

How to upgrade firmware

From time to time you may be asked to upgrade the firmware on your controller. This may be to add new features to your controller, or to address internet access issues.

The firmware upgrade process requires the temporary use of a blank USB memory stick. The capacity of the memory stick is not important as the firmware files are small. However, very large memory sticks above 64 Gb in capacity will sometimes not work as they are formatted in a way that the controller does not support (the controller requires FAT32 formatting).

The process for upgrading firmware is as follows:

- Obtain the latest version of firmware from here. Copy the two files COMMS.FRM and FIRM215A.HEX on to your blank memory stick. Make sure they are located in the root folder of the memory stick, i.e. they are not in a sub-folder.
- With your controller turned off, insert the USB memory stick into the top of the controller.
- Holding down the left and right arrow keys on the controller, turn on the controller using the power switch at the bottom.
- Once you see the main display clear and the small segment display showing "--" or some numbers, release the arrow keys.
- The small segment display should slowly count down to zero a few times as the firmware installs. The whole process can take a few minutes. Once the download is complete, the controller will restart, beep and power up in the usual way.
- Finally, remove the USB memory stick and turn the controller off and on again. The controller should automatically reconnect to your Wi-Fi router, provided that it was connected before the firmware upgrade.

If you have any difficulties, please contact us on support@kilnportal.co.uk.