



FIRMWARE UPDATER

USER MANUAL

Manual version: 1.0.0
Software version: 1.0

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1. Requirements

Table 1.1 details the minimum computer requirements for the Ossila Firmware Updater.

Table 1.1. Ossila Firmware Updater requirements.

Operating Systems	Windows 10 or 11 (64-bit)
CPU	Dual Core 2 GHz
RAM	2 GB
Available Drive Space	155 MB
Connectivity	Internet connection

2. Installation


1. Run the file **Ossila-Firmware-Updater-Installer-X-X-X-X.exe**.
2. Follow the on-screen instructions to install the software.

Note: The Ossila Firmware Updater can also be downloaded from ossila.com/pages/software-drivers

3. Updating Firmware



3.1 Basic Usage

1. Connect the equipment to be updated to the computer using a USB cable.
2. Start the Ossila Firmware Updater software.
3. The software will automatically detect Ossila equipment connected to the computer.
 1. To search for connected equipment, click the  button.
4. Select the COM address of the equipment to update.
5. Select the firmware version to be installed onto the equipment.
6. Click the **Update Firmware** button.
7. Wait for the update to finish.
8. Restart the equipment.

Warning: Check the compatibility of your equipment before updating with firmware of a different major version number (i.e., the first number of a version). Updating with an incompatible firmware version may cause the equipment to stop working.

3.2 Advanced Usage

Older Ossila equipment, or Ossila equipment where the firmware has been erased, will not be detected automatically by the software.

To update this equipment, use the following procedure:

1. Connect the equipment to be updated to the computer using a USB cable.
2. Start the Ossila Firmware Updater software.
3. Allow the software to display all devices connected to the computer via USB by clicking the **Show All** switch.
4. Select the COM address or drive letter of the equipment to be updated.
5. Select the name of the equipment from the drop-down box.
6. Select the firmware version to be installed onto the equipment.
7. Click the **Update Firmware** button.
8. Wait for the update to finish.
9. Restart the equipment.

Warning: Ensure that you have selected the correct COM port or drive, equipment name, and firmware version. Selecting an incorrect combination may cause the selected device to stop working. If you are unsure, please contact Ossila support.

4. Troubleshooting

Most of the issues that may arise will be detailed here. However, if you encounter any other issues, or if the troubleshooting below does not resolve your issue, then you can contact us by email at support@ossila.com.

Problem	Possible Cause	Action
Software does not start	The wrong version of Windows is installed on the computer.	Install the software on a computer with Windows Vista or newer.
	The software has not installed properly.	Try reinstalling the software.
Software cannot access the internet	The computer does not have internet access.	Connect the computer to the internet.
	The software is blocked by a firewall.	Update firewall settings to allow the software through.
Cannot detect equipment via USB	The USB cable may not be connected properly.	Ensure the USB cable is firmly plugged in at both ends.
	The USB cable may not be connected to a working USB port.	Try connecting the unit to a different USB port on the computer.
	The USB drivers may not be installed or may not have installed properly.	Try installing or reinstalling the USB drivers. If the drivers on the USB provided are not working, try following the Windows 7 installation instructions found in the Installation Guide.
	The USB cable is defective.	Try using a different USB-B cable, and contact Ossila if necessary.
	The equipment is an old version.	The firmware may not be compatible with available updates, contact Ossila to check.
	The firmware has been erased.	Activate the 'Show All' switch in the software. See the warnings in Section 3.2 .