

# **TECHNICAL SERVICE** Bulletin

**Date:** 9/20/19

**TSB #** 19-054

## iDock Control System - Firmware Update, Config Change, History Export



Always read and understand the Owner's/User's Manual and become thoroughly familiar with the equipment and its controls before installing or operating equipment. Failure to read and understand owner's/user's manual may result in voiding of warranty, damage to equipment, death or serious injury!

These instructions describe the steps required to access the boot menu and update the firmware, change the system configuration, or export a history log via Micro SD card on the iDock Control System.

Note: Boot Loader 1.0.1 (firmware version 1.4.23 or earlier) is limited to firmware updates only.

If boot menu shows the below message, proceed to page 2 (Boot Loader 1.1.3 - Firmware Update, Config Change, History Export).



### 1.0.1 - Micro SD Location & Firmware Update

- 1. Post safety warnings and barricade the work area at dock level and ground level to prevent unauthorized use of the equipment before the update is complete.
- 2. Turn power off to controls.
- 3. Open the control box.
- 4. Locate the iDock main board on the back side of the control box door.
- 5. Insert the Micro SD card into the iDock main board (see detail on Figure 1).
- 6. Press and hold the UP button (**A**) on the control box (see Figure 2).
- 7. While holding the UP button (**A**) on the control box, restore power to the controls.
- 8. When Message Display (**B**) shows "File Found," release UP button (**A**, see Figure 2).
- 9. iDock Control System will automatically reset when firmware update is complete.
- 10. Turn power off to controls.
- 11. Remove Micro SD card.
- 12. Restore power to controls and return equipment to service.



Figure 1



Figure 2



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Boot Loader 1.1.3 - Firmware Update, Config Change, History Export

## 1.1.3 - Micro SD Location & Accessing iDock Boot Menu

- 1. Post safety warnings and barricade the work area at dock level and ground level to prevent unauthorized use of the equipment before the update is complete.
- 2. Turn power off to controls.
- 3. Open the control box.
- 4. Locate the iDock main board on the back side of the control box door.
- 5. Insert the Micro SD card into the iDock main board (see detail on Figure 3).
- 6. Press and hold the UP button (**A**) on the control box (see Figure 4).
- 7. While holding the UP button (**A**) on the control box, restore power to the controls.
- 8. When Message Display (**B**) shows "BOOT MENU," release UP button (**A**, see Figure 4).
- User has now accessed the iDock boot menu. Continue to Firmware Update, Configuration Change, or History Export instructions on page 3 as required.





Figure 4



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## Boot Loader 1.1.3 - Firmware Update, Config Change, History Export

## 1.1.3 - Firmware Update

 From the iDock boot menu, use the SCROLL UP/ DOWN buttons as required to select "UPDATE SOFTWARE" and press ENTER.



2. The Message Display will load the update from the Micro SD card and show "Working..." while displaying the current completion progress.

Working	•
Complete	10%

3. When the update is complete, the Message Display will show "Completed" and "Resetting," and the iDock Control System will restart.



4. When resetting is complete, the iDock Control System will be operating on the new firmware loaded from the Micro SD card. Unit can be returned to service, or returned to boot menu for further changes.

### 1.1.3 - Configuration Change

 From the iDock boot menu, use the SCROLL UP/ DOWN buttons as required to select "CHANGE CONFIG." and press ENTER.



2. The Message Display will load the update from the Micro SD card and show "Working..." while displaying the current completion progress.



## 1.1.3 - Configuration Change (continued)

3. When the update is complete, the Message Display will show "Completed" and "Resetting," and the iDock Control System will restart.



4. When resetting is complete, the iDock Control System will be operating on the new configuration loaded from the Micro SD card. Unit can be returned to service, or returned to boot menu for further changes.

### 1.1.3 - History Export

 From the iDock boot menu, use the SCROLL UP/ DOWN buttons as required to select "GET EVENT DATA" and press ENTER.



2. The Message Display will export the event data to the Micro SD card and show "Working..." while displaying the current completion progress.



3. When the export is complete, the Message Display will show "Completed" and "Resetting," and the iDock Control System will restart.

Completed Resetting

4. When resetting is complete, the Micro SD card will have a log file of all event data present. This data can be e-mailed to Systems, LLC for analysis if required. Unit can be returned to service, or returned to boot menu for further changes.