Prolights Firmware Update

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Introduction

This guide shows how to perform a software update on Prolights fixtures. Please read all sections of this guide before proceding with the update.

Needed

1	Windows PC	**2**	USB cable *(type A to type B)*
3	Update Tool (UPBOX1, UPBOX2 or UPBOXPRO)	**4**	Fixture Management Tool Software
5	DMX cable		*(compatible with all UPBOX)*

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* see section "Update tools" to understand the tool you need to update your product

*** ethernet cable is also needed to perform Ethernet PCB update (see **Ethernet PCB firmware update**)*

Update tools

Prolights fixtures can be updated with different USB-DMX interfaces using the same updating software.

	Product	Code	Platform	USB out	DMX out	RDM	Compatibility
Discontinued	**UPBOX1**	UPBOX1X	Windows	no	3 pin	no	*check on the product's page the interface to update the unit*
		UPBOX1U		yes			
		UPBOX1UP5			5 pin		
Discontinued	**UPBOX2**	UPBOX2	Windows	no	3 pin	no	*check on the product's page the interface to update the unit*
		UPBOX2P5			5 pin		
	UPBOXPRO	UPBOXPRO	Windows	no	5 pin	no	*all Prolights fixtures**

* NOTE: Tabled, **SmartTorch**, **SmartDisk**, **SmartBook**, **SmarTower**, **DotQ**, **SmartBatIP** and **GalleryEcl** *can't be updated with UPBOXPRO.*
SmartBatPlus and **SmartModula** *need a special adaptor and a 5 pins - 3 pins adaptor to connect the UPBOXPRO to the unit (see in the product's accessories page).*

How to download firmware files

It's possible to download the firmware files from two different section.

Location	Access level	Download availability
Website Download	Website registration	only the latest firmware version for each hardware revision
Customer Care	MyCompany account	all versions

Firmware files are packed in a **.zip** folder including a **.prl** file for each board of the unit.
Some product may have <u>one only file containing update for all PCBs.</u>

NOTE: .EHEX format files are related to NET PCB (see Ethernet Update procedure section)

How the firmware release works

Firmware release can be noted in 3 different ways:

X.Y	e.g: **1.3** or **2.8**	
Update tool	UPBOX1 or UPBOXPRO	
File name	DISP, DRV, CTR or NET	
Order update	Usually not relevant. If NET file is .EHEX format, update with order NET, CTR, DRV, DISP	
Firmware compatibity		
Different X update	Allowed but not suggested	The unit can be updated but some functions may not work
Different Y update	Always allowed	

X.Y.ZZ	e.g: **1.3.00** or **2.8.00**	
Update tool	UPBOX2 or UPBOXPRO	
File name	1U, 2U, 3U, 4U, 5U, 6U or 7U	
Order update	Not relevant	
Firmware compatibity		
Different X update	Not allowed	The unit can't accept the update
Different Y update	Always allowed	
Different Z update	Always allowed	

X.Y.ZZ.K	e.g: **1.1.00.0** or **2.1.00.0**	
Update tool	UPBOX1, UPBOX2 or UPBOXPRO	
File name	/	
Order update	Usually not relevant	
Firmware compatibity		
Different X update	Not allowed	The unit can't accept the update
Different Y update	Allowed but not suggested	
Different Z update	Always allowed	

Before start

Before starting with the update, check the following:

1 make sure to have the right tool (**UPBOX1** or **UPBOX2**) to update your product (it's possible to check this information in the description of the product on **Prolights** website) or **UPBOXPRO**.

2 make sure that only the DMX cable is connected and the unit is not receiving any other signals from the ArtNet, sACN, WDMX or CRMX ****not for Ethernet PCB update with .EHEX files****

3 make sure to have the right firmware file for the hardware revision of the unit to udpate. If a product have different firmware versions for different hardware versions, a **Firmware/Hardware** compatibility guide it's available in the firmware folder.

Hardware version checking

It's possible to check the hardware version of the unit on the serial number label.

Example of hardware revision label on EclPanelTWC

NOTE: old products may have different hardware revisions *without any hardware revision label* on the unit. In this case it's possible to understand the hardware version checking the firmware version installed on the unit and the firmware update can be done considering the starting number of the firmware release.

e.g.1 unit with firmware version **1.1** can be updated only with **1.x** version and not with **2.x**
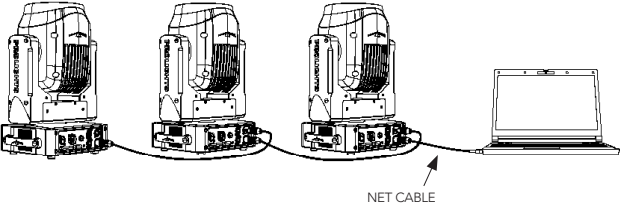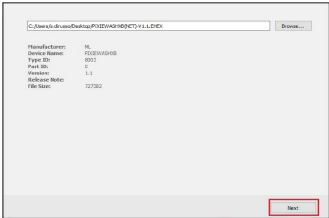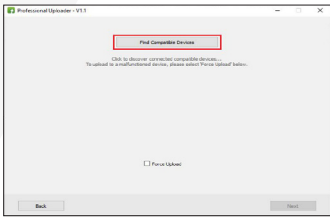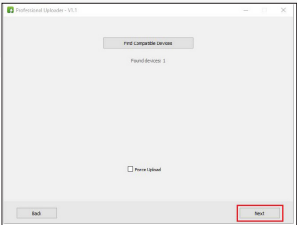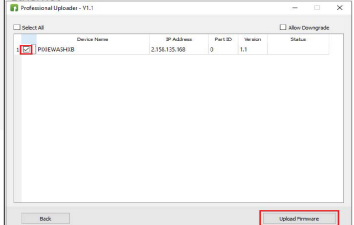
e.g.2 unit with firmware version **1.1.01** can be updated only with **1.x.xx** version and not with **2.x.xx**

e.g.3 unit with firmware version **1.1.00.0** can be updated only with **1.x.xx.x** version and not with **2.x.xx.x**

Ethernet PCB firmware update

This guide shows how to perform the update of the Ethernet PCB **only with .EHEX files.**

NOTE: Ethernet PCB .prl file can be updated with standard DMX update procedure (page 5)

Needed			
1	Windows PC	**2**	Professional Uploader software
3	Ethernet cable		

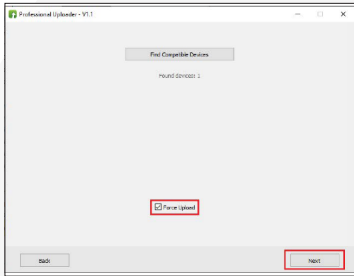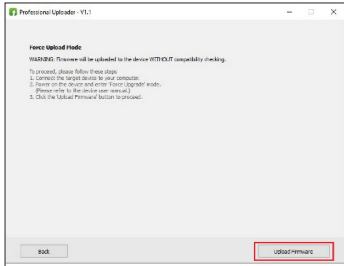|			
1	Set the IP address on the PC to **2.0.0.1** with subnet mask to **255.0.0.0.**	**2**	Set the IP address of the first fixture at **2.0.02** *Note: set each fixture to a different IP address as example below fixture 1: 2.0.0.2 fixture 2: 2.0.0.3 ... fixture 10: 2.0.0.11*
3	Download the software **PROFESSIONAL UPLOADER**	**4**	Make sure to have the right files (.EHEX format) to update the unit
	[PROFESSIONAL UPLOADER](#)		SUNBLAST3000FC(NET) - V2.2.EHEX
5	Connect the PC to the fixtures with the ethernet cables. Power on the fixtures.	**6**	Open **PROFESSIONAL UPLOADER** and click on **BROWSE** to select the .EHEX file you need.
	Note: it's possible to update up to 10 fixtures in a single DMX chain NET CABLE		
7	Once the file is selected, click on **Next**.	**8**	Click on **Find Compatible Devices** to find connected fixture.
9	If the software discovers a device, click on **Next.**	**10**	Flag **Alllow Downgrade**. Select the device and click on **Upload Firmware**
11	When the update is finished, the status bar will show you as **Done**. Quit the software to complete the procedure.	**12**	Check if the firmware have been updated. If not check on next page how to force the update
			BEFORE *AFTER*

Ethernet PCB update failed

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

    1 the **.EHEX** file is the right one for the fixture to update
    2 the ethernet cable is correclty working and correclty connected to the fixture
    3 connect the ethernet cable to another NET input (if available on the fixture)
    4 check if the IP address on the PC and on the fixture are correctly setted

Ethernet PCB update forcing procedure

If all is checked but the updating process still fails, it's possible to force the updates as follow.

1	Close the **PROFESSIONAL UPLOADER** software	**2**	Set IP address on PC to **192.168.1.112** and subnet mask to **255.255.255.0**
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 fails, please contact **support@prolights.it**