## Model 1700 Firmware Update Procedure

14 June 2018

## **Checking Firmware Version**

1. To check the firmware version on the AMI Model 1700, press MENU > SYSTEM.

Helium	ME SENSORS	NU OUTPUTS
50.4%	NETWORK	SYSTEM
MODE: SAMPLE AND HOLD	HISTORY	SHUTDOWN
MENU ALARM AUTOFILL	*	ALARM AUTOFILL
SYSTEM CONFIGURATION SERIAL NUMBER: 1700-18-000 VERSION HW: 1.13 FW: 2.4.11111 DATE OF MANUFACTURE: 2018-05-18 HELIUM POWER SUPPLY: XL		
SET TIME UPDATE FACTORY RST		

## Updating Firmware

1. Get the IP Address of the unit by pressing MENU > NETWORK.

Helium		MENU		
		SENSORS	OUTPUTS	
5	0.4 %	NETWORK	SYSTEM	
	MODE:	HISTORY		
	SAMPLE AND HOLD		SHUTDOWN	
MENU	ALARM AUTOFIL	. h	ALARM AUTOFILL	



2. Using Windows Explorer navigate to \\IP\_ADDRESS e.g. (\\192.168.0.87).



3. Copy the two update files (\*.tar.gz and \*-desc.txt) to the Application Update folder.





Helium	<u>MENU</u>		
	SENSORS	OUTPUTS	
<b>50.4</b> %	NETWORK	SYSTEM	
MODE:	HISTORY		
SAMPLE AND HOLD		SHUTDOWN	
MENU ALARM AUTOFILL	*	ALARM AUTOFILL	
SYSTEM CONFIGURATION SERIAL NUMBER: 1700-18-000			
VERSION HW: 1.13 FW: 2.4.11111			
DATE OF MANUFACTURE: 2018-05-18			
HELIUM POWER SUPPLY: XL			
SET TIME UPDATE FACTORY RST			

6. Ensure the proper firmware version is selected and press VERIFY.

FIRMWARE UPDATE			
Select firmware version	n		
Ver-2.5	· VERI	FY	
<b>REBOOT SYSTEM</b>			
<b>A</b>			

7. Double-check that the correct firmware version is to be installed and press INSTALL.



9. After installation the unit should reboot itself. Once rebooted, check MENU > SYSTEM to ensure the version has been updated.

Helium	<u>MENU</u>		
	SENSORS	OUTPUTS	
50.4%	NETWORK	SYSTEM	
MODE:	HISTORY		
SAMPLE AND HOLD		SHUTDOWN	
MENU ALARM AUTOFILL	*	ALARM AUTOFILL	
SYSTEM CONFIGURATION SERIAL NUMBER: 1700-18-000 VERSION HW: 1.13 FW: 2.5.15016 DATE OF MANUFACTURE: 2018-05-18 HELIUM POWER SUPPLY: XL			
SET TIME UPDATE FACTORY RST			
🚵 ┥ ALARM AUTOFILL			

## Hung Update Workaround

Occassionally, updating the firmware may encounter an error and hang. A hung update prevents the update program from being able to try again. If you encounter this siuation, here is the workaround.

1. If the display has been stuck for more than a minute press CANCEL.

UPDATE IN	PROGRE	<u>SS</u>
Ver 2.5		
CANCEL	ALARM	AUTOFILL

2. Using PuTTY or similar terminal emulator, Telnet to the unit's IP on port 7180.

Reputry Configuration (Sa	ve mode : File)	
Category:		
🖃 Session 🔺	Basic options for your PuTTY session	
<ul> <li>Session</li> <li>Logging</li> <li>Terminal</li> <li>Keyboard</li> <li>Bell</li> <li>Features</li> <li>ExtraPuTTY</li> <li>Settings</li> <li>StatusBar</li> <li>FilesTransfer</li> <li>Window</li> <li>Appearance</li> <li>Behaviour</li> <li>Translation</li> <li>Selection</li> </ul>	Basic options for your PuTTY session Specify the destination you want to connect to Host Name (or IP address) [192.168.0.87 Connection type: Raw Coggterm Load, save or delete a stored session Savgd Sessions Default Settings ExtraPuTTY_Example inst-pi mac-oi	Port 7180 Serjal
Hyperlinks Connection Data Proxy Telnet Rlogin SSH Conterm About	other-pi pt Close window on exit: O Always Never, Auto-Connect Open	Delete

3. Enter the command (case-sensitive): get-var:InstallStatus This should return a 1 if the unit has a stuck upgrade.



5. Enter the command (case-sensitive): set-var:InstallStatus=0



6. Check that the value was set with the command (case-senstive): get-var:InstallStatus It should now return a 0.

🛃 192.168.0.87 - PuTTY	1					
Session Special Comr	mand Window	Logging	Files Transfer	Hangup	?	
-8						Â
get-var:InstallS 1	tatus					
set-var:InstallS	tatus=0					
get-var:InstallS	tatus					
00:02:10 Connected T	ELNET/7180					Ŧ

7. Disconnect PuTTY. You may now retry the update.