

Firmware Upgrade

Applicable Touch Models: MMxxx, MSxxx; MSlxxx

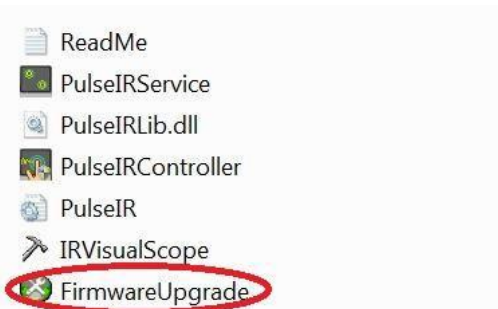
PulseIR™ Firmware Upgrade Procedures

IMPORTANT NOTES BEFORE PROCEEDING:

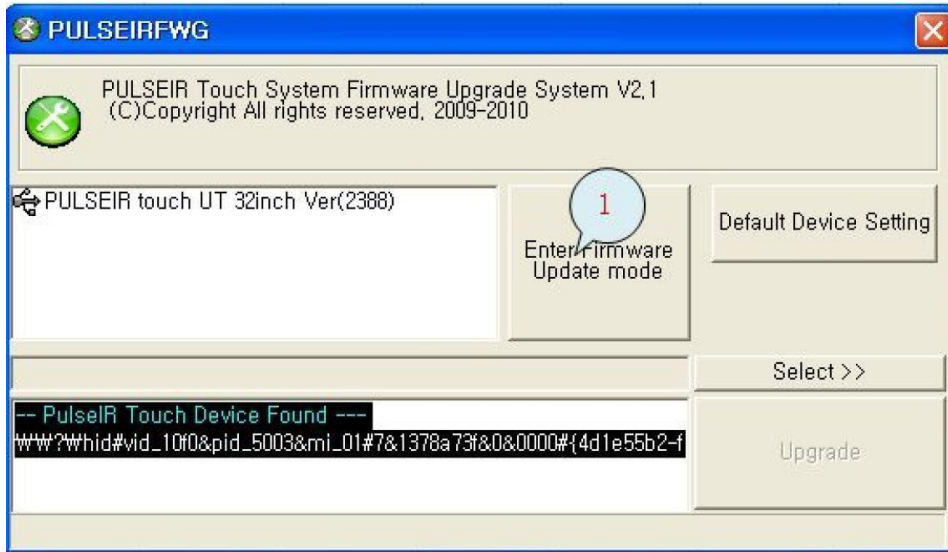
- 1) Please download the latest PulseIR Utility tool which includes the Firmware Upgrade utility tool. Please see website below.
- 2) Please request the latest Firmware for your specific touch size and model
- 3) After downloading the PulseIR Utility, refer to the following steps to run the Firmware Upgrade process.
- 4) Upgrade process can only be performed utilizing a **Windows OS PC/System**.
- 5) Ensure USB cable from touch panel is correctly plugged into the PC being used to perform the upgrade. Please do not attempt to use USB Extension cables as this can cause problems during the upgrade process.

Downloading and Launch Utility Program

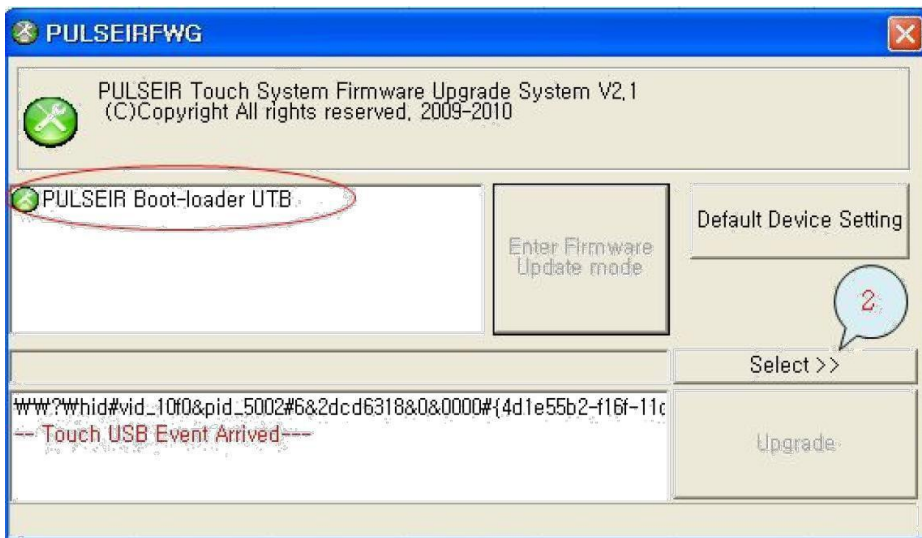
- 1) Download the PulseIR utility program from the download link below :
<https://www.hightail.com/download/bXBad0VITmFwTVZ1a3NUQw>
 - a) Click on OK to downloaded the compressed (zipped) PulseIR Utility file.
 - b) Unzip the file to desired location on the PC hard drive.
- 2) Locate and click on the “PulseIRUtility” folder. (Utility versions may and will change)
- 3) Ensure USB cable from Touch panel has been plugged into the PC being used to perform the upgrade.
- 4) In the PulseIR folder, click on “FirmwareUpgrade.exe” as seen in the figure below to start the upgrade process.



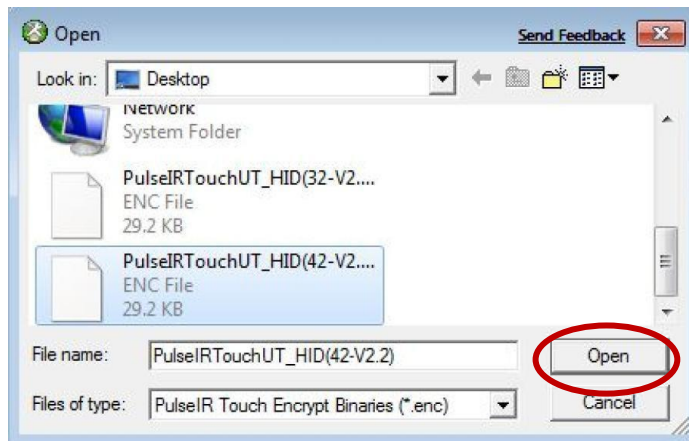
- 5) The text "PulseIR Touch Device Found ..." message will appear in the upper window if the touch device is connected properly.
- a. Click on "Enter Firmware Update Mode" button.
 - b. Please wait until "PULSEIR Boot-loader UTB" item appears.



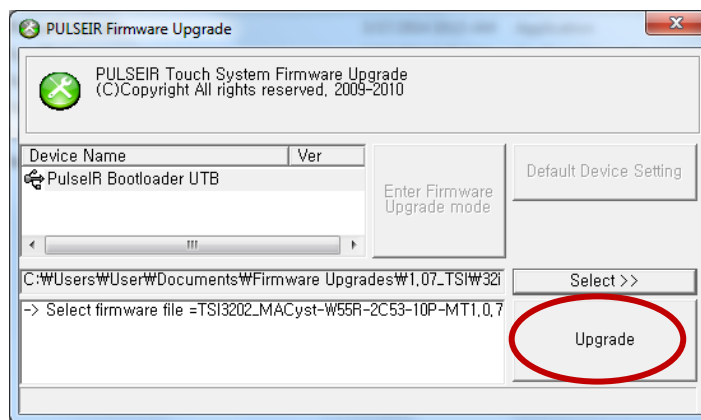
- 6) Click on PulseIR Boot-loader, then click on "Select >>" button to locate and select the applicable firmware file needed for the touch panel being upgraded.



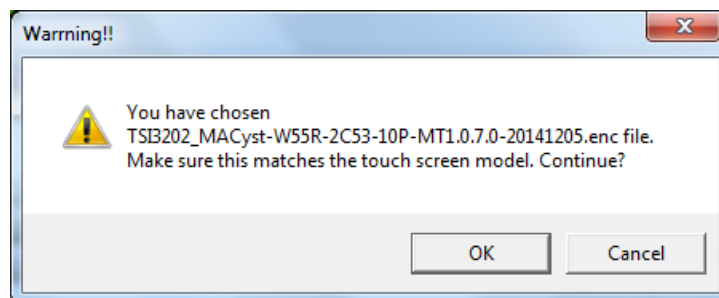
- a) Locate the correct firmware file which is an ".enc" file. Click on OPEN once firmware file has been highlighted.



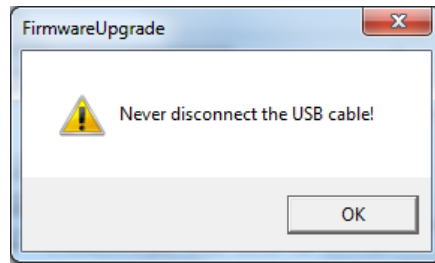
b) Click on Upgrade to update the firmware on the touch panel.



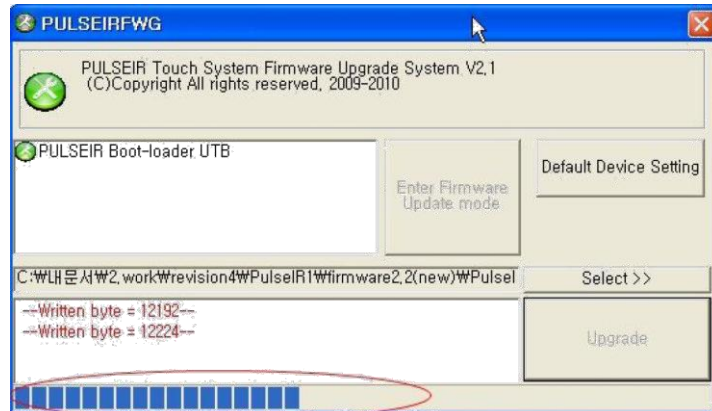
c) Click on OK once you have verified that the correct firmware file has been chosen as seen in the figure below. Below sample shows firmware file for a 32” touch panel only.



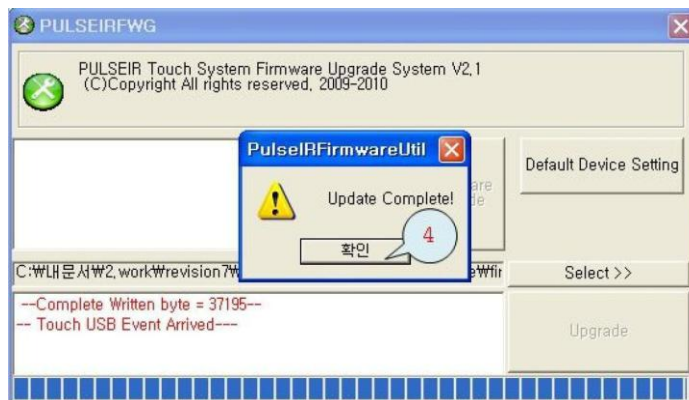
d) Click on OK to reminder message “Never disconnect the USB cable!”



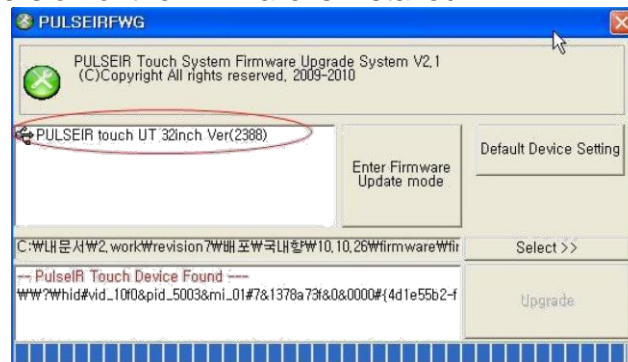
7) Do not disturb or disconnect the USB cable while the upgrade process is in progress.



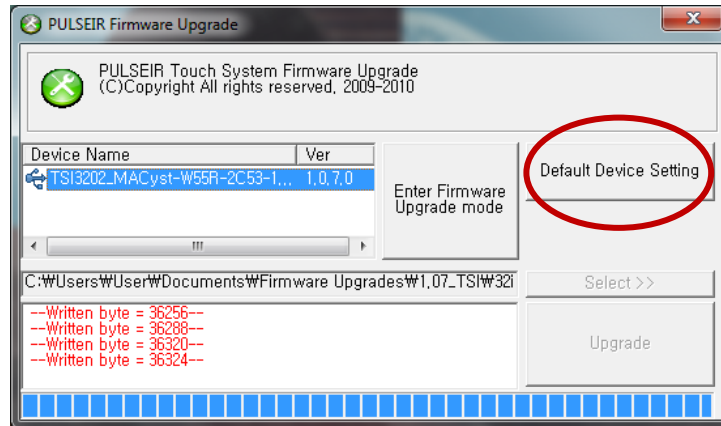
8) Click OK for "Update Complete" dialog box.



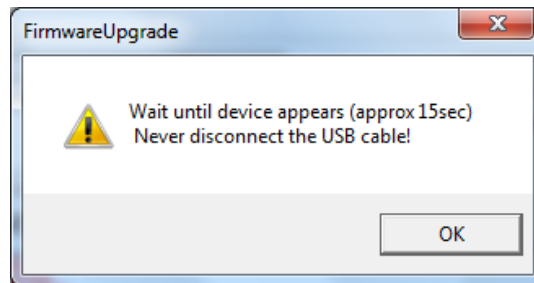
a) Note that a new version of the firmware is installed.



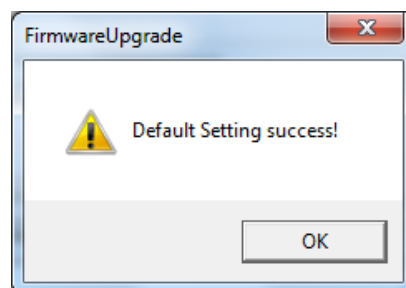
- 9) As a final step to complete the upgrade, click on the firmware name in the upper window and then please click “Default Device Setting” as shown in the below figure.



- a) Click on OK to reminder to “Never disconnect the USB cable!”



- b) Default Setting success message will appear. Click on OK to complete the firmware upgrade process.



This completes the firmware upgrade process.