

Engineering Note: EN0087 - Solution if Hydro-View IV Firmware Upgrade Fails

Summary: Certain versions of HV04 fail to upgrade when using a memory stick with a capacity greater than 2GByte

Products affected: HV04 with serial numbers in the range 65745 – 69230 (approx.)

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1 Summary

Hydro-View IV (HV04) units in the serial number range specified above may not upgrade from USB memory sticks with a capacity greater than 2GByte as the memory stick is not detected by the Hydro-View upgrade function.

The upgrade process is carried out by the Hydro-View Bootloader function. A change in the low-level operating system meant that the Bootloader wasn't waiting long enough for larger USB memory sticks to enumerate, and hence they weren't being detected.

2 Solution

2.1 Updating using a USB Memory Stick

These units should be upgraded using a USB memory stick with a capacity of 2GByte or smaller. Please refer to the product User Guide for details of carrying out the upgrade.

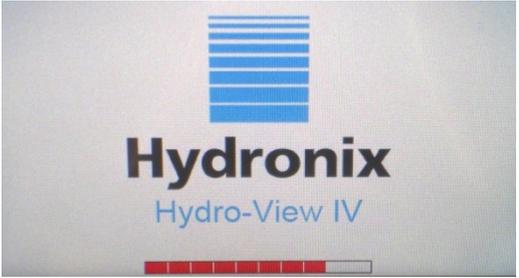
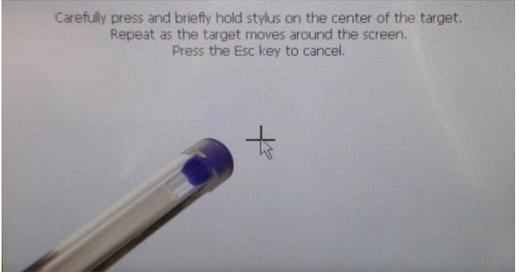
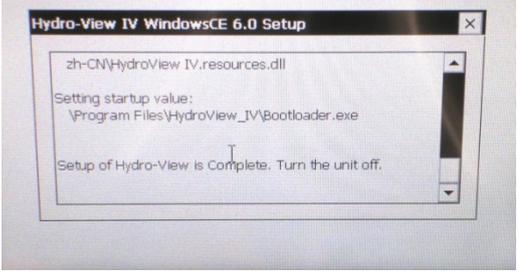
This process will need to be repeated each time the unit is upgraded in the future as the upgrade function does not get updated when the application firmware is upgraded.

If a 2GByte memory stick is not available and cannot be obtained, contact Hydronix Technical Support who may be able to provide one, or alternatively may provide a microSD Master Card to upgrade the Operating System.

2.2 Updating using a Hydronix microSD Master Card

If a microSD Master Card is supplied by Hydronix, proceed as follows:

Note: if upgrading using a Hydronix microSD Master Card, the process will only need to be carried out once. Further upgrades to the system can then be completed using a USB memory stick with a capacity of 4GBytes.

1	Remove the microSD card that is fitted to the unit, and place to one side. Insert the microSD Master Card into the slot.	
2	Power up the unit and check that the progress bar is red and not blue. This indicates that the Operating System is being upgraded.	
3	<p>Once the Operating System has been updated, you will be prompted to calibrate the touch screen. Ensuring that you are looking squarely at the front of the unit, use a blunt tool to carefully touch the cross as it moves around the screen.</p> <p>Once complete, touch the screen again to exit the calibration function.</p>	
4	The Windows CE 6.0 Setup program will automatically run. When this completes, turn the unit off.	
5	Remove the microSD Master Card from the unit and refit the original microSD card. Retain the Master Card as this may be reused for upgrading further units.	