

## Overview

This technical bulletin describes how to update the EC firmware in Elo EloPOS and I-Series 2.0 for Windows (WLIDS) devices.

## Applicable Elo Devices

- EloPOS: E3/E5/S3/S5/H3/H5
- WLIDS: i3/i5

## Tools & Hardware Needed

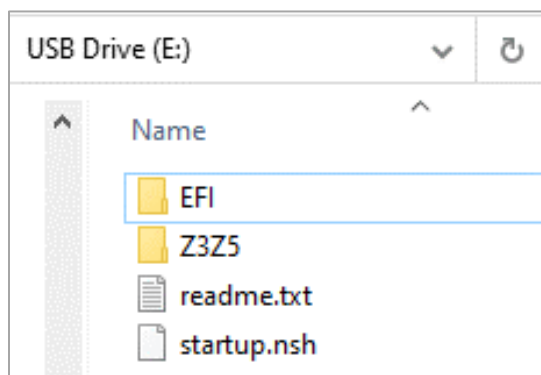
- EloPOS E3/E5/S3/S5/H3/H5 and WLIDS i3/i5
- USB cable - Depending on unit model number:
  - **WLIDS:** USB power supply E903506 Power Brick, type C 100W, FSP.
  - **EloPOS:** Power supply E511572 AIO POWER BRICK , 24V 180W , DELTA.
- Keyboard (optional)
- USB Thumb Drive 2MB or greater

## Software Needed

- E3E5\_EC\_E205.20A\_0.27 (EC files) Download .zip package here:  
[https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/Eb-V2IG6CMJAhgtHLDli\\_pUBL-kzmBcAptNegiDFrGQy2A?e=bd7ovp](https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/Eb-V2IG6CMJAhgtHLDli_pUBL-kzmBcAptNegiDFrGQy2A?e=bd7ovp)

## Steps for Preparing USB Flash Drive

1. Prepare a USB flash drive (Formatted to FAT32). The minimum required size of the flash drive is 2MB.
  - a. To Format USB Flash drive to FAT 32:
    - i. *Connect **USB drive** to the device and **click on Open folder to view files** option.*
    - ii. *Right-click on your **USB drive** and **click-on Format** option.*
    - iii. *From the window, **select FAT32** from the drop-down bar under **File system**.*
    - iv. *Click-on **Start** and **OK** to begin the formatting process.*
    - v. *Once the formatting is completed **click-on OK**.*
2. Copy the **files and folder** from “**E3E5\_EC\_E205.20A\_0.27**” folder onto **root of USB drive**, as follows.



**Steps for Updating WLIDS Units**

1. Remove **Cable cover** to access the USB power



2. Plug in **USB C power adapter** and **USB thumb drive** as shown.
  - a. Do not rest the unit onto the USB drive, support device with foam or cardboard.

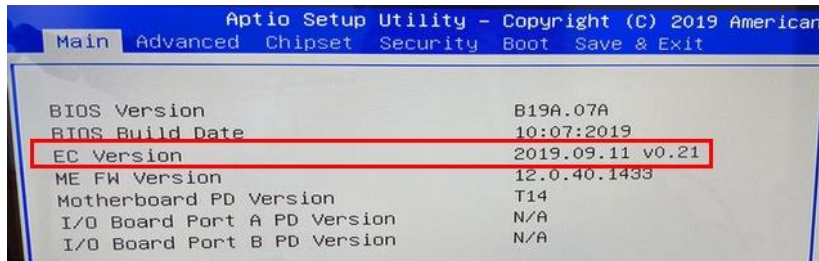


3. **Power on unit.**
4. During boot up **press Del key** on keyboard or **press SETUP icon** to enter **BIOS**.

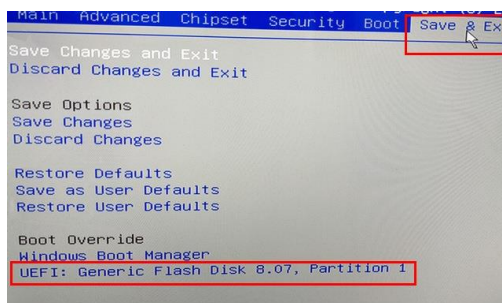


## Technical Bulletin: TB000149 – EC update for EloPOS / WLIDS

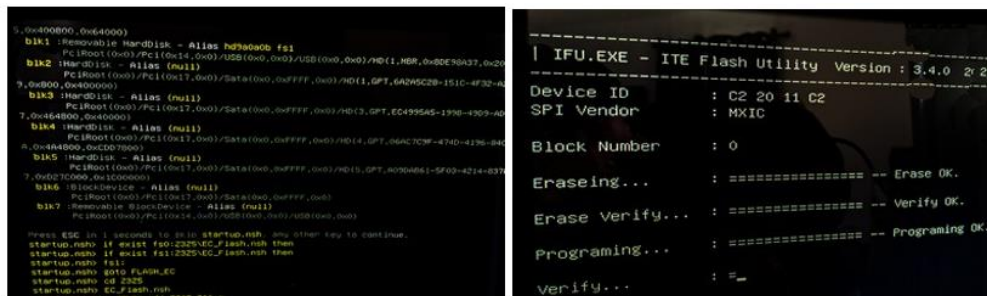
5. Under the **Main tab**, check current **EC Version**. In example below EC Version is: **v0.21** (your device's EC version may be different). If your device's EC Version is already **v0.27**, there is no need to do this update. Otherwise, proceed to **step 6**.



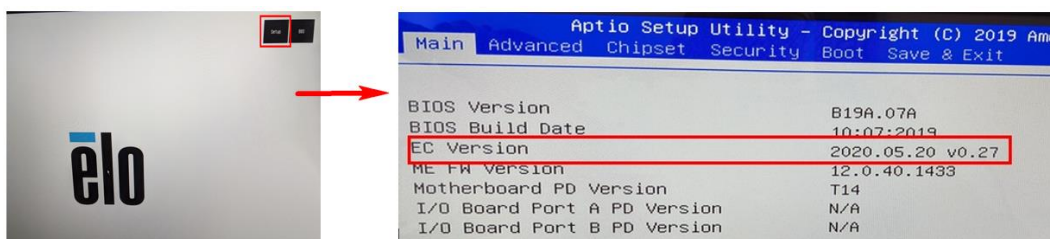
6. Under **Save and Exit tab**, scroll down to the **Boot Override** section, and **double-click UEFI**.



7. The unit will automatically launch into the update screen. You will see a series of messages. Do not interrupt or remove power during update.



8. When completed, the system will reboot to Elo splash screen.
- At this point, **remove the USB drive** and **enter Setup**, (if the USB drive is not removed, the unit will launch into the update continuously and continue to reboot).
  - If the operator misses the BIOS boot, **restart without the USB drive connected** and **press Del on the keyboard** or **press Setup icon** to enter Setup.
  - Under **Main tab** verify **EC version** is **2020.05.20 v0.27**. If not, repeat steps 4-6.



**Steps for Updating EloPOS Units**

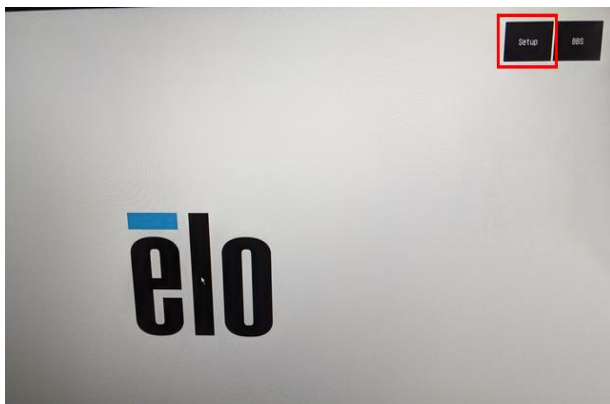
1. *Install USB Flash Drive as shown*



2. *Plug in DC Power Adapter as shown*



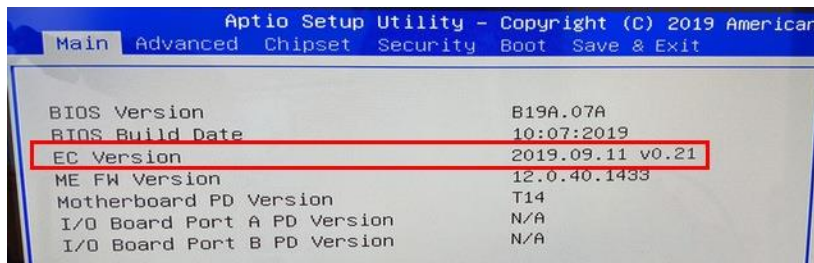
3. *Power on unit.*
4. *During boot up press **Del** key on keyboard or press **SETUP** icon to enter BIOS.*



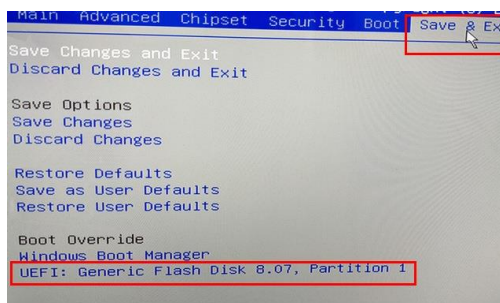


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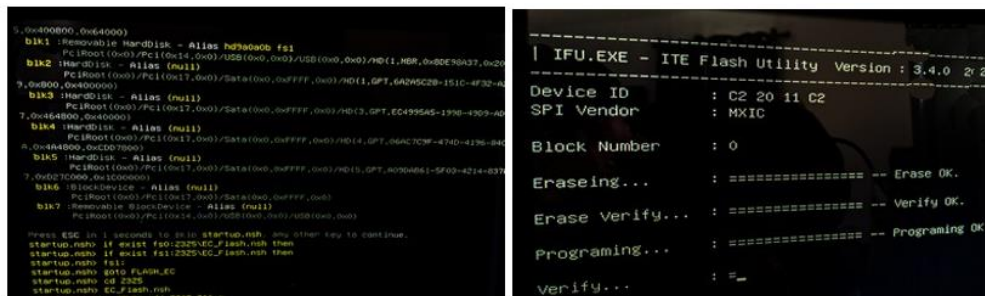
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6. Under **Save and Exit tab**, scroll down to the **Boot Override** section, and **double-click UEFI**.



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