

Refresh Pro 2.0 Installation Guide
and User Manual

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Refresh Pro

ProGrade Digital’s Refresh Pro software application provides users with a tool to perform a fast “factory-original” low-level format – effectively ensuring maximum performance available for uninterrupted high-speed photography and video capture. In addition, Refresh Pro allows you to check and monitor the Health of your card so that unnecessary risks are not taken in your critical projects. In order to provide such functionalities, custom features and capabilities have been designed and built into all ProGrade Digital cards that contain an “R” logo on the front label. In addition, in order to enable such functionality, Refresh Pro application requires a Prograde Digital card reader to be used with qualified ProGrade Digital cards with an “R” on the label to make the whole solution work.



We at Prograde Digital feel so strongly about the value of Refresh Pro for your cards and your projects that we want you to try the software at no cost to you for six months before deciding to purchase it. You can download your six-month trial ProGrade Digital Refresh Pro application directly from the [ProGrade Digital website](#). Click on Free in screen below.

A screenshot of the ProGrade Digital website. The top navigation bar includes 'HOME', 'PRODUCTS', 'COMMUNITY', 'SUPPORT', 'ABOUT', 'CONTACT', 'PRESS', and a search icon. Below the navigation bar, the page title is 'PROGRADE DIGITAL REFRESH PRO SOFTWARE'. There are two product listings, both featuring a blue 'R' logo with a white arrow pointing up. The first listing is 'Refresh Pro Licensing' for '\$ 19.99 USD'. The second listing is 'Refresh Pro FREE Trial Version' for 'Free'. Below the listings, it says 'PROGRADE DIGITAL PRODUCTS ARE ALSO AVAILABLE AT THESE AUTHORIZED RESELLERS'. The resellers listed are B&H Photo Video, Adorama, Amazon, and ProGrade Digital. A shopping cart icon is visible in the bottom left corner.



REFRESH PRO FREE TRIAL VERSION

☆☆☆☆

Free

DOWNLOAD WINDOWS TRIAL VERSION

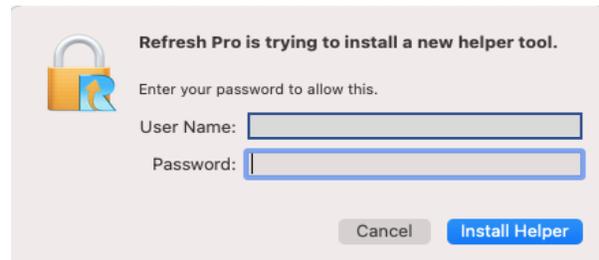
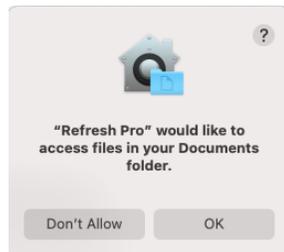
DOWNLOAD MAC TRIAL VERSION

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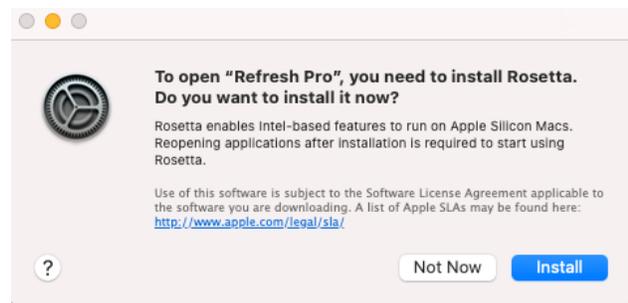
Trial software

Click on the one of the appropriate links shown above based on your operating system on your PC to download the Refresh Pro software. Please be aware that Refresh Pro supports Windows 10 and Mac OS 10.14+ that includes Mojave, Catalina and Big Sur+.

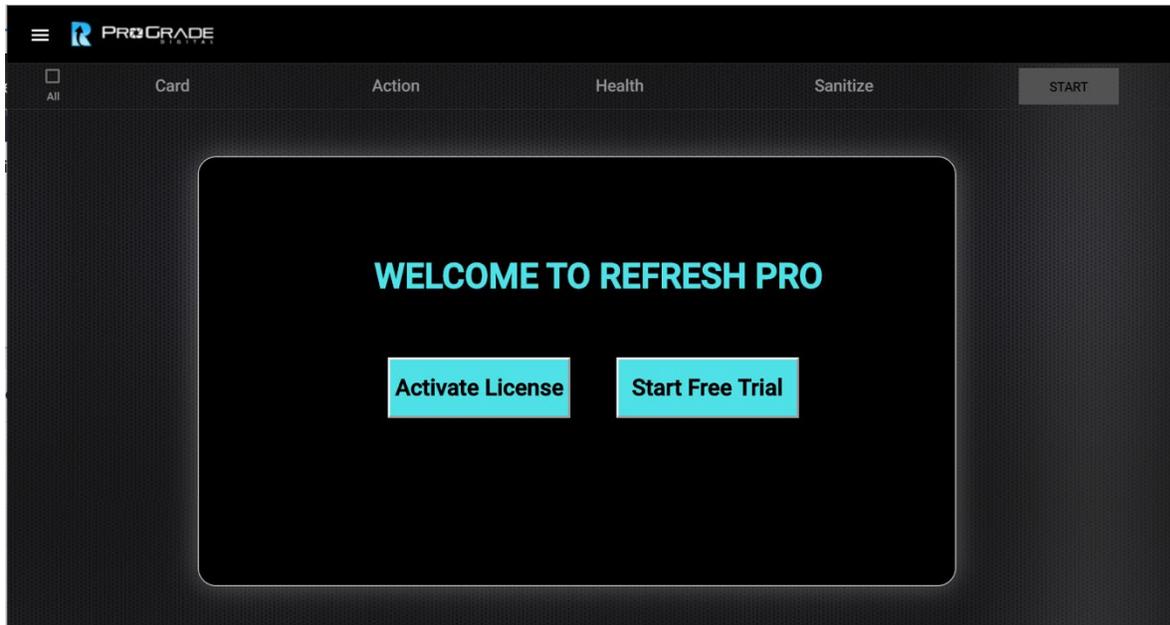
You will then need to install the application on your system. The installation process is similar to other applications that you may have installed on your computer. On Mac OS, you will be prompted with the following popups. Click “Open”, “OK”, and Install Helper to complete the installation.



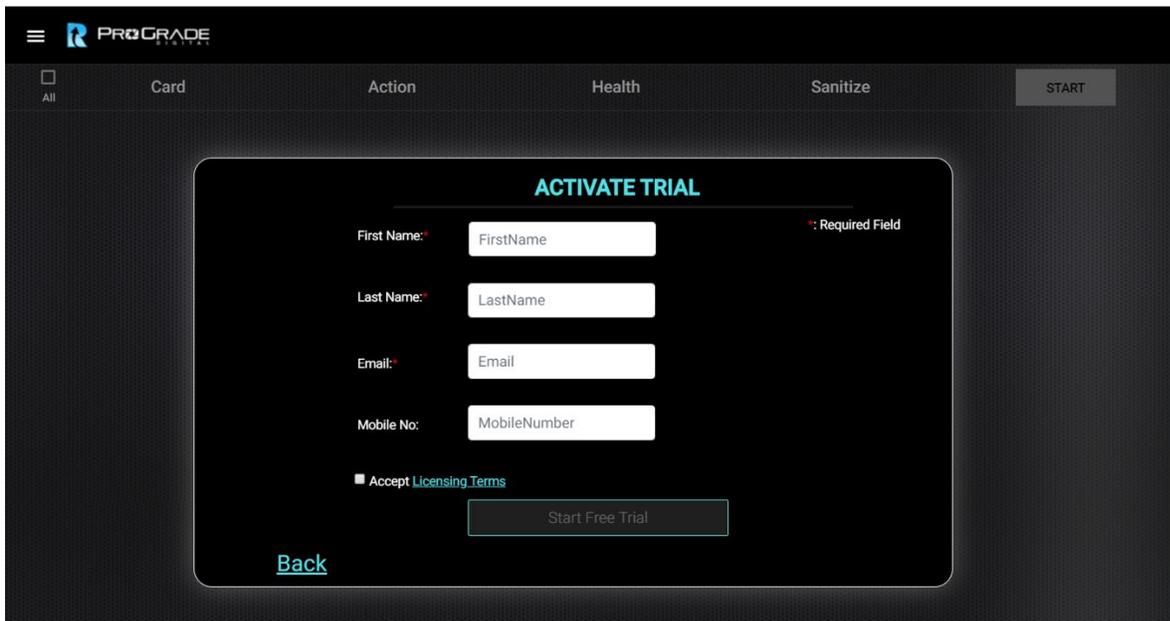
Access to Documents folder is required because log files are written by default into that folder. On Apple computers with M1 Chip, you will also be prompted to install Apple Rosetta translation layer. See screenshot to the right. Click Install to proceed.



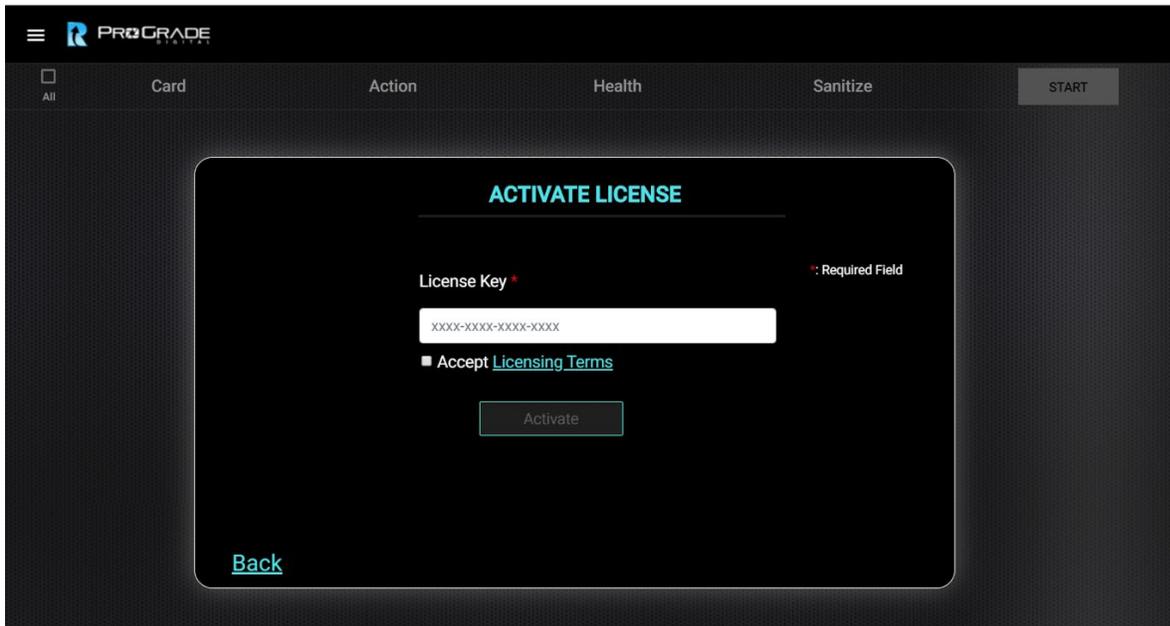
Once you have completed the installation of your Refresh Pro application, upon execution of the application, you will be prompted with the following screen that give you the choice to either activate your Trial software or if by any chance you purchased a license, to activate your license instead. Please click on “Start Free Trial” to proceed with activation of your trial license.



Please enter your name, email address, (phone optional), accept the licensing terms and click on Start Free Trial to activate your trial application for a period of 6 months. You can click on the Back button to go back to previous screen just in case if you have access to a license that needs activation.

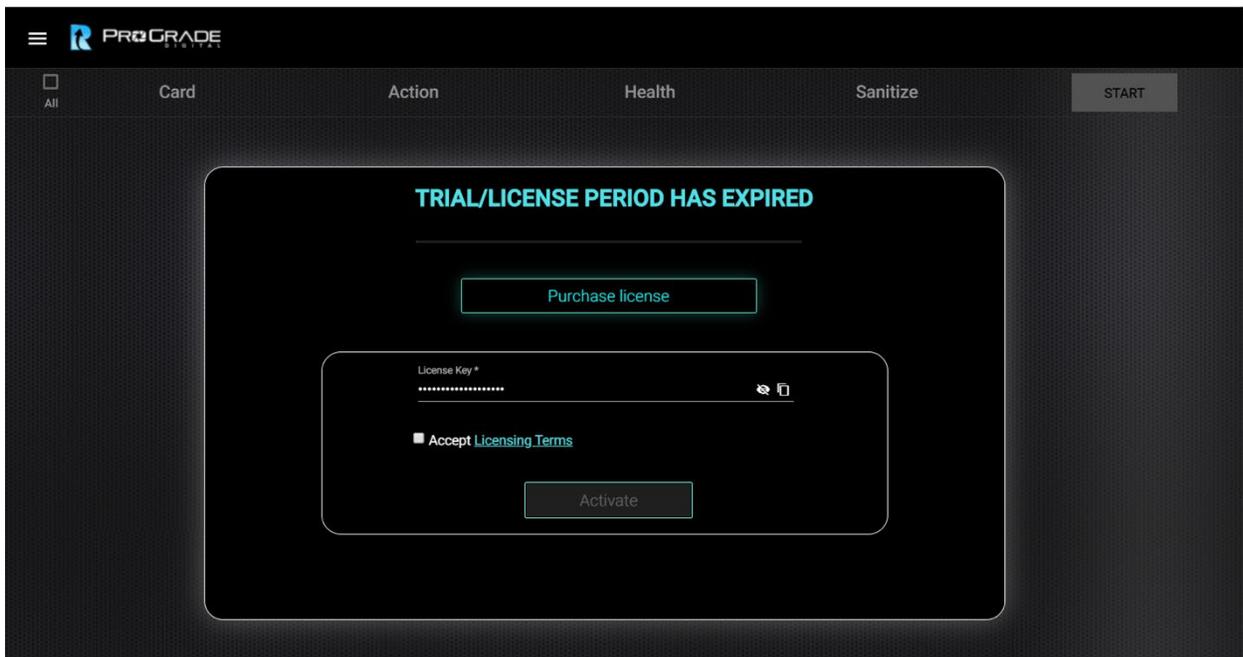


If you purchased a paid version of the software, click on “Activate License” in the Welcome to Refresh Pro screen. Please enter the License Key that you received in your email in the form below, accept the license terms and activate your paid version of the application by clicking on the Activate link below.



After 6 months trial period is ended, you will be prompted with the following to renew your one-year subscription through the Refresh Pro application.

Click on Purchase license. That will redirect you to ProGrade Digital website to make your purchase. Then an email will be sent to you with your license key. Copy and paste that license key in the field below, click on Accept Licensing Terms button, and finally activate your license by clicking on Activate button shown below.



ProGrade Digital offers a one-year subscription purchase at \$9.99. We offer express checkout options using Google-Pay and PayPal. Upon completion of the purchase process, you will receive an email that includes a license key that you would need for activation of your software.



Cart > Customer information > Payment method

Express checkout

PayPal G Pay

OR

Contact information

Already have an account? [Log in](#)

Email

Keep me up to date on news and exclusive offers

Express checkout options and contact information.

Credit card VISA AMEX and more...

Card number

Cardholder name MM / YY CVV

PayPal VISA AMEX

Billing address

First name Last name

Company (optional)

Address

Apartment, suite, etc. (optional)

City

Country State ZIP code

Phone

Save this information for next time

[Return to cart](#)

[Continue to payment method](#)

[Complete order](#)

Payment method and order completion.



Product License Key

When the payment has been validated, a link to download the software, in addition to a License Key, will be sent to you via e-mail (see email example below). This License Key is required to activate the Refresh Pro software. Please be aware that the executable or zip file may get blocked by your virus detection software. You will need to allow the file to be downloaded in order for you to install it on your computer.



Hello John;
Thank you for ordering from ProGrade Digital. This email confirms your order of the following item(s):

Refresh Pro Annual Software License

Your Order ID is XXXXXXXXXX. and your payment has now cleared. A receipt has been emailed to you separately.
You can download your digital products from the appropriate link below.

Windows: Click [here](#)

Mac: Click [here](#)

Below is your Refresh Pro Software License Key

LICENSE KEY: XXXX-XXXX-XXXX-XXXX

Keep an eye out for helpful information in other emails about how to get the most out of your Refresh Pro software.

Thank you,

ProGrade Digital

Contact Customer Support if you have any questions. The best way to reach us is by email at support@progradedigital.com See our support page for more ways to contact us and hours of operation.

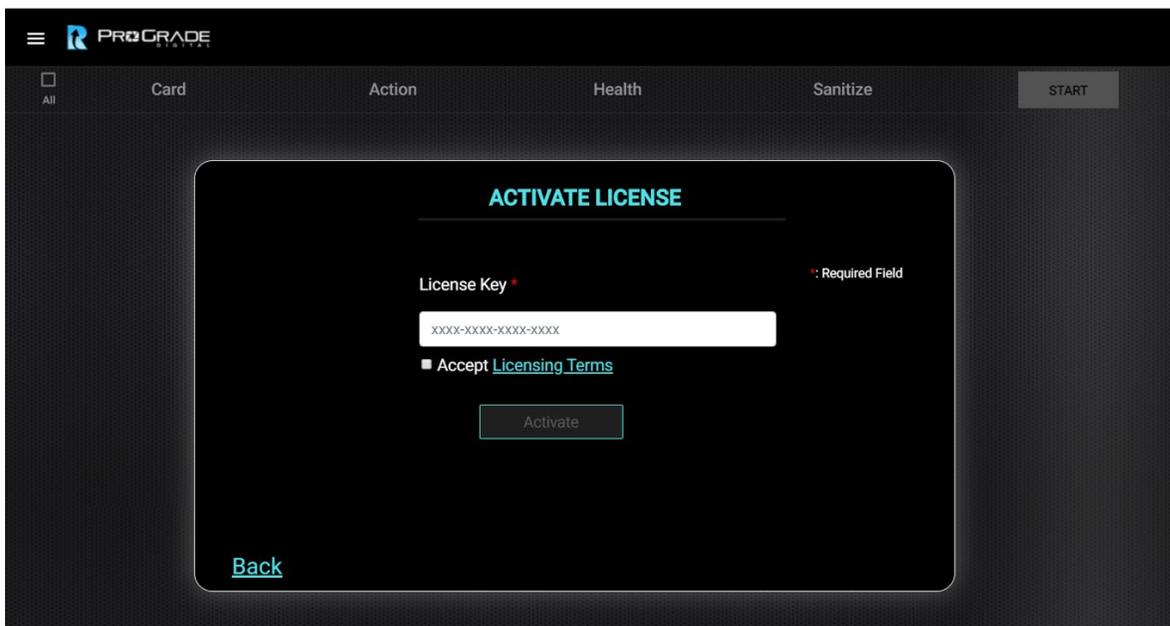
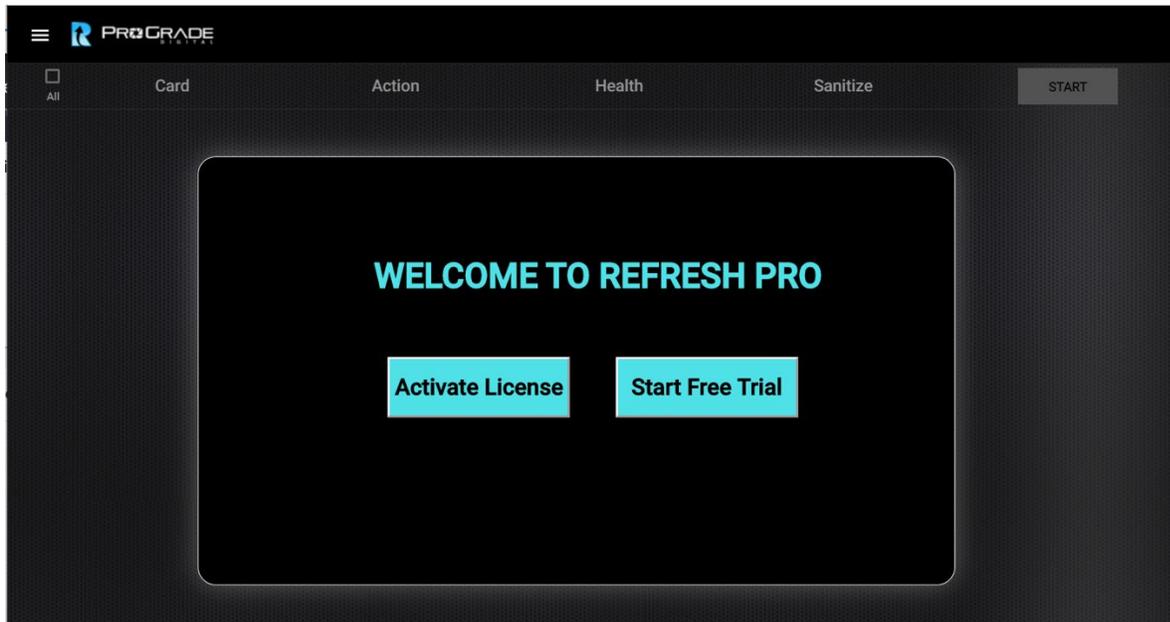


No longer want to receive these emails? [Unsubscribe](#).
ProGrade Digital 1660 Hamilton Ave Suite 101 San Jose, CA 95125

Product Activation

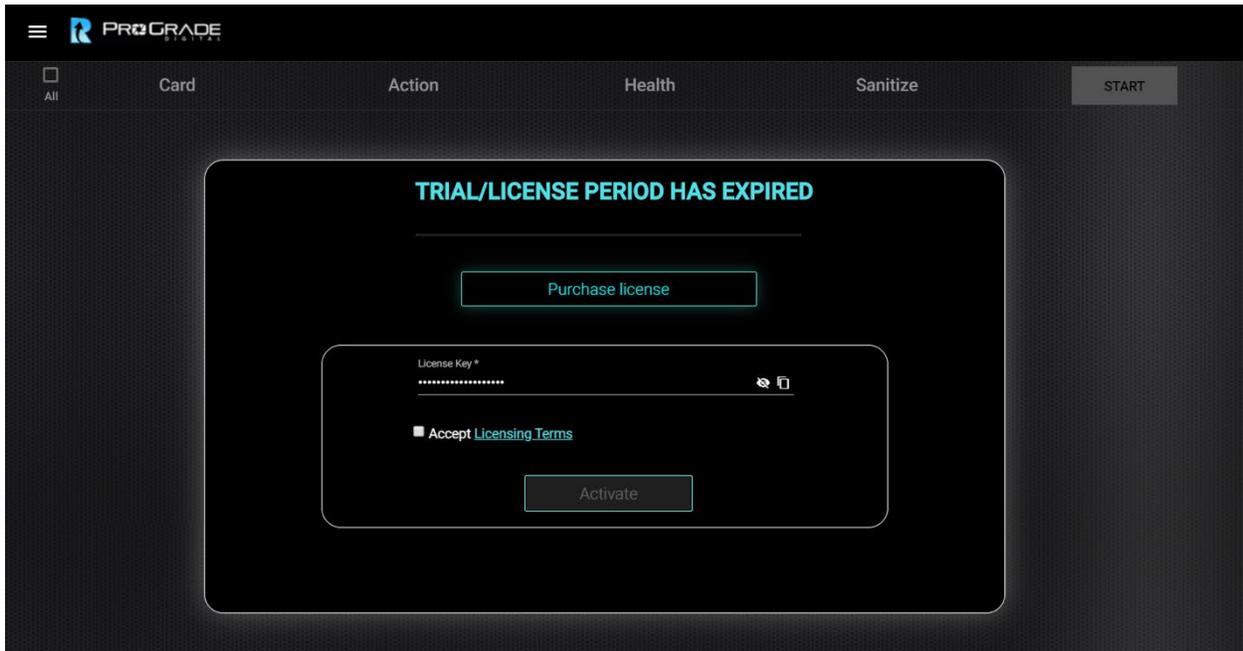
After purchasing and installing the software, you need to Activate it before being able to use it.

Open the Refresh Pro application. You will be prompted with the following screen shots that allow you to start the activation process. Please click on Activate License on Welcome To Refresh Pro screen and then enter the License Key that you received in your email in the form below, accept the license terms and activate your paid version of the application by clicking on the Activate link below.



PROGRADE DIGITAL

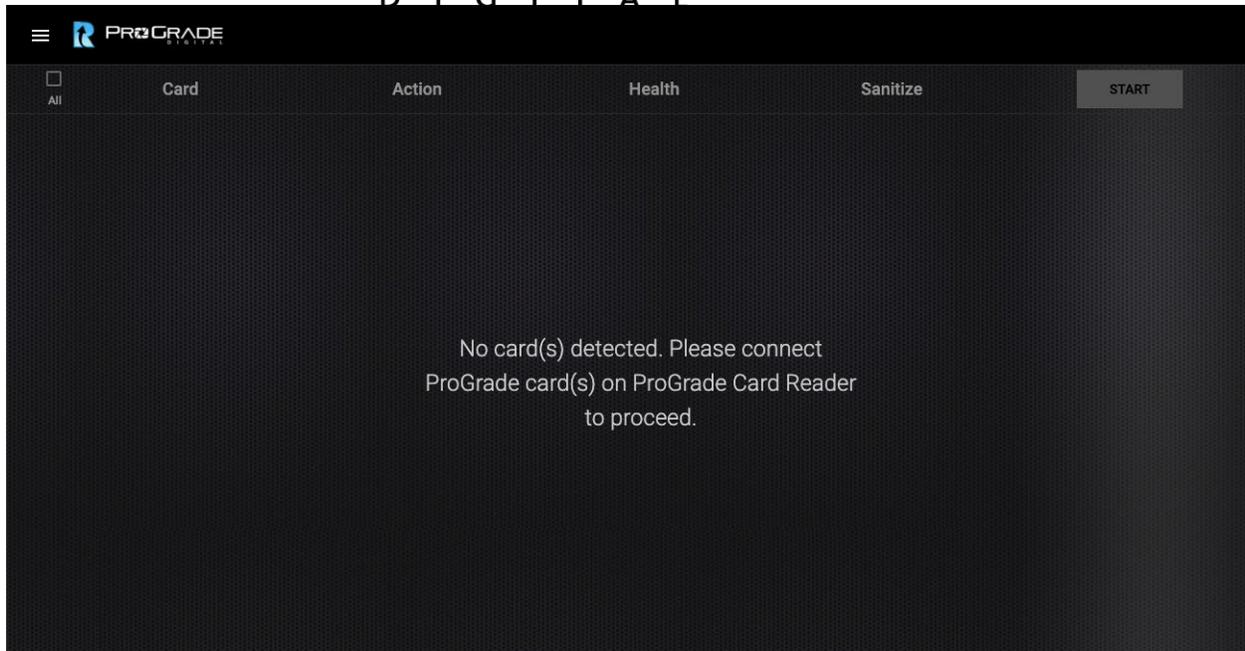
Two weeks before your license is about to expire, you will be notified through the application. At the end of the trial period (366 days after you activated it), you will no longer be able to use the application and you will be prompted again to renew your subscription through the following menu.



Click on Purchase license. That will redirect you to ProGrade Digital website to make your purchase. Your current License Key will automatically be filled on the website so that you can extend the current license. Then an email will be sent to you confirming your purchase along with your current license key. If you happen to purchase a new License Key without using your current key, an email will be sent to you with your new License Key. Copy and paste that new license key in the field in the above screen, click on Accept Licensing Terms button, and finally activate your license by clicking on Activate button shown below.

[Running the Refresh Pro software application](#)

Begin by opening the Refresh Pro application. Below is the screen that you will see if you don't have any cards and readers connected to your system. Please be aware that running Refresh Pro software requires a ProGrade Digital card (with the Refresh Pro logo on its label) and a ProGrade Digital reader to function as this is a unique feature that ProGrade Digital offers to its customers. Refresh Pro can run on all of ProGrade's card form factors including SD, microSD, CFast and CFexpress cards with R logo on the label. All of USB versions of ProGrade readers are already enabled to support Refresh Pro software. The Thunderbolt 3 CFexpress/XQD reader works on Windows with the software, but only Health capability works on Mac OS at this time.

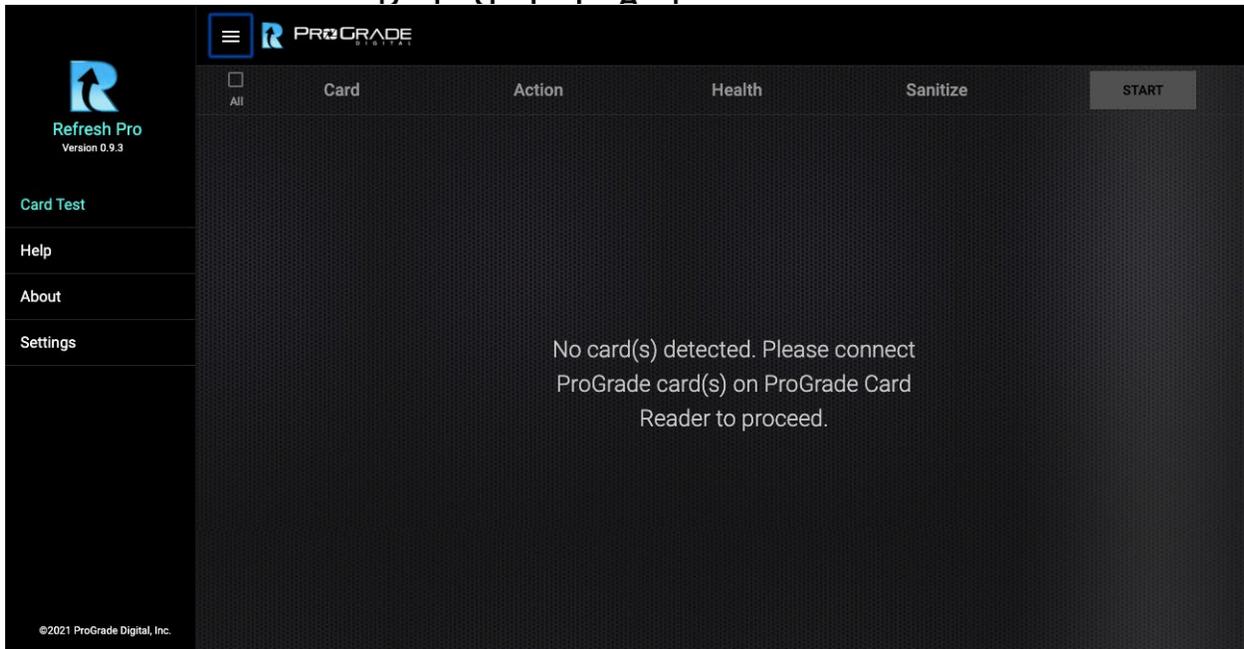


This new version of Refresh Pro allows you to check the Health and Sanitize multiple cards when connected through multiple readers.

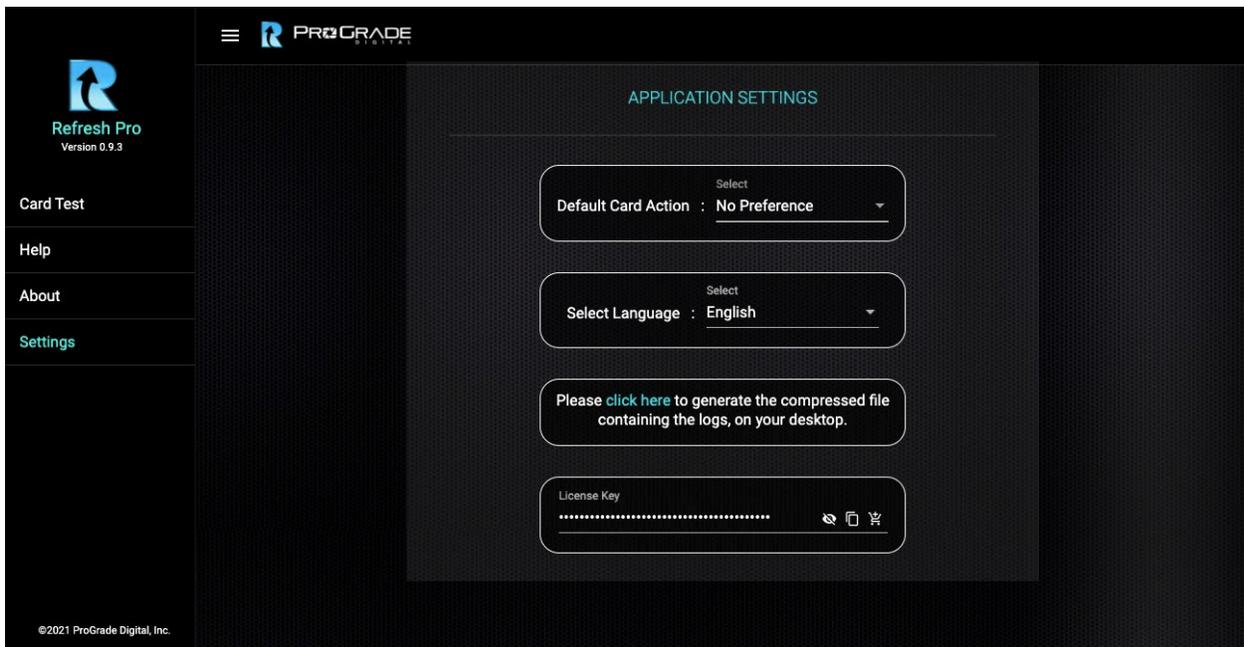
- 1- You will be able to select cards one by one or click on “All” in upper left to select all the cards at the same time.
- 2- Under “Card” you will see the list of card types and their associated readers listed one below the other.
- 3- “Action” allows you to select Health, Sanitize or Health and Sanitize together to be performed on the card.
- 4- Under Health and Sanitize, you will be able to see the progress during Health and Sanitize execution and finally the final results on Health and Sanitize when each function is completed
- 5- “START” on upper right will execute the selected tasks. Please keep in mind that read or write access to the cards are restricted when Health and Sanitize are being run on Refresh Pro.

Refresh Pro software SETTINGS

Click on the three parallel lines menu in upper left part of the screen to access the Refresh Pro Settings.

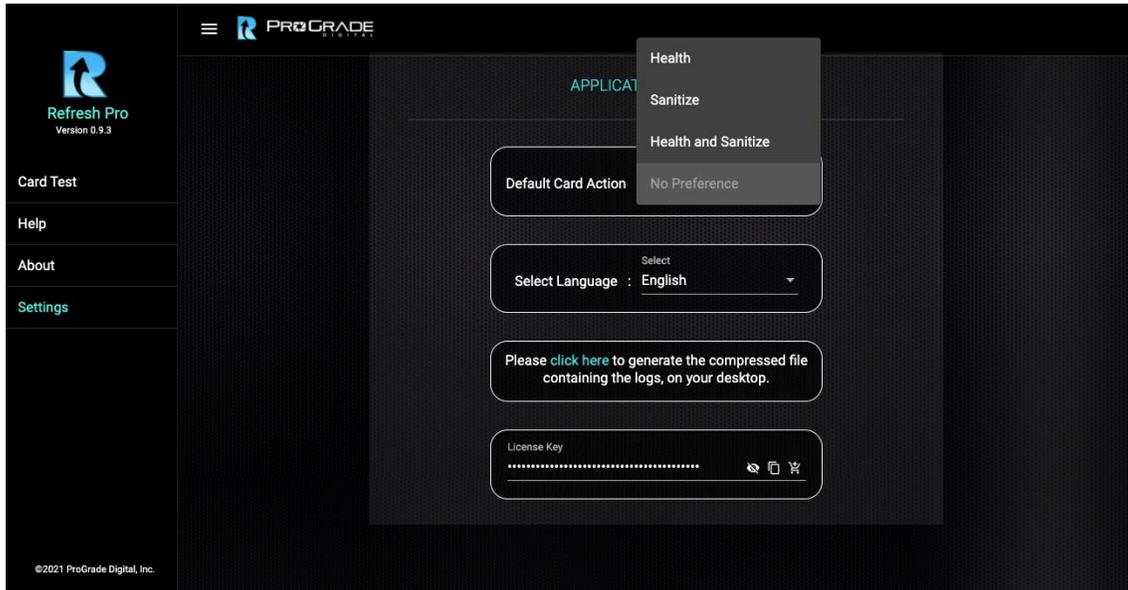


Click on Settings to see the list of items that allow you to effectively use Refresh Pro application:

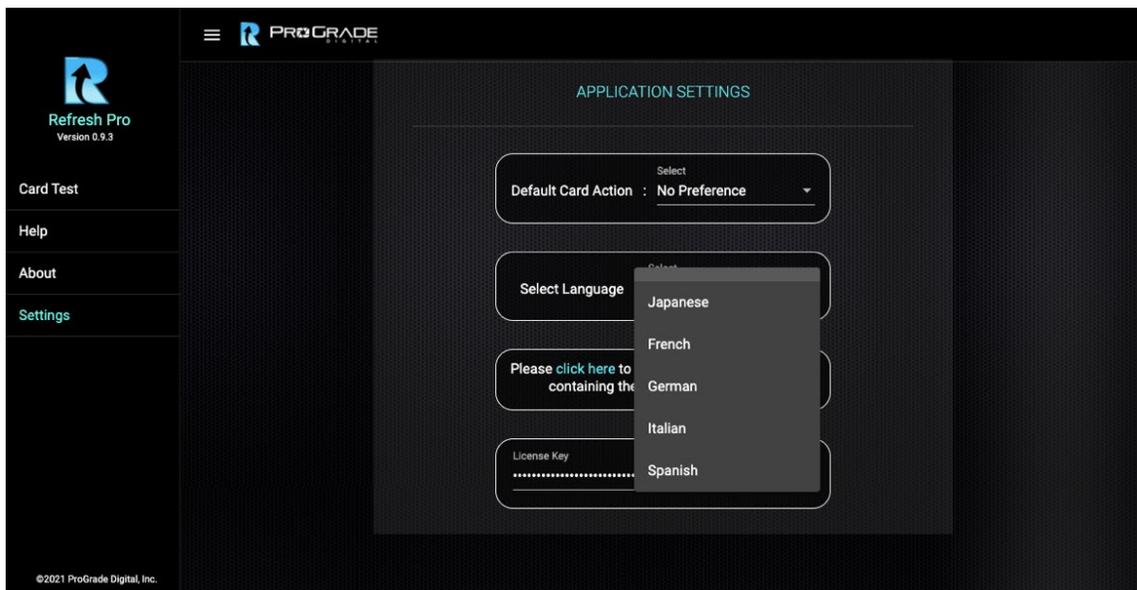


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- 1- The “Default Card Action” by default is set to “No Preference”. In this setting, you have to manually select the Health or Sanitize or Health and Sanitize for each card individually. However, if for example you select Health and Sanitize as the Default Card Action under Settings, moving forward, every time you bring up the application and select a specific or All cards at the same time, they will all have Health and Sanitize under Action pre-selected for you.



- 2- The default language for Refresh Pro application is English. However, we are happy to offer Japanese, French, German, Italian, and Spanish as other language choices.

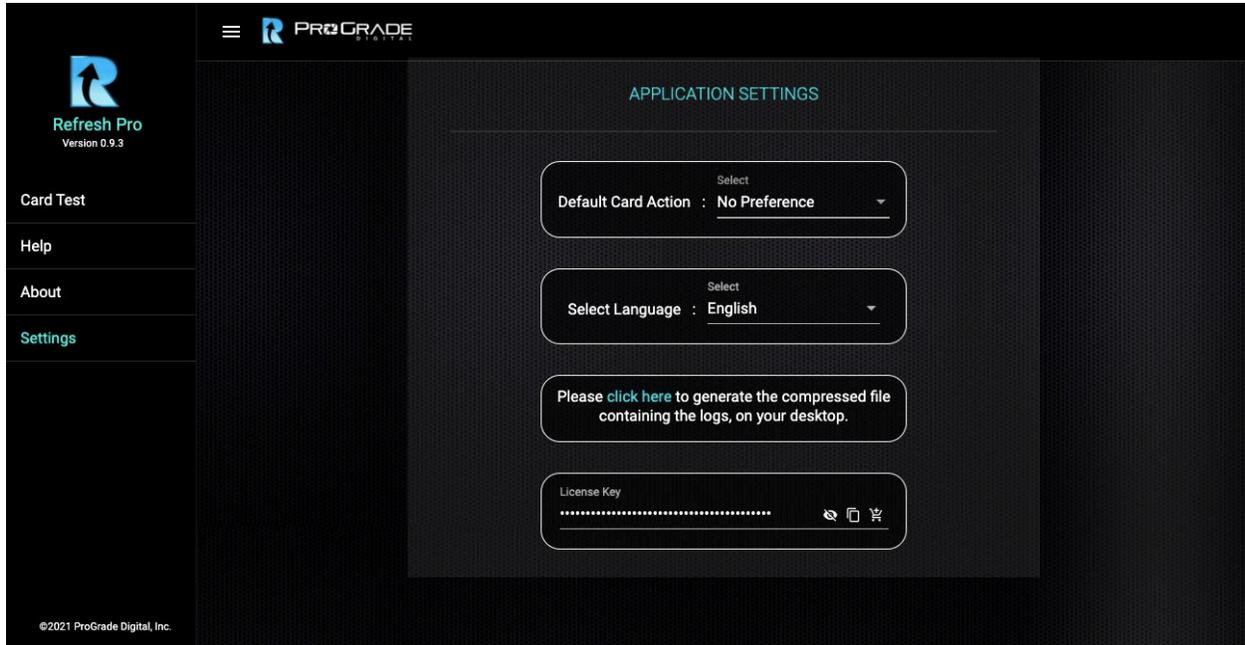


- 3- Refresh Pro has been extensively tested on all operating systems, cards and readers that it supports. However, we fully acknowledge and understand that no software in the world is bug free. For that reason, in order for Prograde Digital to identify the source of the issue easier, our support organization may ask you to send us the log file when a problem is encountered. By clicking on “Click here”, the log files will be automatically zipped and placed on your desktop.

PROGRADE

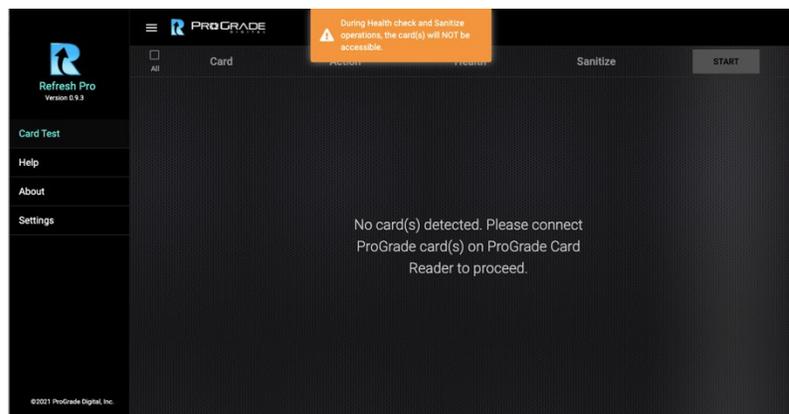
D I G I T A L

We appreciate your support in sending us the log file to help us solve the issue you are experiencing. Once the bug(s) are fixed, we will update the software and you will be notified about its availability through the application or you can always check if there is an update available by clicking on “Check for Updates” under About menu.



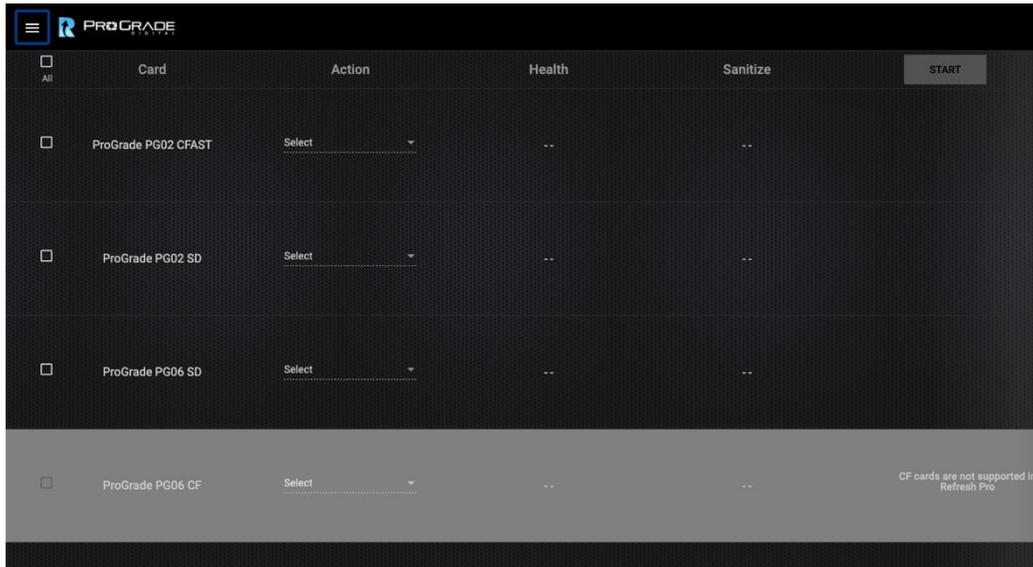
- 4- There is no License Key associated with the Trial software. However, if you have purchased the software perhaps after the trial period, you will be able to see or copy the License Key to communicate with our support organization just in case if you need to move your license from one machine to another. In addition, if you are close to the end of your trial period, you can click on the shopping cart under License Key to start the purchasing process of your renewed license.

After choosing your Default Card Action and Selected Language of choice, you can click on Card Test on the left-hand side menu to go back to the main menu. You can also click on the 3 parallel lines menu on the top-left to close the menus on the left-hand side if you decide to do so (Optional).

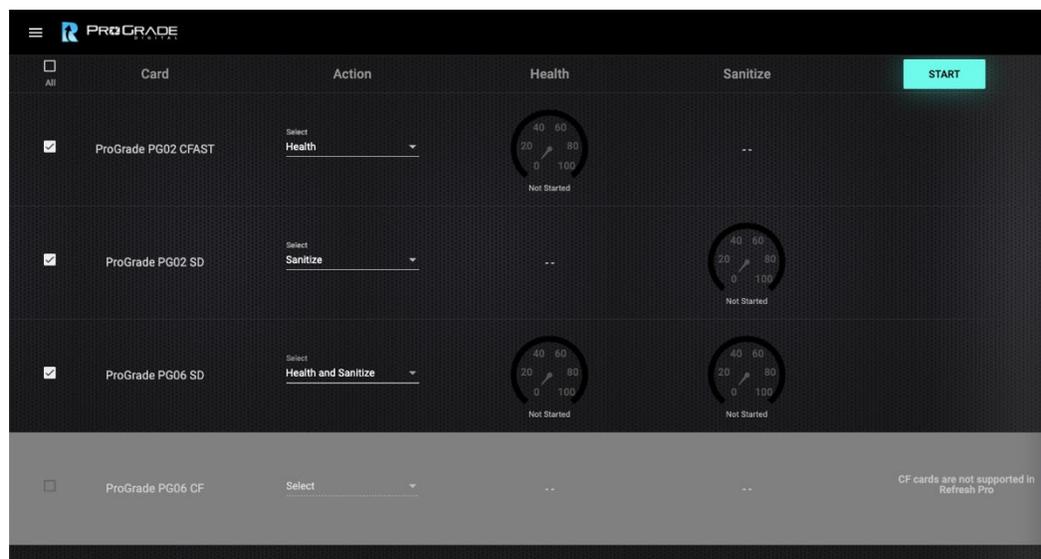


PROGRADE DIGITAL

At this time, you can start connecting your ProGrade card(s) and ProGrade reader(s) to your computer. The Refresh Pro application will automatically detect the cards on your system, and you will see a screen similar to the screen below. Please note that ProGrade Digital does not offer a Compact Flash card. So, while the application detects the card slot in the PG06 Prograde reader, the CF card is grayed out to minimize the confusion of someone trying to run Health and Sanitize on a non-ProGrade Digital card.

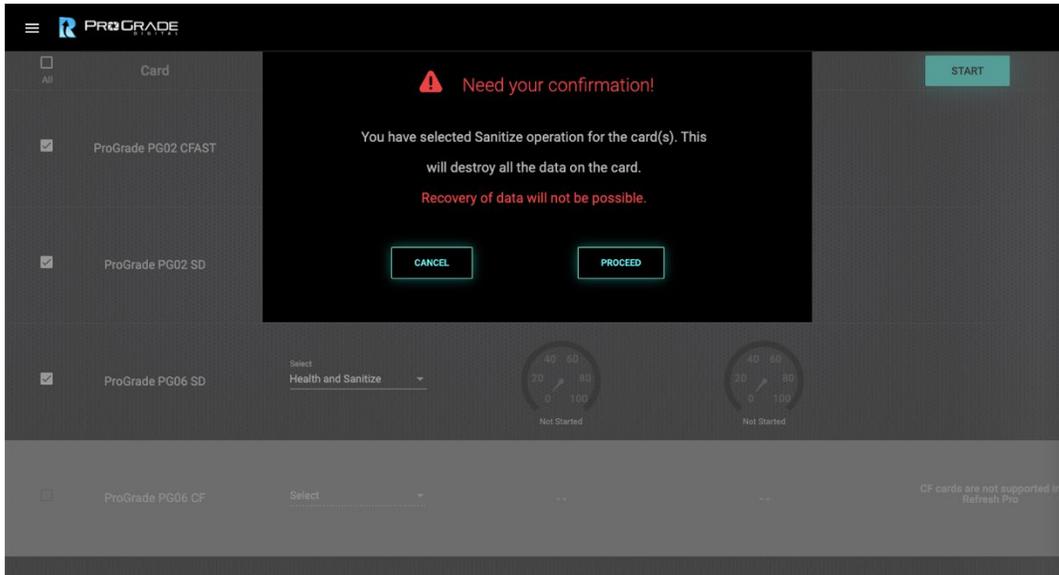


Next, you can select all the cards by clicking on “All” box in upper-left portion of your screen or you can select each card individually and the Action that you would like to perform on each card. Please remember that if you had selected a Default Card Action under Settings, by selecting All box, the default action would automatically get populated for all the cards. However, in screen below, you can see the example that each card has been selected for a different Action. Finally, even if you had selected a Default Card Action under Settings, you could overwrite them by selecting a different Action from the pull-down menu.

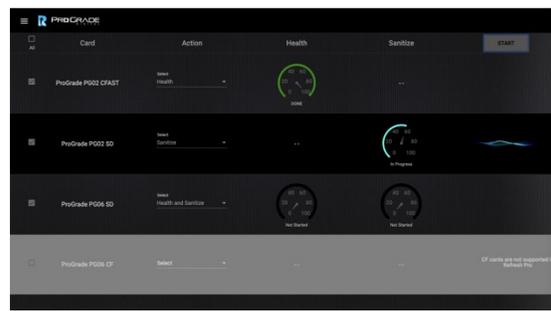
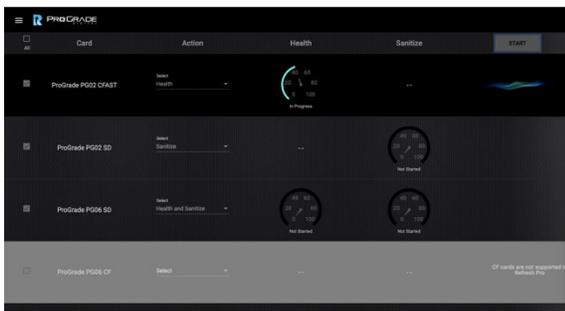


PROGRADE DIGITAL

Now you can click on START on the top-right part of your screen to start the Health, Sanitize, or Health and Sanitize action on all your selected cards. If by any chance you have selected Sanitize Action on any of your cards, the warning screen below will pop up to ask for your confirmation to proceed. This is due to the fact that Sanitize will erase the data on your cards permanently and they cannot be recovered even with ProGrade Digital's Recovery Pro software.



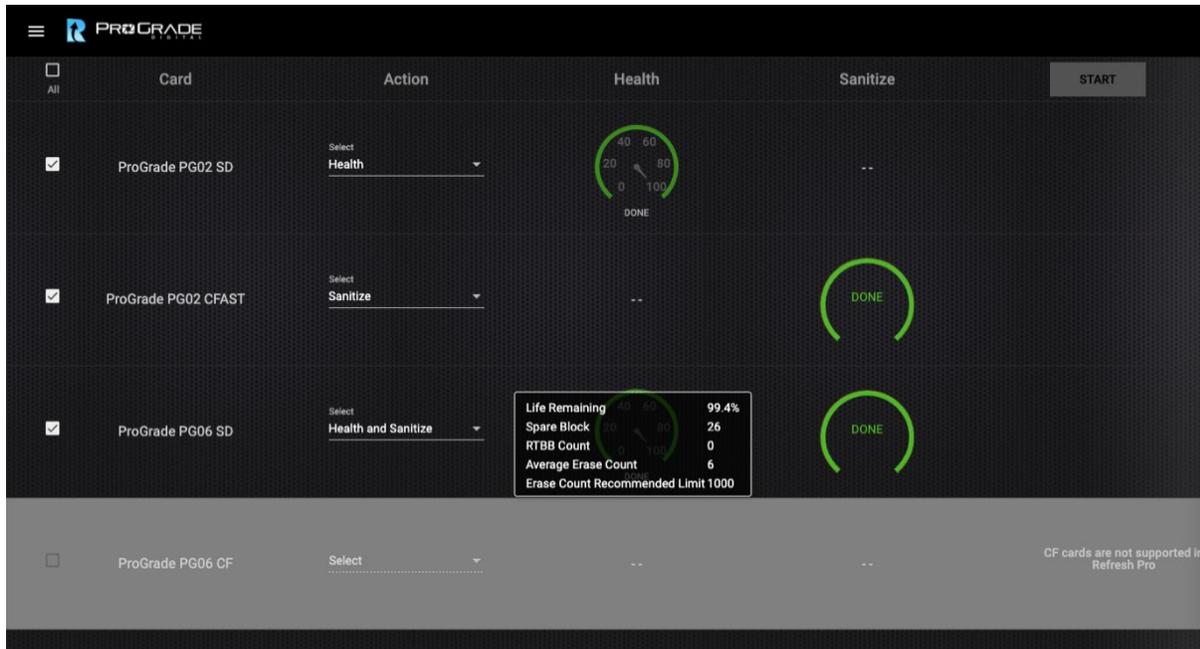
Click CANCEL to go back to previous screen or click on PROCEED if you would like the Actions to start on your cards. Refresh Pro will start with the first card, then go to the next, until all the Action on the final card are executed. See the screens below for the above cards and Actions.



PROGRADE

D I G I T A L

Once all the Actions are completed, you will be provided with a visual feedback in regard to the Life Remaining on your card(s) from 0% - 100% through the dial. In addition, you will know the actual percentage of life remaining on your card through the visual dial. You will receive a Green (Excellent), Yellow (Good) and Red (Caution) notification that you can leverage to continue to use your card or consider replacing your card and/or finally stop using your card on critical projects when cautioned with red color feedback. Last but not least, you will be able to see some of the critical parameters that were used to calculate Life Remaining on the card by hovering your mouse over the wheel that shows the results of Health. Screen below illustrate that functionality.



At the end of the sanitize function, Refresh Pro application formats each card in exFAT similar to the way the card was originally shipped to you. You can now eject all the cards and format them in your camera before using them.

Please keep in mind that Refresh Pro software cannot reverse the age of the card. But by sanitizing the card regardless of its age, your card can run at its maximum performance in your camera as NAND flash in your memory cards gets dirty through usage over time, as you take pictures, capture videos, and as you delete files or even format your card to gain the full capacity of your card back.

Please review this [white paper](#) for more information about how flash memory in your memory cards work, why it gets dirty, its impact on the performance of the card, and how Refresh Pro works to sanitize your cards to their maximum performance.