Firmware Upgrader
Installation And Operation Guide

Recommended Platform: Windows 7,   Windows 10
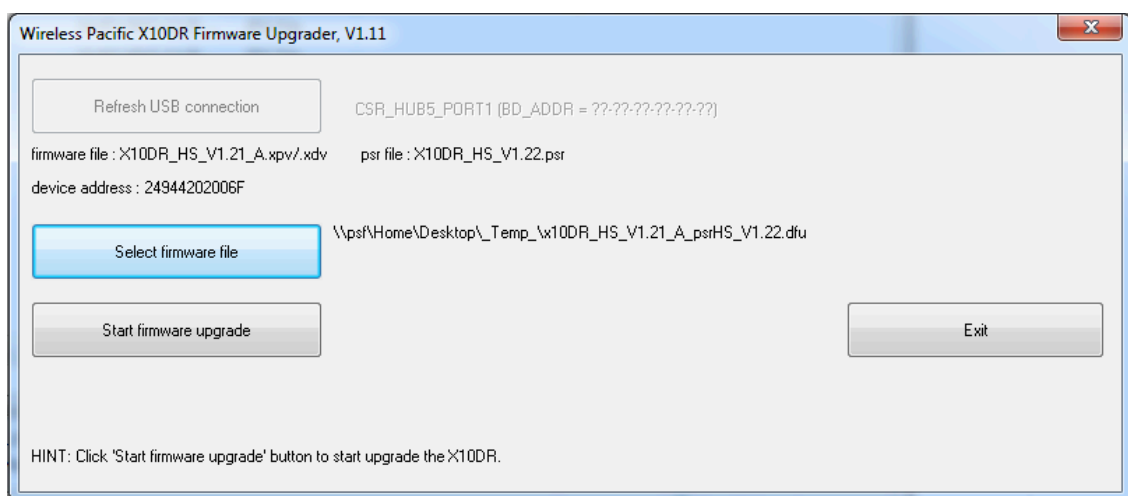
Introduction:
The X10DR2 Firmware Upgrader is used to update the firmware in both the X10DR Gateway and Handset units.

The installer loads appropriate driver software for the Gateway and Handset, and then installs the Upgrade software.

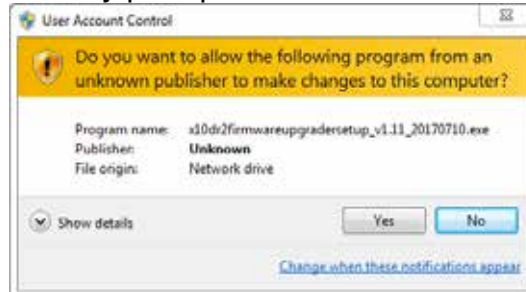The installed software is accessible via a desktop shortcut:

It is also accessible via the Windows Start-Menu under:
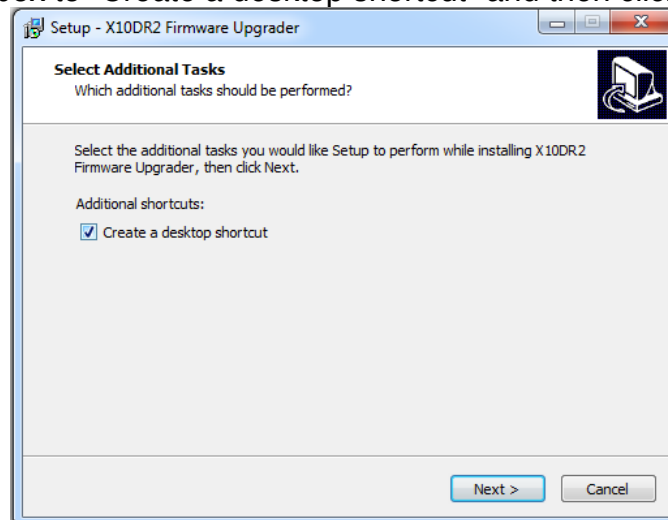Start > Wireless Pacific > X10DR2 Firmware Upgrader.

1. INSTALLATION:

Save the installer setup file to a temporary location and run it.
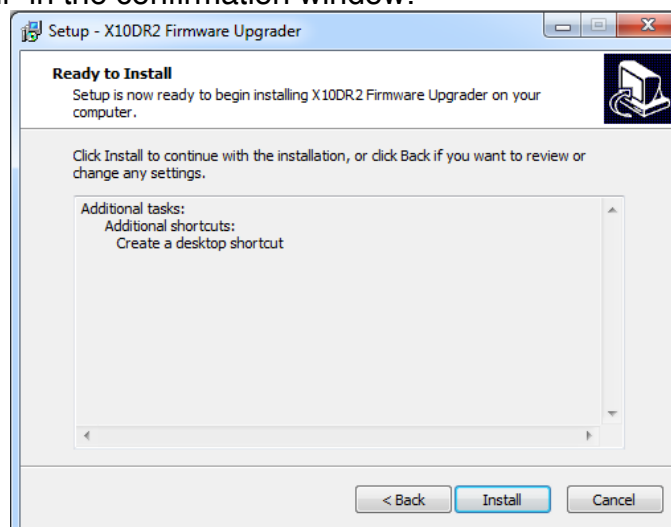(Typical filename = X10DR2FirmwareUpgraderSetup Vx.xx.EXE)
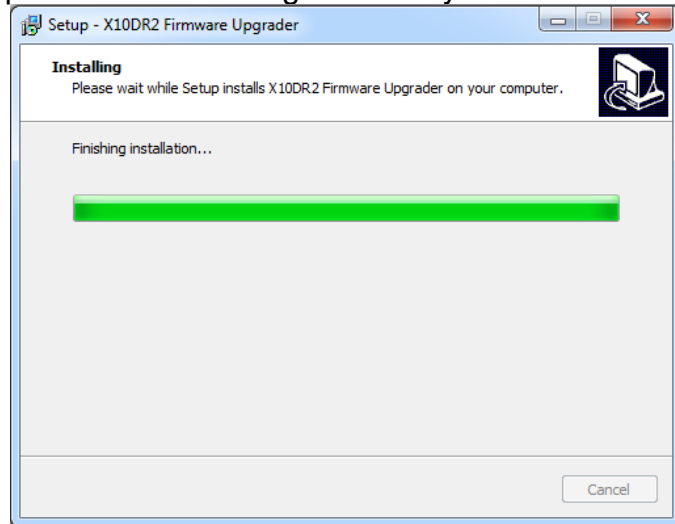
Answer "Yes" to the security prompt:

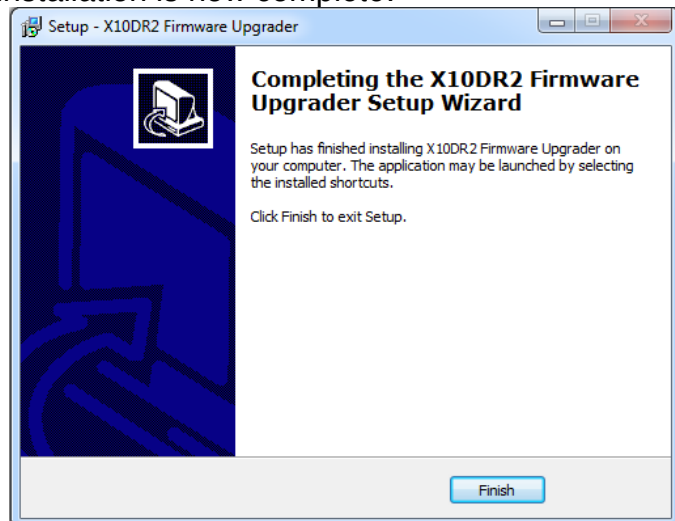Tick the checkbox to "Create a desktop shortcut" and then click on "Next":

Click on "Install" in the confirmation window:

Wait while the installer completes the installation. This may take up to 15 minutes as support software is integrated into your PC environment.

After the installation is complete, click on the "Finish" button to close the window. The installation is now complete:
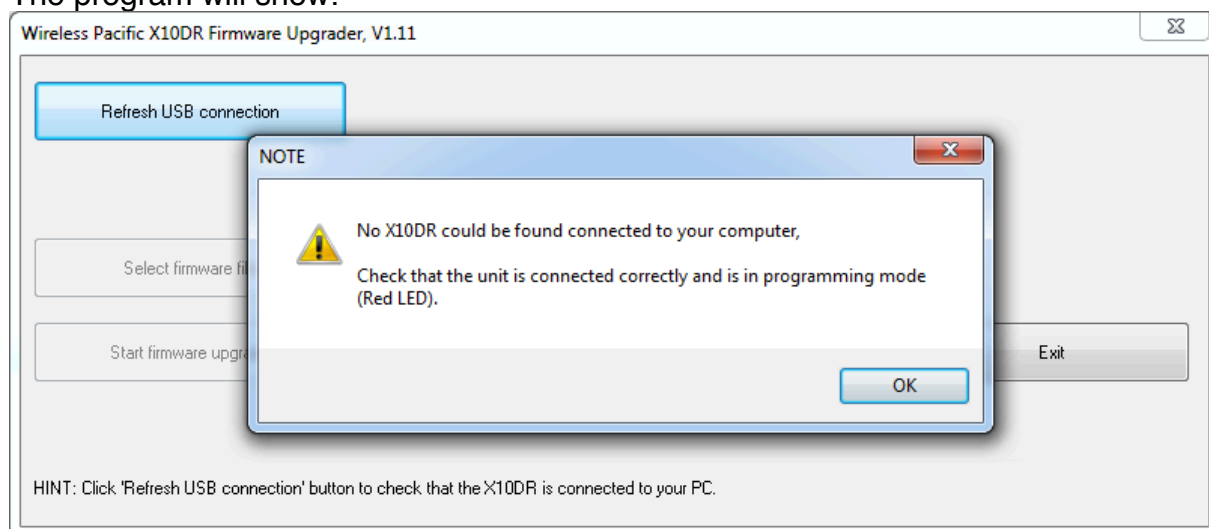
2. OPERATION:

PREPARATION:

To start the program, click on the desktop shortcut:

…or start it via the Windows Start-Menu under:
Start > All Programs > Wireless Pacific > X10DR2 Firmware Upgrader.

The program will show:

Click "OK" to clear the temporary error message.

Connect the appropriate Programming-Lead (Handset or Gateway) to a PC USB Port.
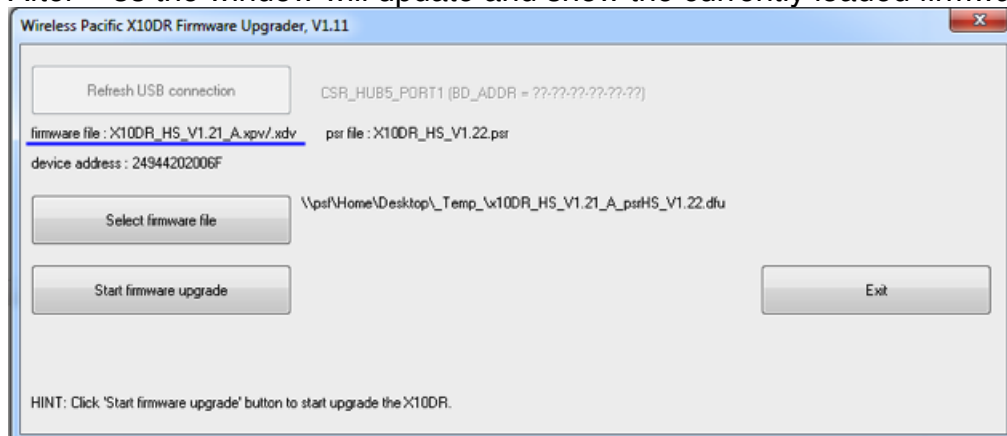
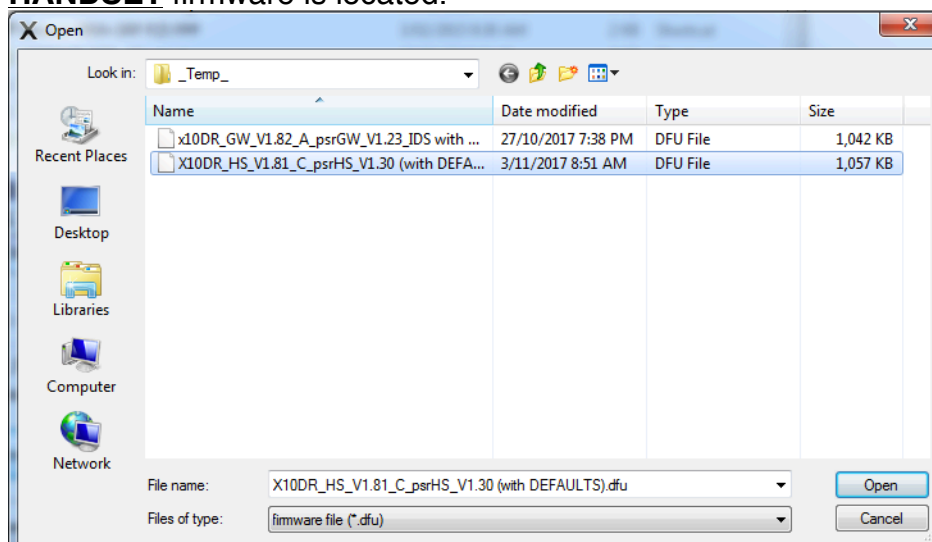

Handset Programming Lead   Gateway Programming Lead

These leads are supplied with the X10DR Programming kit (PN: XFPK).

HANDSET PROGRAMMING:

1. Put the Handset into "Programming-Mode" by turning it ON whilst holding the PTT Button.
   i.e. Ensure Handset is OFF, and then hold PTT-button whilst pressing the RED On/Off button.
   Hear three sets of 2-beeps, and see the LED show RED.
   You may release the PTT and On/Off button anytime after hearing first beep.

2. Connect the Programming Lead to the Handset.
   (Note: This may be done before above step if desired).

3. On the PC Software : Click on the "Refresh USB connection" button.
   After ~ 3s the window will update and show the currently loaded firmware [1].

4. Click on "Select firmware file" and navigate to the folder where the new **HANDSET** firmware is located.
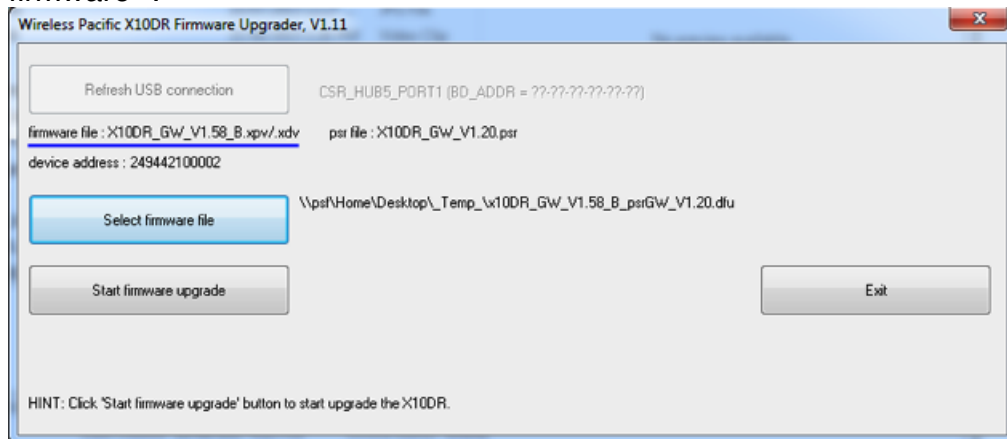

   Select the file containing the text "HS" (Handset) and click on "Open"

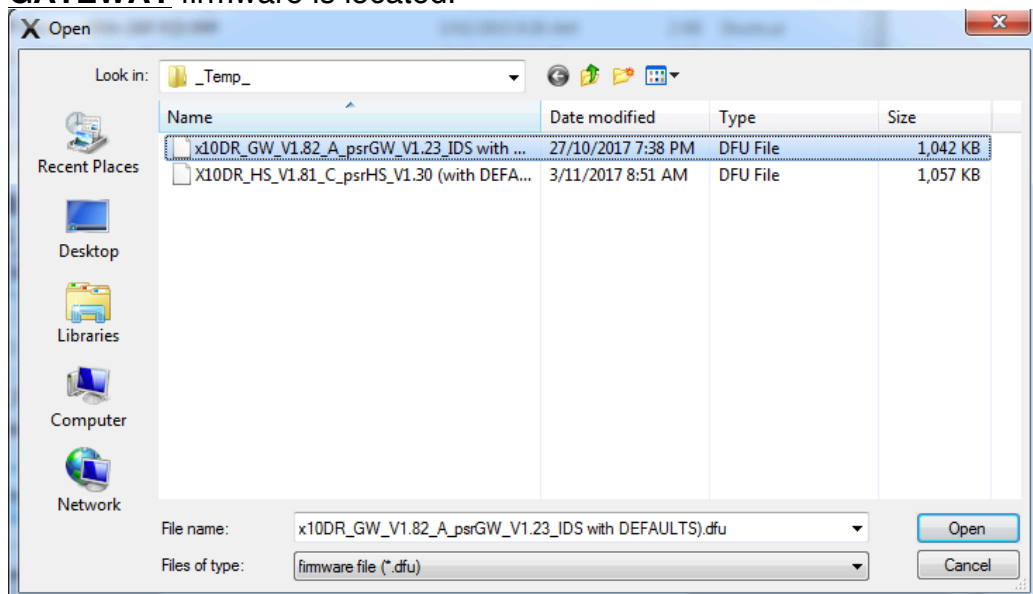5. Proceed to section "Start Firmware Upgrade" below.

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[1] If the Software fails to find the device check the Handset LED is RED, then unplug/re-insert USB cable. (This resets the USB connection inside the PC).
If the problem persists, read the "Troubleshooting" section at end of this document.

GATEWAY PROGRAMMING:

1. Put the Gateway into "Programming-Mode" by holding down the Gateway's Front-Panel GREY button and inserting the Programming-Lead into the base of the Gateway.   See the LED show RED.
   NOTE: Nothing should be connected to the Gateway's RJ45 connector.
   The Programming-Lead supplies the required power to the Gateway during this process.

2. On the PC Software : Click on the "Refresh USB connection" button.
   After approx. 3 seconds the window will update and show the currently loaded firmware [2].

3. Click on "Select firmware file" and navigate to the folder where the new **GATEWAY** firmware is located.

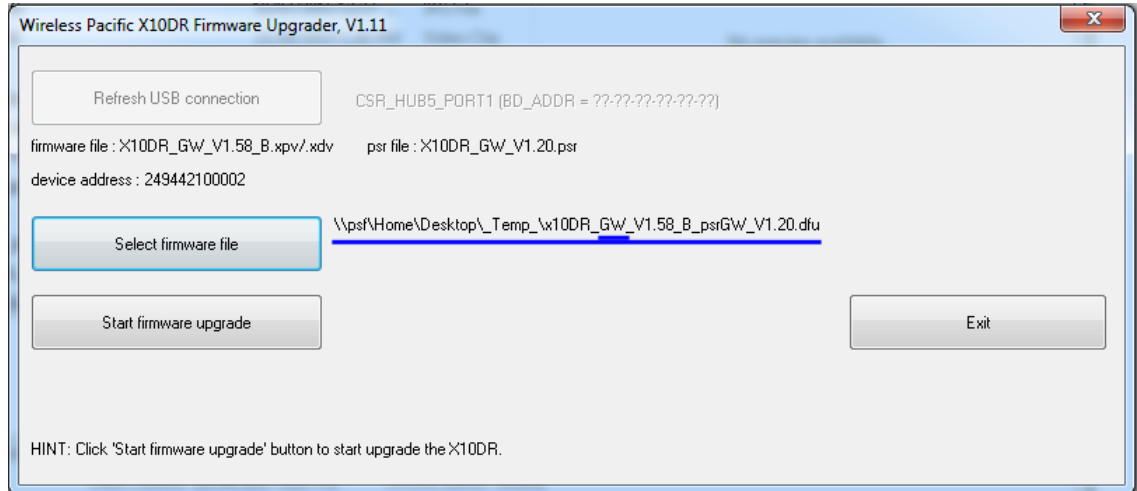   Select the file containing the text "GW" (Gateway) and click on "Open"

4. Proceed to section "Start Firmware Upgrade" below.

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[2] If the Programmer fails to READ the Gateway, check the Gateway LED is RED, then unplug/re-insert USB cable – whilst holding down the Grey Button.   (This resets the USB connection inside the PC).
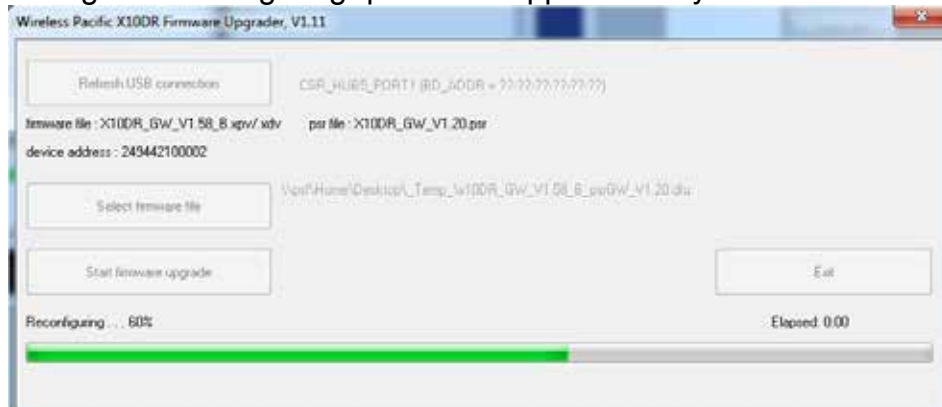If the problem persists, read the "Troubleshooting" section at end of this document.
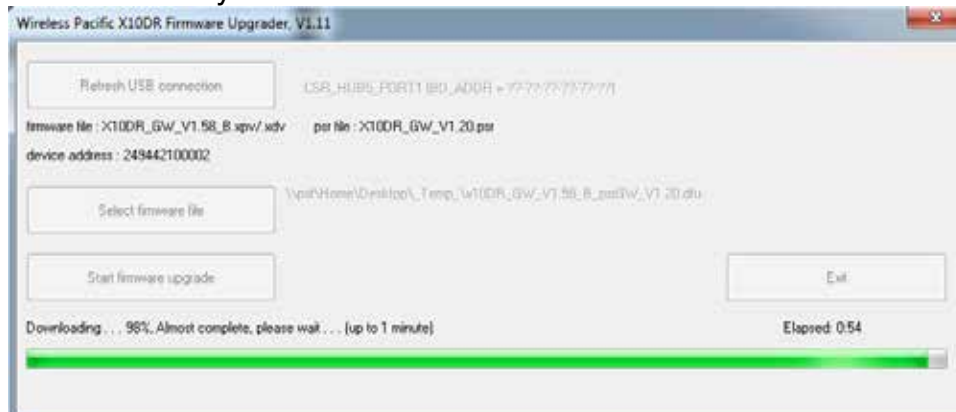
START FIRMWARE UPGRADE:

1. Check that the selected firmware is for the connected device by confirming the filename contains the text "HS" for Handset, or "GW" for Gateway as shown below:

2. Click on the "Start Firmware Upgrade" button. The software will briefly go through a "reconfiguring" phase for approximately 3 seconds:

Then a progress bar will show Downloading percentage complete.
There is a delay at 98% where the information is saved in the device's non-volatile memory:

A window pops up when the upgrade is complete:

Click "OK" to clear the window.

Programming is complete.
Unplug the Handset or Gateway.

3. TROUBLESHOOTING:

If the USB Device fails to install properly[3] perform the following steps:

1. In Windows 7 : First go into "DEVICES AND PRINTERS".... check if there is a "Generic Bluetooth Device".   Right click on it and select "Remove Device". Then unplug the X10DR and re-install the Software.

2. In Windows 10 start Device Manager and check that the "CSR BlueCore in DFU mode" item exists.

   If not, and there is a "Generic Bluetooth Device".   Right click on it and select "Remove Device" Then unplug the X10DR and re-install the software.

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[3] This will be evident if the Upgrader software cannot create a USB connection with the Handset and Gateway.
If the Programmer has read one of the units (Handset or Gateway), then the driver is operating correctly. In this case check cables are properly connected.