EA800ip Firmware Update Guide

This document is a step-by-step guide for updating or reloading firmware. Prior to completing the action steps outlined in this guide, please ensure that you have the following:

- Have an USB (Under 32GB in size) with no security programs installed.
- Received the firmware and bootloader files and loaded all 3 files into the USB root drive:
  - IP800.BIN
  - IP800_A5.UPB
  - S0010403_C15F.UPD
- Backup system configuration (if updating an older system).

To complete the update process, please follow these steps:

1. **Backup the Sensor data on the Device:** If you do not need to retain the data you may skip this step.
   a. Unlock the unit (Press the House button) Then Press F1, default password is 0800, and hit the Enter Button (between the up and down arrows) It will take to back to the home screen, above F1 should be the term "LOCK"
   b. Press the Main Menu button (Paper Icon below the House/home Button)
   c. Scroll to Data log and Enter
   d. Scroll to Export All Logs and Enter
   e. If you have not already inserted your USB it will ask for it at this point.
      Exporting the logs can take up to 20 minutes depending on the amount of data stored.

2. **Update Firmware:** Unlock the unit, if already unlocked >
   a. Press the Main Menu ↵
   b. Scroll down to System ↵
   c. Scroll to Update Firmware ↵
   d. Insert USB if you have not done so already.
   e. Follow prompts, you will get various warning screens.
   f. The system should auto select the S0010403_C15F.UPD file, otherwise manually select the file and press Enter.
   g. System will validate the update, and ask to confirm update, Press F3 (OK).
   h. System may state that the update will change the amount of wireless devices the unit may have, Press F3 (OK).
   i. System will complete update, and ask you to pull the USB and press OK (F3) to reboot – you may ignore removing the USB if you are doing the Bootloader update as well.

3. **Update Bootloader:** During boot-up the device will display the bootloader version in the upper left corner of the display. If it is not A.5, update the bootloader per the instructions below. Otherwise skip to the Clear Memory section:
   a. Insert the USB drive into the EA800-ip and power cycle the device.
   b. Select F3 to Allow.
   c. Press F3 (Next) if you get a message on the utility will allow you update the bootloader.
   d. You may get a warning about updating at your own risk, Press F3 (Next) to continue.
   e. The screen will show one file to select: IP800_A5.UPB, Press Enter to continue.
   f. The device will validate the file and prompt for the update to be allowed. Press F3 (Update).
   g. System will ask to confirm the update Press F3 to Update. This will time out if you do not press F3 within a minute.
   h. Warning will display about not removing power.
   i. USB Update Complete. Remove the USB drive and press OK to reboot. Verify that during boot up the system now shows IP-A.5 or IP=A.5 on the upper left hand on the screen. This only shows for a few seconds during boot up.

4. **Memory Clearing**: After updating the from a B version such as B14 to a C version such as C15F, the logs must be cleared. Removing power from the device is required for this, either by unplugging the 12V transformer or lifting the power input block from the back of the unit.
   a. Unlock the device.
   b. Main Menu↵
   c. Data Logs↵
   d. Clear Alarm logs↵
   e. Clear Sensor logs↵
   f. After both have been cleared you need to disconnect power immediately (you cannot use the reboot device from the menu screen, power must be disconnected from the back or from the 12V transformer). Sensor settings will stay, but the history will be cleared.

5. **Verify that the device is communicating with the server:**
   a. Unlock EA800-ip.
   b. From the Main Menu, select: **System**↵ **Configuration**↵ **Network**↵ **Diagnostics**↵
   c. The third row should indicate the Host Server IP Address as: IP-^: 023.096.008.019
   d. If the device indicates zeros, please wait a few minutes and verify the device again.

6. **Complete your account setup at** www.winlandinsight.com**.**

Please call Tech Support if you run into any issues.
800-635-4269 x1