or Canada.

If prompted, save to a location on the hard drive.

A status bar will appear at the bottom of the screen indicating download progress. Depending on internet speed, download time normally takes 20 minutes to an hour.
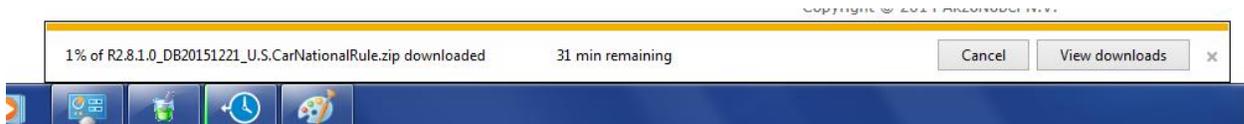
The downloaded file is a zip (compressed) file as indicated by the file type and zip icon. You must unzip the file before using it.
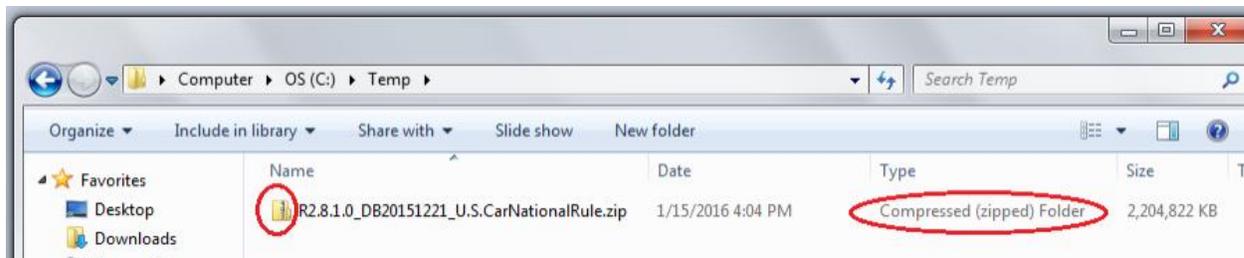
Right click on the zip file and select "Extract All."
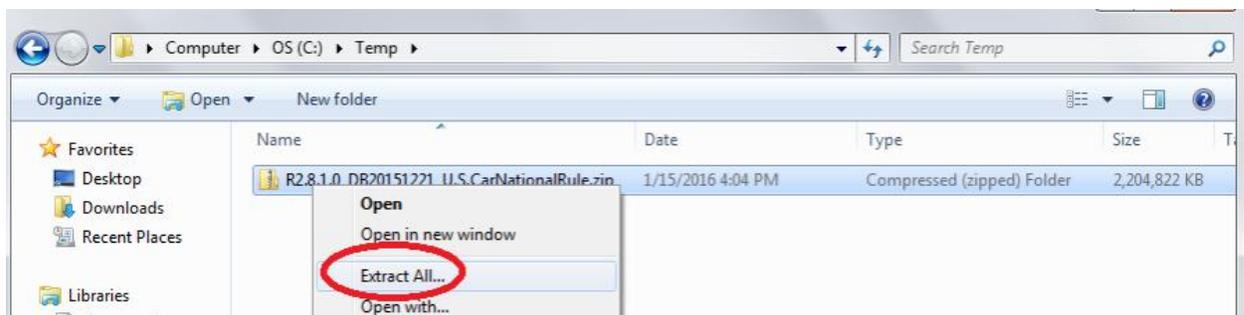
The files should extract to the same folder on the hard drive where you saved the zip file.
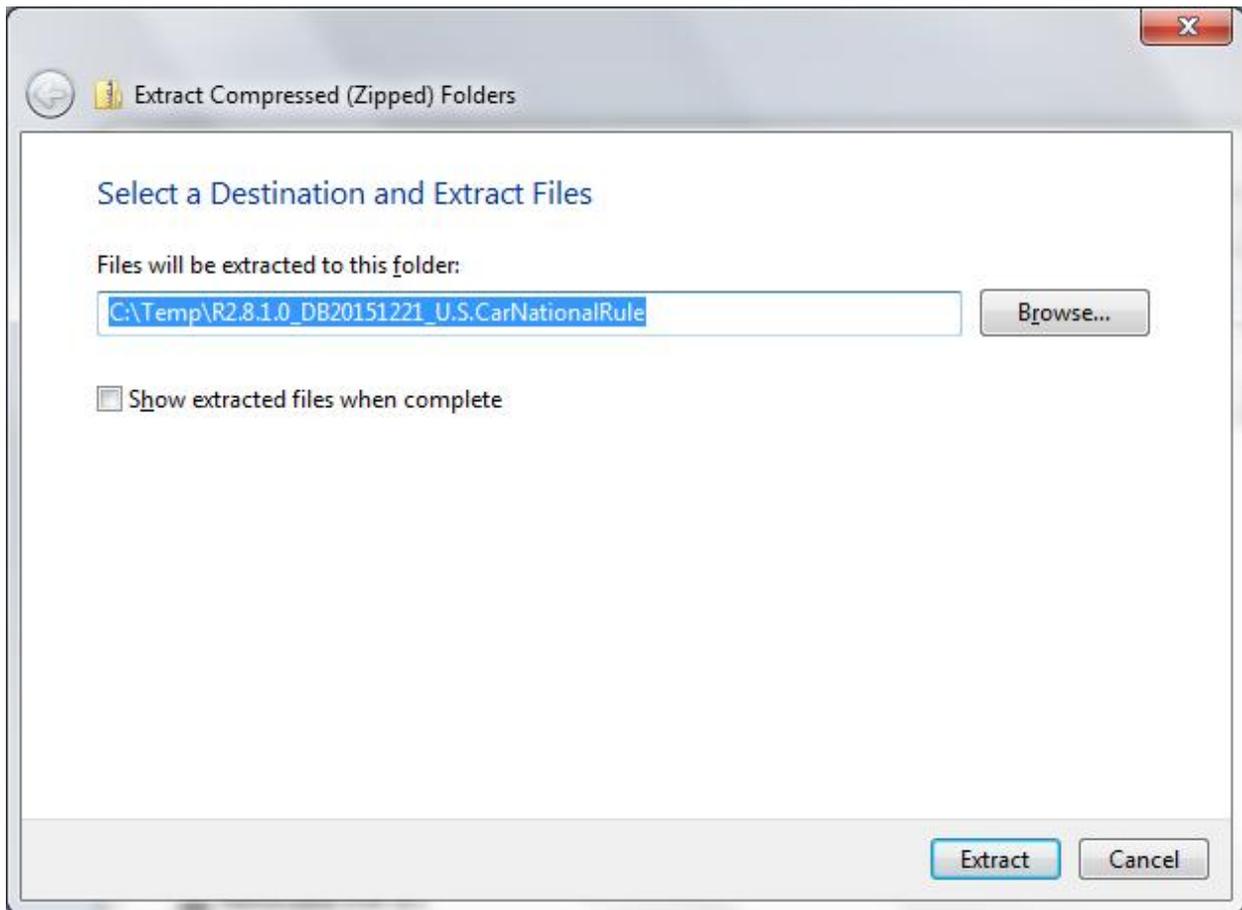
After the files are extracted you should now see both the zip file and the update folder.   You can now delete the zip file at this time as it is no longer needed.
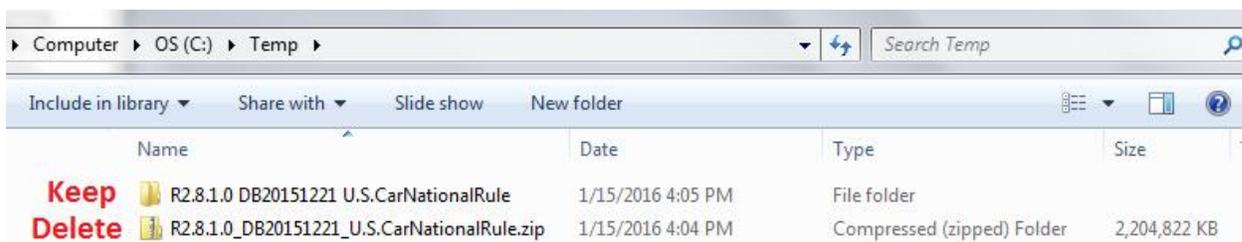
You can now copy the update file to a flash drive.
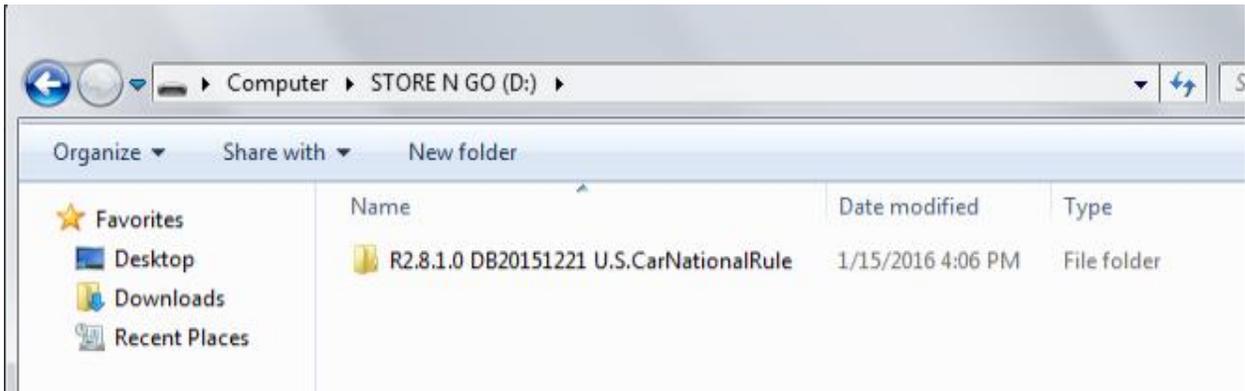
To update a standalone computer, plug the flash drive into the computer. Close MIXIT™ Pro if it is open and make sure that Ecomix is not being used.   Open the folder containing the update and click on Setup.exe.
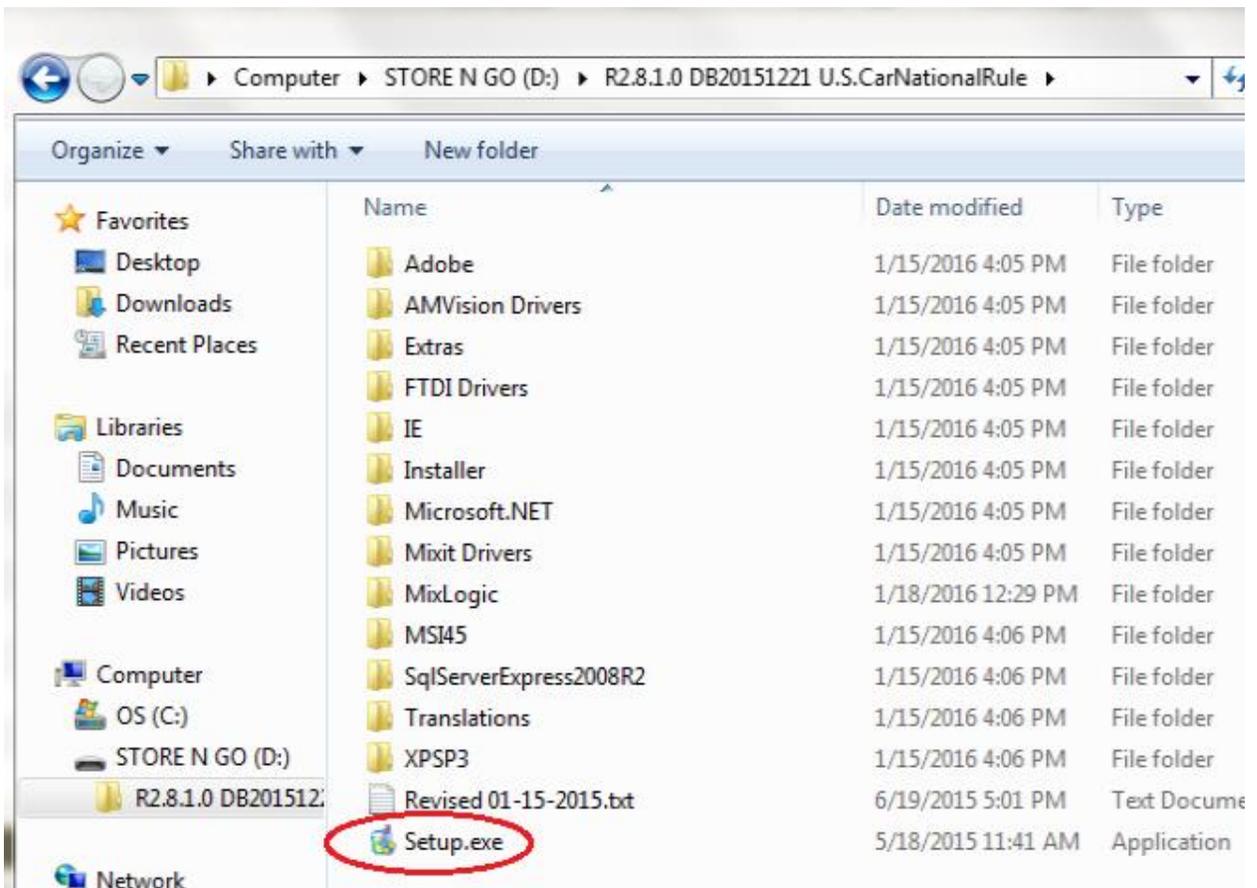
The selected language is only for the installation program; it does not change the MIXIT™ Pro language.
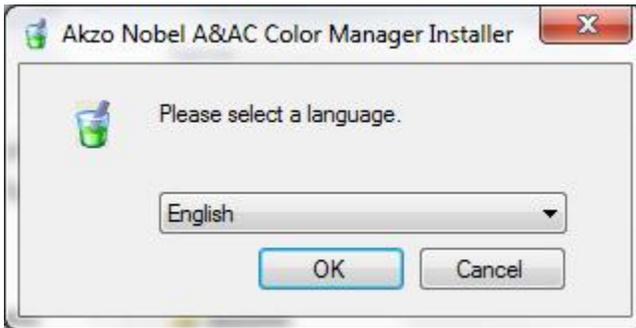
For most computers, the only component that will need updating is Color Manager; as indicated by the red X.
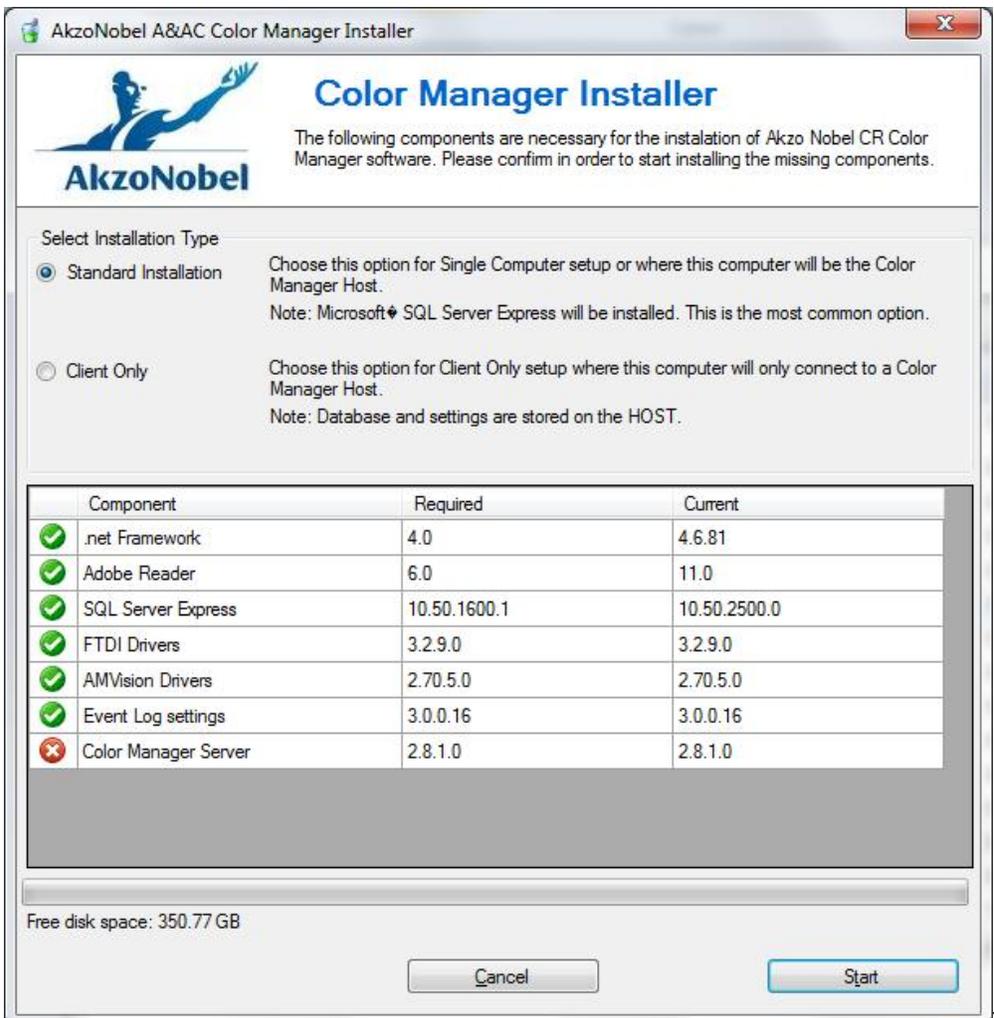
Click Start. In some cases, the installer will attempt to install Adobe Reader or FTDI drivers even though most MIXIT™ Pro computers already have these programs. In case you get an error when it tries to install Adobe or FTDI, you can click Retry, and the update will skip this step.