



Elo Touch Solutions

Recovering after Firmware Flash Failure
Elo IntelliTouch 2701 Controller

TSXXXXXX Rev A

Solutions Architect of Technical Services



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About This Manual

This document guides the user through recovering an Elo IntelliTouch 2701 Controller after a firmware update failure has rendered the controller inoperable.

The intended audience of this document includes: IT engineers, system engineers, electrical engineers, and end-users.

If after reading through this guide, you still have questions or need help getting your system up and running, please contact an Elo Touch Solutions Technical Representative. www.elotouch.com

Tools Needed

The following hardware and software is needed:

Hardware:

- PC with serial connection running on Windows 2000/XP
- Free serial port
- Standard RS232 Serial cable
- Elo Wiring Harness – P/N: D16890-000
http://media.elotouch.com/pdfs/drawings/accutouch/ms600342_a.pdf
- +5VDC Power Source
- Elo 2701 Touch Controller

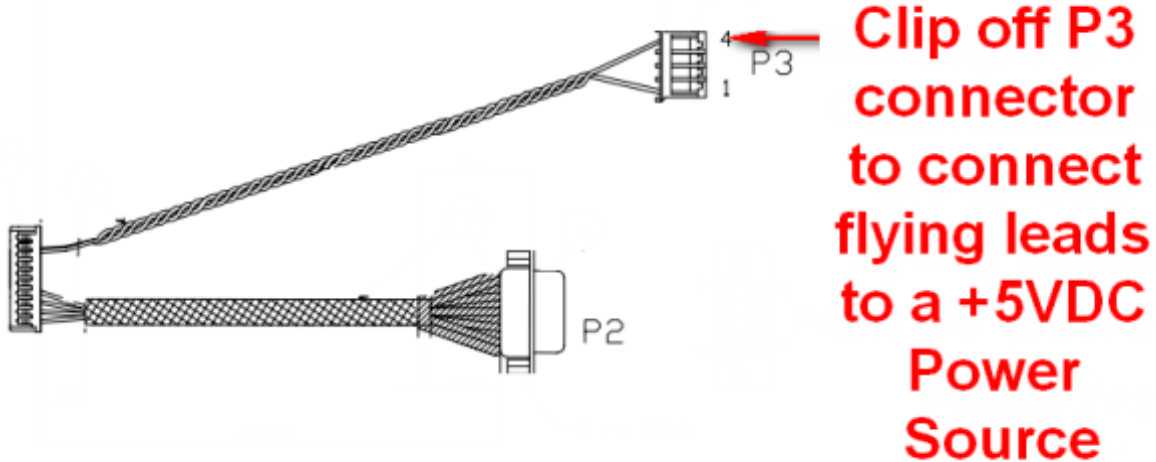
Software:

- Windows HyperTerminal (should be on Windows XP and below)
- ESAU 1.11 SFP .BIN file:
<https://drive.google.com/file/d/0B1djxigArXO6eDQ2TnRldW54Y2c/view?usp=sharing>
- Elo Firmware update utility: FwUpdate 1.12 (file fwupdate.exe)
<https://drive.google.com/file/d/0B1djxigArXO6S045eUd0TXg2X1U/view?usp=sharing>
- Elo Firmware 2.4 (file FIRMWARE_2.4.BIN)
<https://drive.google.com/file/d/0B1djxigArXO6TFFFcVRsYWhYdVlk/view?usp=sharing>

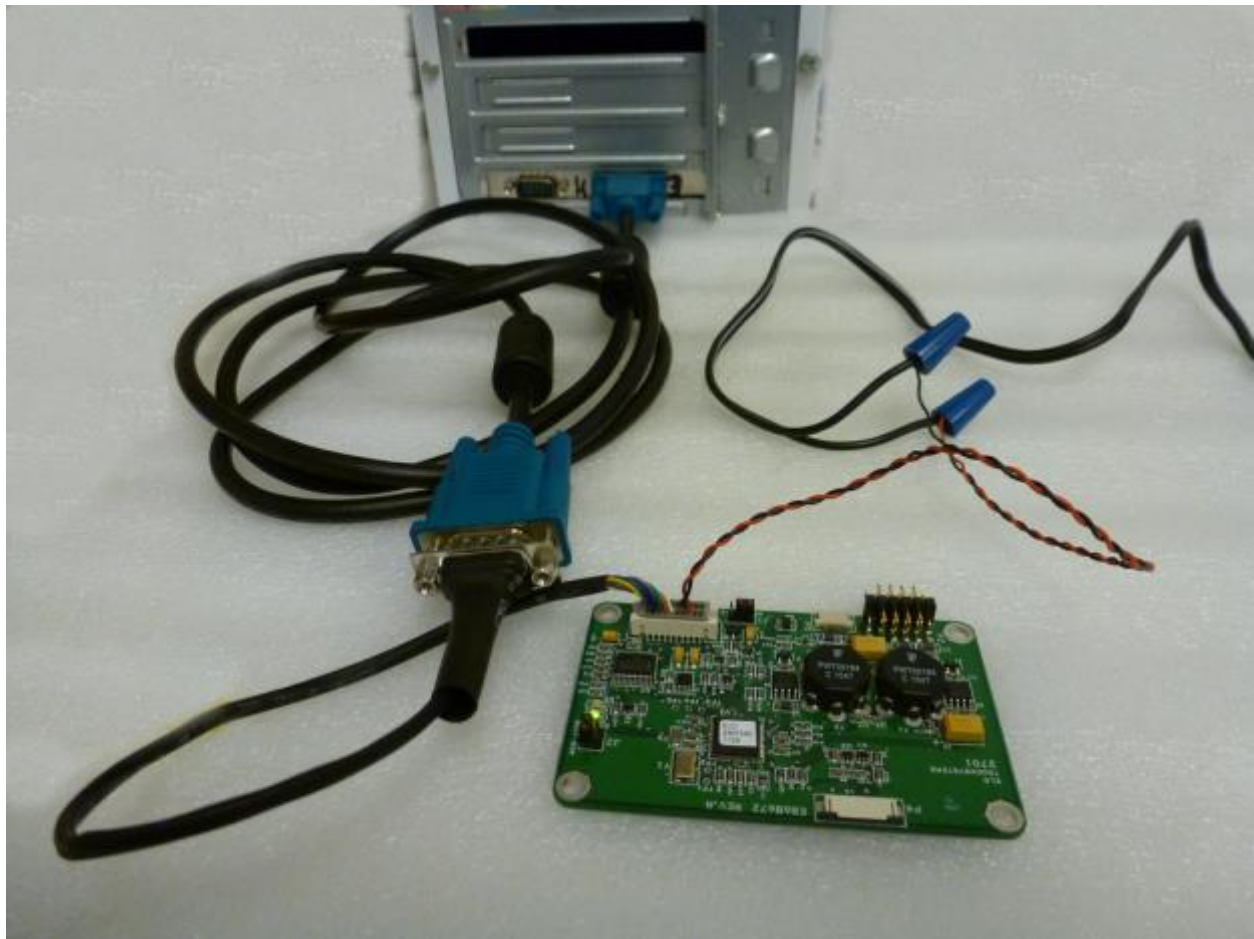
All links above are valid at the time of this writing (10/15/2015)

Procedure

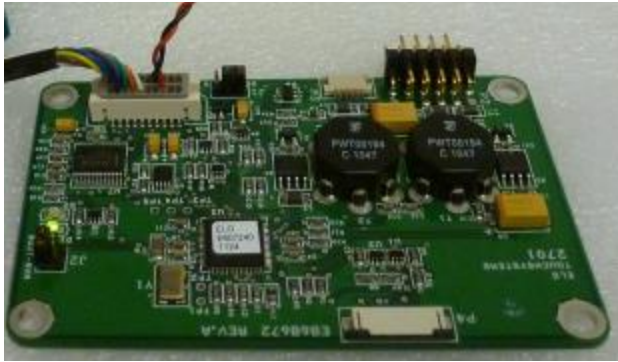
1. Clip off P3 connector on Elo Wiring Harness **P/N: D16890-000** to use as flying leads and connect leads to a +5VDC Power Source.



2. Connect one end of an RS232 Serial cable to available COMPORT on the PC and the other end to the serial connector on the Elo Wiring Harness.



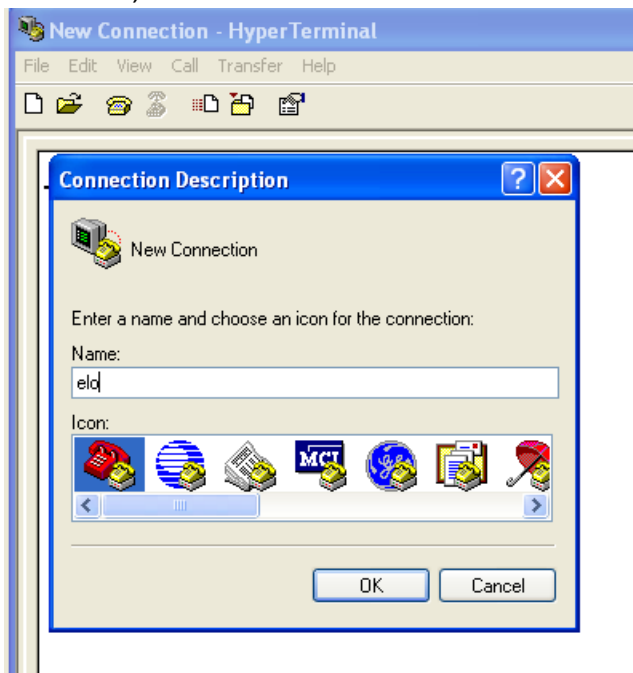
3. Connect the 2 X 20 Connector from the Elo Wiring Harness to the mating connector on the 2701 Controller. The LED's on the controller may or may not be blinking green depending on state of the controller.



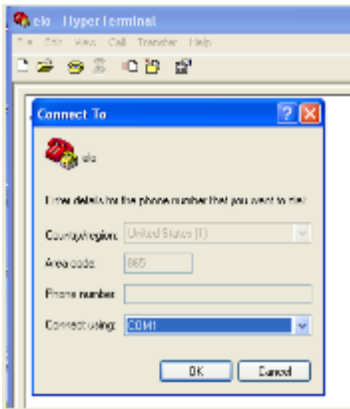
4. Place J2 Jumper in Bootloader mode.



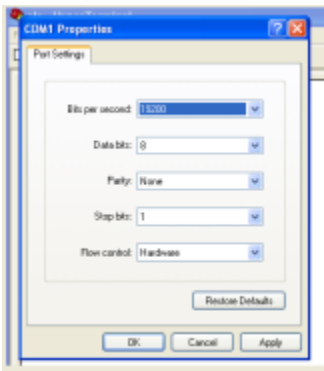
5. Open Hyperterminal and start a new connection (can name it anything you want, will not need to save it). Click OK to continue.



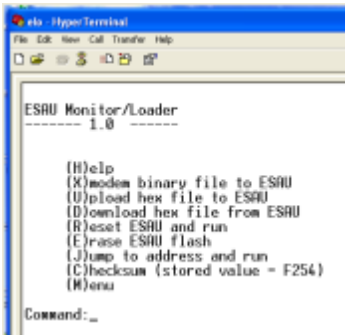
6. Select the Comport you are connected on, choose OK to continue.



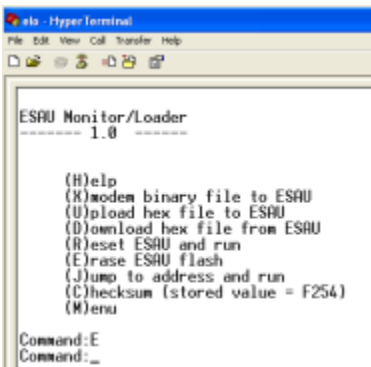
7. Change the BAUD rate to 19200, choose OK to continue.



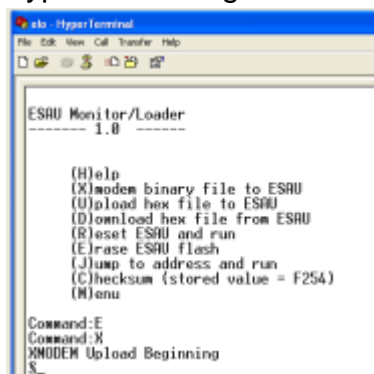
8. Your HyperTerminal session should look like example below.



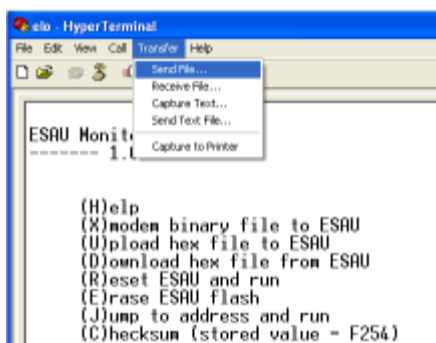
9. Type in **E** to erase ESAU flash



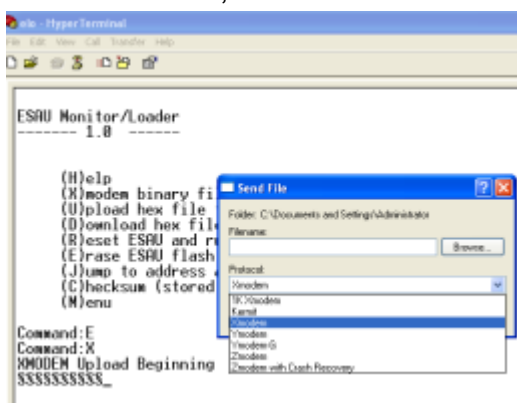
10. Type in **X** to begin the modem binary file to ESAU



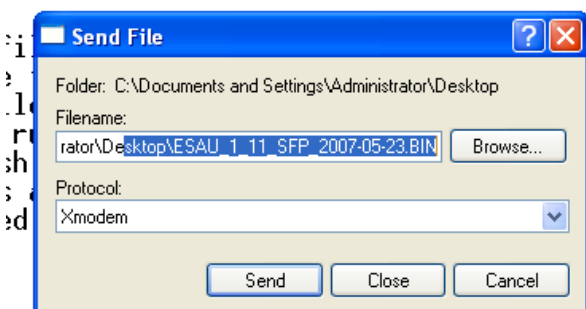
11. Click on the “Transfer” tab at the top of the HyperTerminal window and choose “Send File...”



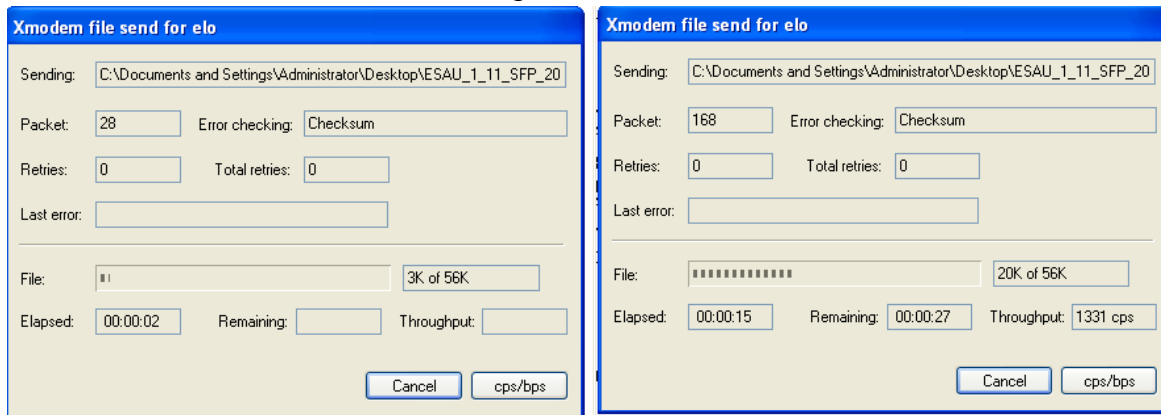
12. Under Protocol, choose “Xmodem”



13. Browse to location of the ESAU.bin file and choose “Send”



14. The file should then start transferring.



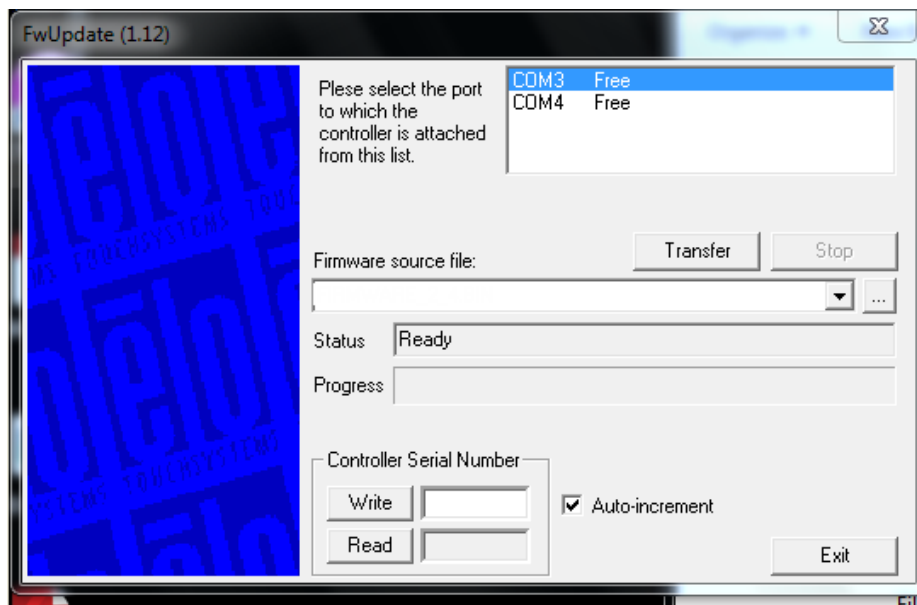
15. After completing 56K the dialog window will close automatically (you will NOT receive an acknowledgement or completed message). It will then return back to the HyperTerminal window. The controller has now been restored and firmware can be loaded onto it by following the remaining steps of this procedure.

16. Download all required software:

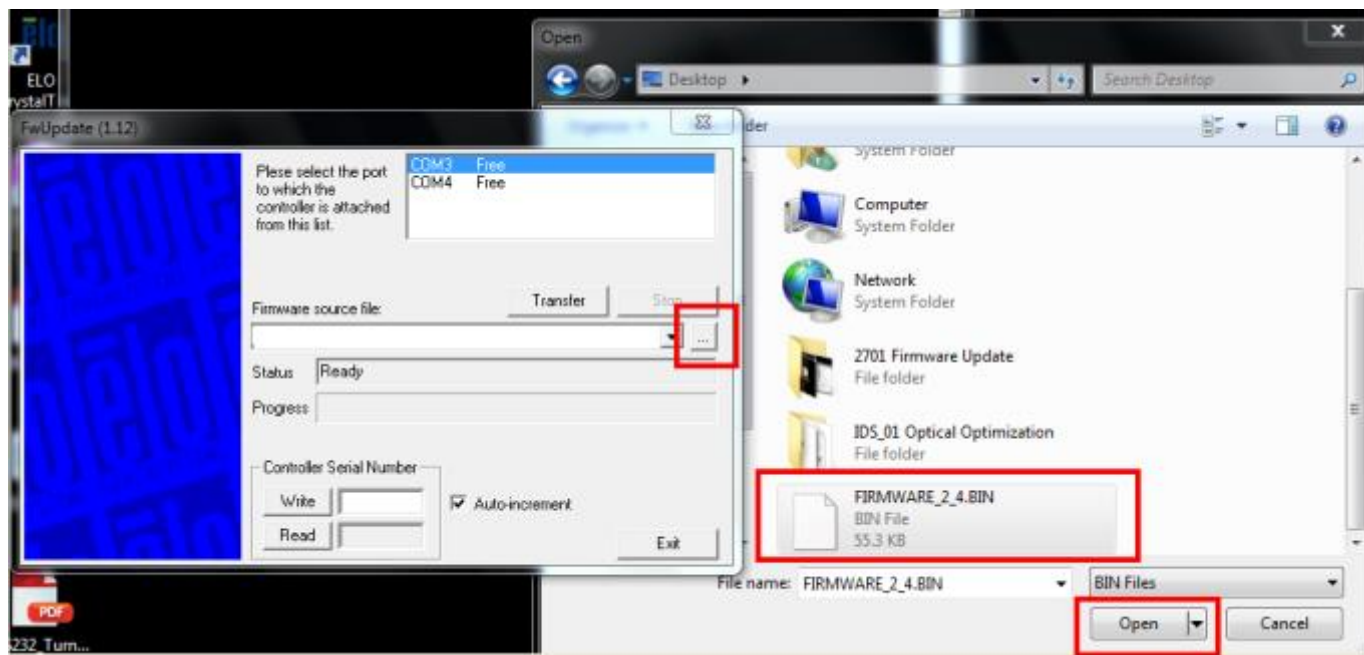
- Save **fwupdate.exe** and **FIRMWARE_2.4.BIN** to location on pc, preferably the desktop and double click the **fwupdate.exe** to execute the program.



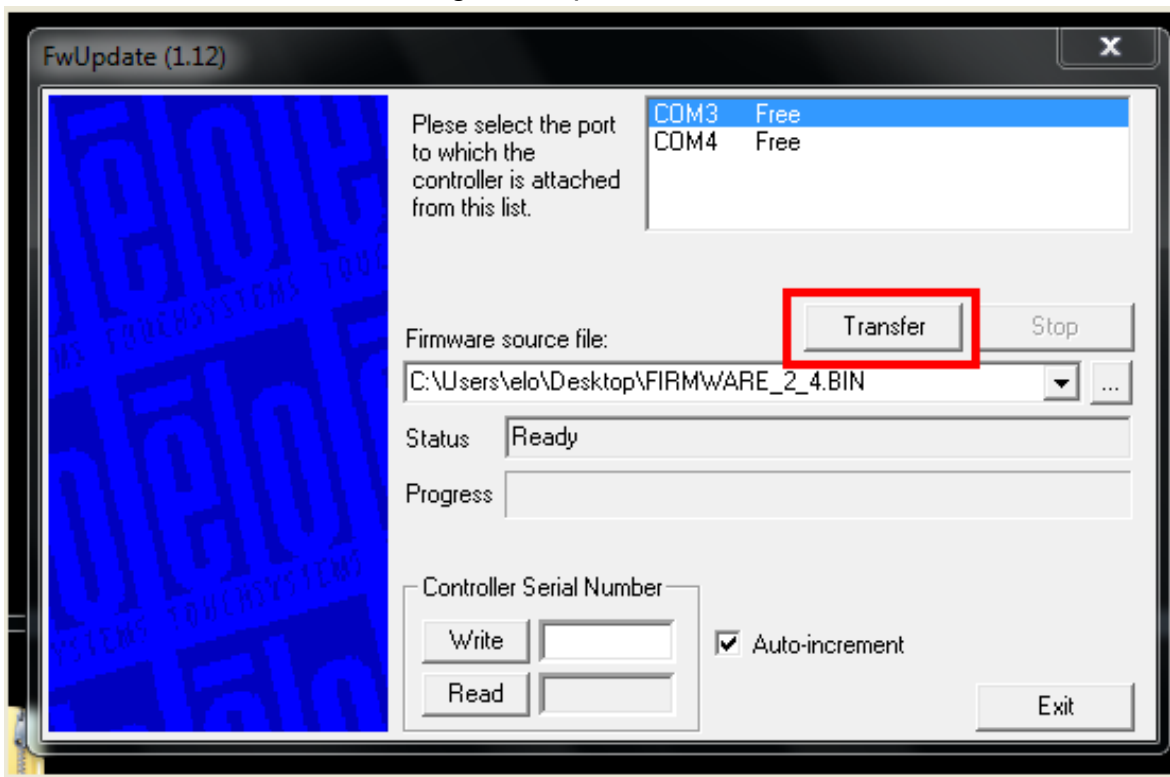
17. Choose the correct comport (in this example we used COM3)



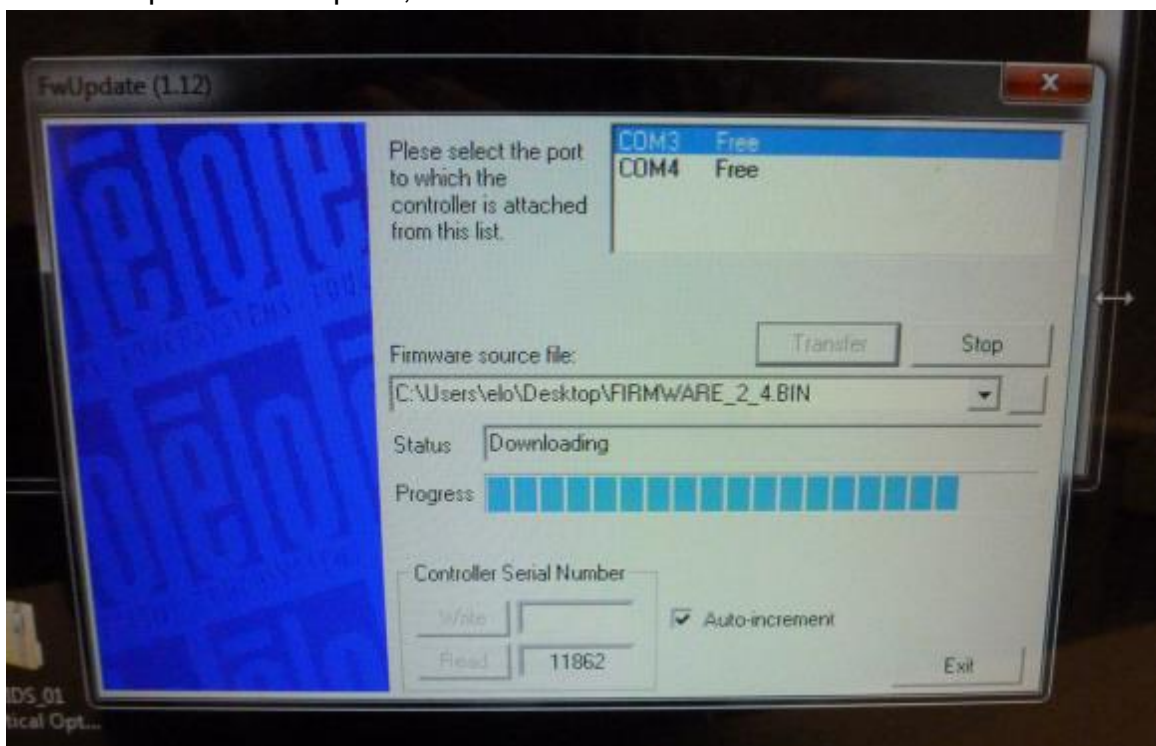
18. Click on the browse button, navigate to the location of the FIRMWARE_2_4.BIN file, and choose “Open”



19. Click on the “Transfer” button to begin the update.

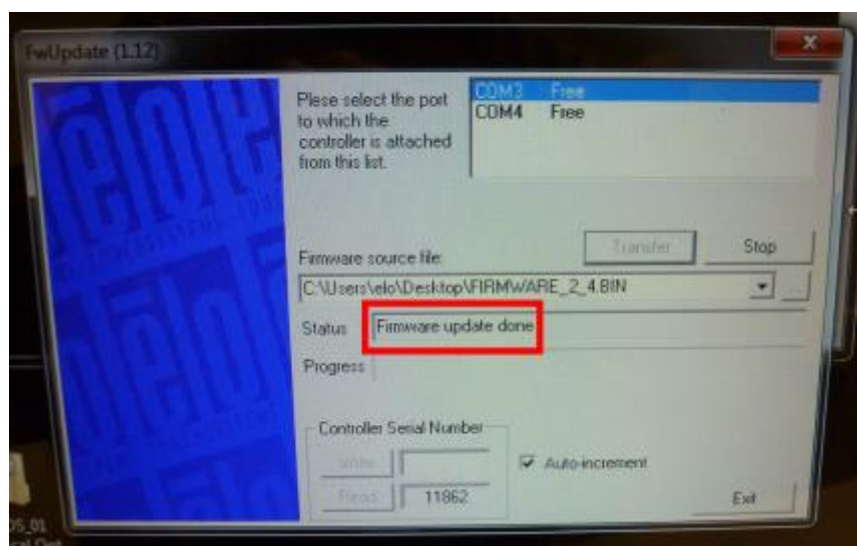


Wait for the update to complete, **DO NOT INTERRUPT THE UPDATE!!!**

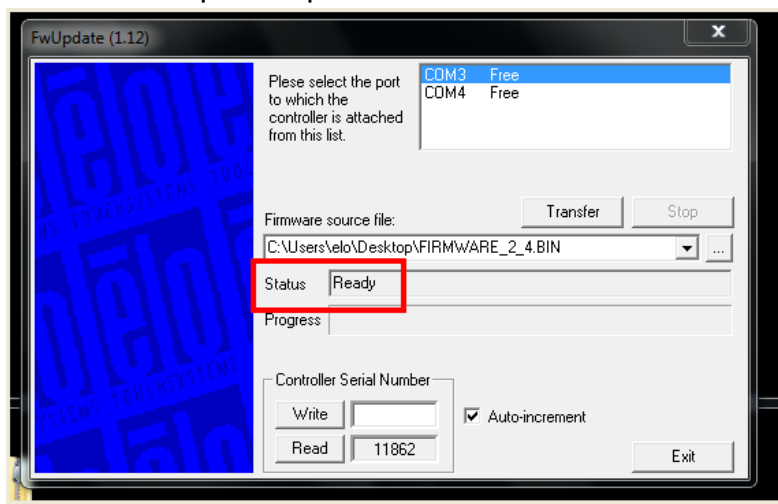


20. During the update you will see the following events in the Status window:

1. ***Attempting to communicate***
2. ***Entering Boot Mode***
3. ***Erasing Controller Memory***
4. ***Downloading***
5. ***Download Done***
6. ***Firmware Update Done***
7. ***Ready***



Do not interrupt the update or detach cables until the Status window indicates “**Ready**”



21. After Firmware update has completed and status indicates “Ready” you can remove the Elo Wiring Harness connector from the controller and proceed with updating another controller.

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