Firmware update with UPBOX1

This guide will show you how to perform a software update with UpBox1.

Tools needed: Upbox1, Windows PC, USB cable and DMX cable

NOTE: you can follow this guide if you have Upbox1X, Upbox1U or Upbox1UP5.

Contacts: *support@prolights.it*

Contact your Area Sales Manager for parts orders and delivery

Download firmware files

Firmware files are available on the **Customer Care** section on the Music&Lights website. If you don't have access to the Customer Care section, please ask your *distributor* or contact *support@prolights.it* to receive the firmware files.

Before start

Before starting with the update, check the following:

1 make sure your unit can be updated with **Upbox1**. It's possible to check this information in the description of the product on our website.

2 make sure that only the DMX cable is connected and the unit is not receiving other signals (from the ArtNet, sACN, WDMX or CRMX) ***this is not valid for Ethernet PCB firmware update***

3 make sure to have the right firmware file for the hardware revision. Check **Firmware/Hardware** on the **Customer Care** section. It's possible to check the hardware version of your unit on the serial number label or from the firmware version installed on it.

Firmware release is indicated as **X.Y** e.g: **1.3** or **2.8**

Before updating the firmware on the unit, please check the current firmware version and update it with the same "**X**" number. A different "**X**" number means that the product may have a hardware revision that needs a different firmware version.

Firmware release is divided in many files, each one related to the different PCBs of the unit.

If the unit has more than one PCB to update, use the following order to update the unit (check firmware file's name):
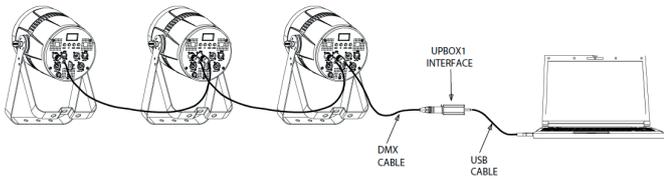
1 - **NET PCB *** *(please refers to NET PCB updating section on this guide to update ethernet pcb)*

2 - **CTR PCB** *(it's possible that unit has more CTR PCBs)*

3 - **DISP PCB**

* NOTE: *When NET PCB firmware file is in .prl format the update must be performed with Upbox1 procedure*
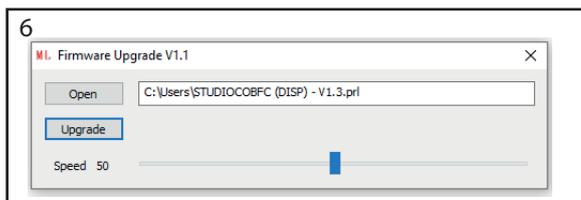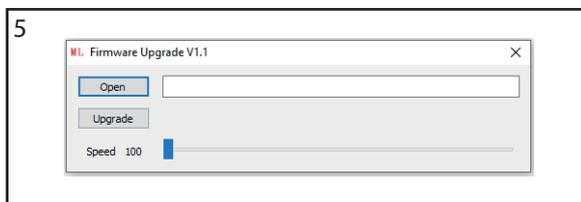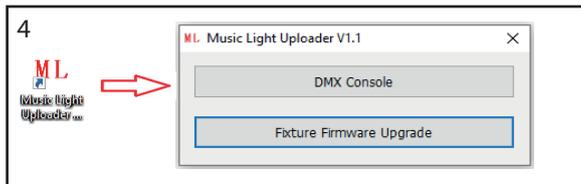
Email *support@prolights.it* for any doubts.
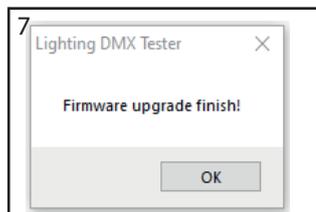
Firmware update with UPBOX1

Procedure of updating

NOTE: IT'S POSSIBLE TO UPDATE UP TO 10 FIXTURES IN A SINGLE DMX CHAIN

NOTE: A SPEED VALUE OF 50 IS RECOMMENDED

NOTE: ONCE FINISHED, QUIT THE SOFTWARE TO MAKE THE UPDATE EFFECTIVE

1) Download and install the UPBOX1 update software from the following link:

<u>UPBOX1 - Uploader software</u>
(no drivers needed for this software)

2) Connect the PC to the UPBOX1 with the USB cable
   Connect the UPBOX1 to fixture with dmx cable and power on the fixture

3) Make sure you have the right files (.prl format) to update your fixture

4) Open the uploader software and select **Fixture Firmware Upgrade**

5) Click on **OPEN** and select the .prl file to update your fixture

6) Click on **UPGRADE** to start the updating process

7) Once the update is finished, will appear a screen as shown in the picture.
   Then click on **OK** and quit the software

8) Do a **FACTORY RELOAD** on the fixture:

   MENU'-->**ADVANCED**-->**FACTORY RELOAD**-->**YES**

Update failed

If the updating process fails, the firmware version will not be updated or the fixture will show a black display. In this case please check the following and retry.
1 check if you have selected the right .prl firmware file for the fixture you're updating
2 check if the fixture is powered ON and if the USB and the DMX cables are correctly linked

Update forcing procedure

If all is checked but updating process still failing, it' s possible to force the update process in this way:
1 with the fixture powered OFF and the DMX cable connected, open the update software and click on **Fixture Firmware Upgrade**
2 make sure to select the right .prl file for the fixture you're updating
3 power ON the fixture and then click on **UPGRADE** to start upgrading the firmware. To finalize the upgrade click on **OK** and quit the software.

If the update still can't finalize, please contact *support@prolights.it*
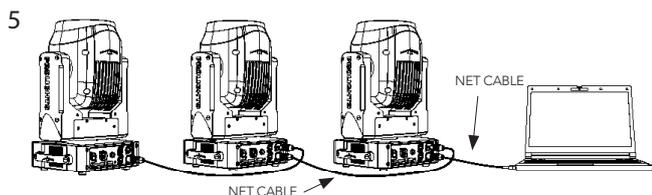
Ethernet PCB firmware update

This guide will show you how to perform the update of the ethernet PCB

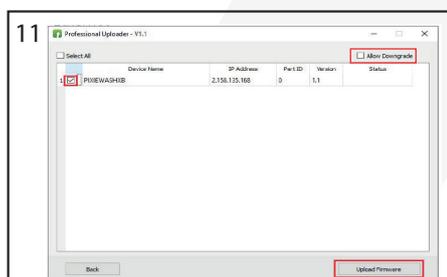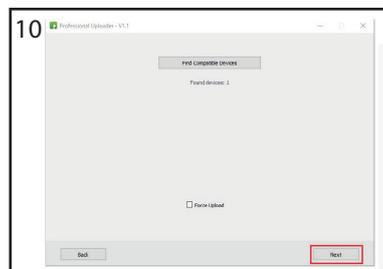**Tools needed:** *Windows PC and ethernet cable*

Contacts: **support@prolights.it**
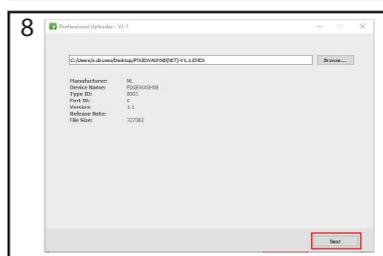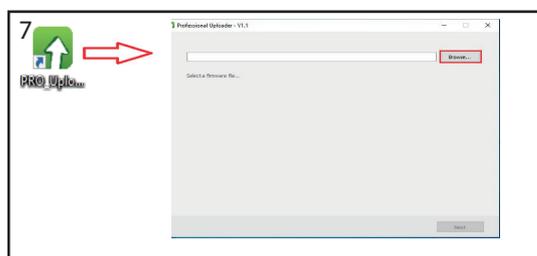
Contact your Area Sales Manager for parts orders and delivery

Procedure of updating

NOTE: IT'S POSSIBLE TO UPDATE UP TO 10 FIXTURES IN A SINGLE NET CABLE

1) Set the IP address on the PC to **2.0.0.1** with subnet mask to **255.0.0.0.**

2) Set the IP address of the fixture at **2.0.02**

NOTE: *set each fixture to a different IP address as example below*

fixture 1: **2.0.0.2**
fixture 2: **2.0.0.3**
...
fixture 10: **2.0.0.11**

3) Download the software **PROFESSIONAL UPLOADER** from the following link:

PROFESSIONAL UPLOADER

4) Make sure to have the right files (.EHEX format) to update the fixture you need to update.

5) Connect the PC to the fixture with the ethernet cable. Power on the fixture.

6) Make sure to have the right files (.EHEX format) to update the fixture you need to update.

7) Open **PROFESSIONAL UPLOADER** and click on **BROWSE** to select the .EHEX file you need.

8) Once the file is selected, click on **NEXT**.

9) Click on **FIND COMPATIBLE DEVICES** to find connected fixture.

10) If the software discovers a device, click on **NEXT**

11) Flag **Alllow Downgrade**. Select the device and click on **Upload Firmware**

12) When the update is finished, the status bar will show you as **DONE** in green colour

13) To complete the procedure, quit the software

Ethernet PCB firmware update

Ethernet PCB update failed

If the updating process fails, the firmware version will not be updated. In this case please check the following and retry.

1 check if you have selected the right .EHEX file

2 check if the ethernet cable is working correclty and connected to the fixture

3 try to connect the ethernet cable to another NET input available on the fixture and repeat the procedure

4 check if the IP address on the PC and on the fixture is correctly setted

Ethernet PCB update forcing procedure

If all is correct but the updating process still fails, it's possible forcing the updates as follow:
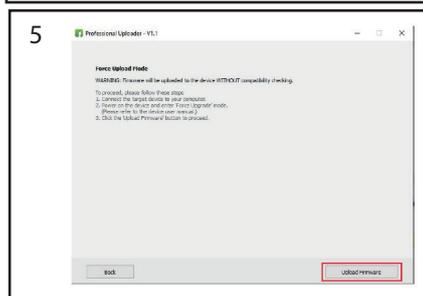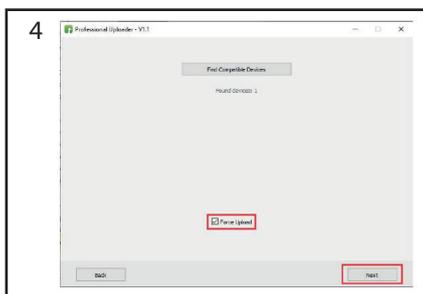
1) Set IP address on PC at **192.168.1.112** and subnet mask to **255.255.255.0**

2) Close the **PROFESSIONAL UPLOADER** software

3) Power on the fixture and hold **ENTER** (or RIGHT) button until you see **FORCE UPLOAD** on the screen

4) Open the **PROFESSIONAL UPLOADER** software and select **FORCE UPLOAD**, then click on **NEXT**

5) Click on **UPLOAD FIRMWARE**, wait for the process to complete and then quit the software

If the update still can't finalize, please contact *support@prolights.it*