

# Application Note

## How to Upgrade (ISP) the K4u Firmware

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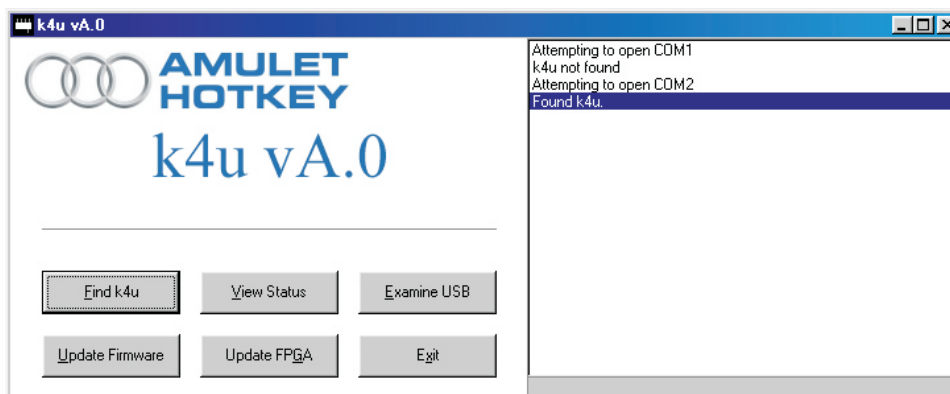
### Before You Begin

Before upgrading the firmware on the K4u you will need to ensure:

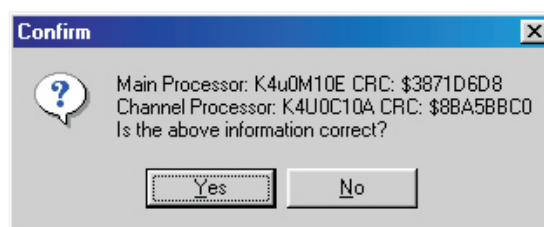
- The K4u is powered up with an external PSU (power supply).
- The K4u application front end is installed and running on an attached PC, this application can be found on the K4u resources CD, please contact Amulet Hotkey technical support if you require a copy.
- There is a direct (M-F) serial cable\* attached from the PC to the “ISP & Monitoring” port on the K4u.
- Make sure you have the correct version of firmware - call Amulet Hotkey Technical Support if in doubt.

### Upgrade Process

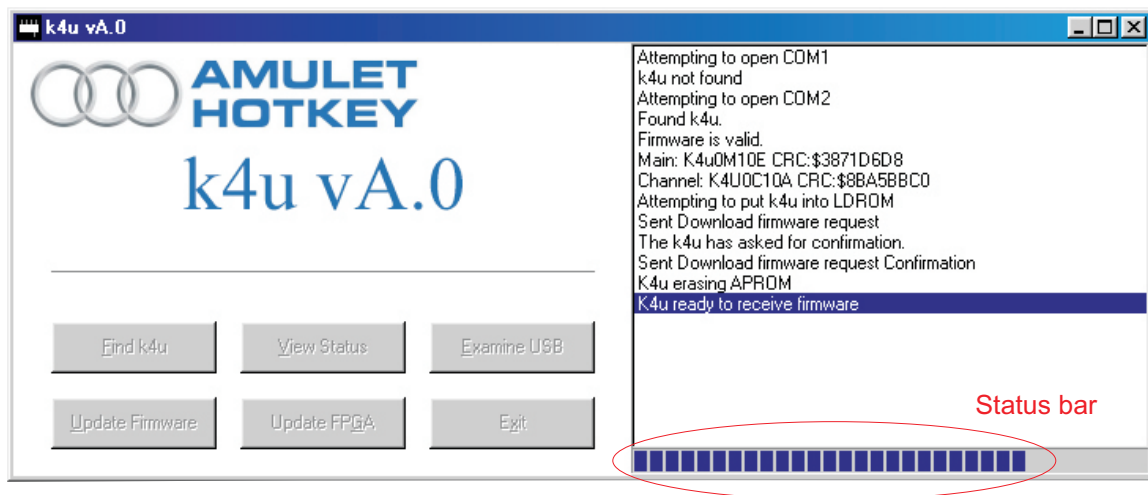
- Save the DLD (download) firmware upgrade file to an appropriate directory.
- Open the K4u PC front end application.
- Click the *Find K4u* button, the front end will then confirm if it has found a K4u



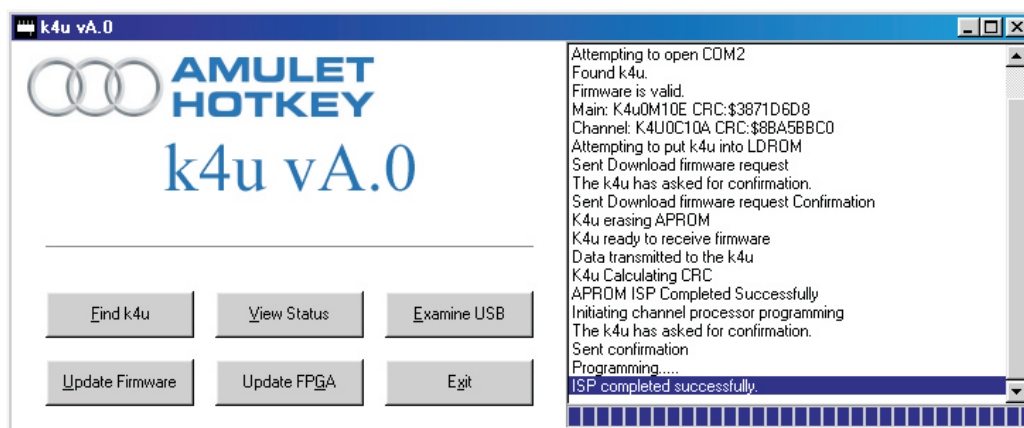
- Click the *Update Firmware* button. A dialogue box will prompt you for the DLD file.
- Browse to the file, open it and confirm the firmware details are correct and click *Yes*. If they are not, press *No* and locate the correct one.



- The K4u will now sound an alarm, informing the user that it is in programming mode.
- The power LED will flash amber and magenta alternately.
- The status window will indicate the progress and changes in the state of the K4u.
- There are two stages to the upgrade process and you must ensure that the status bar has reached the end of the space available before clicking any other buttons.



- The channel LEDs will illuminate blue in turn and then amber, when preparing to program.
- Once successfully completed, they illuminate green. If they illuminate red, the K4u has encountered a problem during programming and the process will need to be repeated.<sup>†</sup>
- The status box will now inform the user that *ISP completed successfully* or *ISP Failed*.
- If successful, click *Exit*.
- If unsuccessful, repeat whole process.<sup>†</sup> **The K4u must NOT be powered down or have the serial cable removed until the process has been successful.**



<sup>†</sup>If, after several attempts the user is unable to upgrade, please call for technical support and have the following information from the K4u ready: Serial number, production version number, ECN number and CN numbers.

\*The Amulet Hotkey part number is: CL-XX01-2014

## Disclaimer

Amulet Hotkey accept no responsibility for any loss of data, incorrectly transmitted keystrokes, or damage to systems during and following and firmware upgrade Flash Programming of Amulet Hotkey equipment with this firmware. Always follow official Amulet Hotkey product support documentation guidelines when In-System Programming Amulet Hotkey products. Due to Amulet Hotkey's broad experience in mission critical environments we strongly advise that, as with other vital tools, clients test equipment following any change of configuration or firmware in a development environment before exposure to a live production situation. Please feel free to contact our product support team for further advice in this matter.

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