TROUBLESHOOTING

Updating via USB

The VCCX-IP's USB port is only used for updating the VCCX-IP's firmware using a USB flash drive. This uses the same directory and file naming scheme as the handheld service tool.

NOTE: Only use a FAT32-formatted USB flash drive. USB Flash drives formatted as NTFS, exFAT, or any other file system will not work.

Multiple hex files can be on the USB drive – the VCCX-IP will only update if the software number is the same (SS1186) and the hex file is a higher version than what is currently on the VCCX-IP.

- Using a computer, create a folder called APP on the USB drive.
- 2. Copy the W44A2###.hex file (### represents the version number) into the APP folder on the USB.
- 3. Insert the USB drive in to the USB port on the VCCX-IP.
- 4. Power cycle or power on the VCCX-IP.
- 5. If the VCCX-IP was able to find an update file and it is newer than the version currently on the VCCX-IP, the LCD will display "VALIDATE" as it is checking the update file.
- 6. If it is a valid update file, the LCD will then display "FLASHING".

WARNING: DO NOT power off the control or remove the USB drive while the VCCX-IP is flashing!

- 7. Once complete, the VCCX-IP should start the updated firmware.
- 8. Remove the USB drive.