

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-V2IG6CMJAhgtHLDIi 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**.



Elo Touch Solutions, Inc. | 670 N. McCarthy Blvd, Milpitas, CA 95035 | 1-800-557-1458 | Support@elotouch.com ©Copyright 2021 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA. 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.

Aptio Setup Utility - Main Advanced Chipset Security	- <mark>Copyright (C) 2019 American</mark> Boot Save & Exit	
BIOS Version	B19A.07A	
BIOS Build Date	10:07:2019	
EC Version	2019.09.11 v0.21	
ME FW Version	12.0.40.1433	
Motherboard PD Version	T14 C	
1/O Board Port A PD Version	N/A	
I/O Board Port B PD Version	NZA	

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.

5. (0x400800 (0x64000) blk1: 14emovable Nandbisk - Alias Nd36080 fg1 blk2: 14emovable Nandbisk - Alias Nd36080 fg1 b	IFU.EXE - ITE Flash Utility Version : 9.4.0 272	
9,0x800,0x400000) BLN3 HerdOlsk - Allas (null) Fc_IRout(0x0)/Fc(10x17,0x0)/Sata(0x0,0x7FFF,0x0)/Fb(3,0FF,E6495A8-1990-4009-40 7,0x464800,0x40000)	Device ID SPI Vendor	: C2 20 11 C2 : MXIC
<pre>- Anarousak - wiles (moli) PLRoot(0x0)/PL(0x17,0x0)/Sats(0x0,0xFFFF,0x0)/HD(4,0FT,06AC7C9F-474D-4196-84C A,0x4A4800,0xC07000) DLS THArdDix - Alles (mull)</pre>	Block Number	
7.050270000.0510001/PC1(0817.000)/Sata(0x0,05777.000)/90(5,077.00004061-5703-4214-833) 50166 10100009100 - Alias (Pull) Pc[Root(0001/PC1(0817.000)/Sata(0x0,05777.000)	Eraseing	: ===== Erase OK.
b1K7 :Removable @lockDevice ~ Aliss (null) PciMcot(0x0)/Pci(0x14.0x0)/058(0x0.0x0)/U58(0x0.0x0)	Erase Verify	: ====================================
Press ESE in 1 seconds to is is startuo-MSD. Jmy other key to continue, startuo,msb. if exist foo:225%EC_Fiash.nsh then startuo.esb. if exist fs1:2325%EC_Fiash.nsh then	programing	: ====================================
startus.nahi goʻo FuARLEC startus.nahi qi 255.55 startus.nahi qi 255.50 startus.nahi CC_Fiash.nah «CE-Fiash.nahi Fu2sh.shi E255.20A p	verify	: =_

- 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.

	Aptio Setup Util Main Advanced Chipset Secur	<mark>ity – Copyright (C) 2019 Ame</mark> rity Boot Save & Exit
	BIOS Version BIOS Build Date	B19A.07A
	EC Version	2020.05.20 v0.27
HIII	ME FW Version Motherboard PD Version	12.0.40.1433 T14
010	I/O Board Port A PD Version	NZA
	I/O Board Port B PD Version	N/A

Elo Touch Solutions, Inc. | 670 N. McCarthy Blvd, Milpitas, CA 95035 | 1-800-557-1458 | <u>Support@elotouch.com</u> ©Copyright 2021 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.

Steps for Updating EloPOS Units

1. Install USB Flash Drive as shown



2. Plug in DC Power Adapter as shown



- 3. Power on unit.
 - a. If unit does not boot, you will not be able to perform the update and the unit will need to be sent to Elo's Repair Center. Please fill out an RMA Request in the Service Portal: https://portal.elotouch.com/Services
 - b. If unit boots up okay, continue with next step.
- 4. During boot up *press* **Del key** on keyboard *or press* **SETUP icon** to enter **BIOS**.



Elo Touch Solutions, Inc. | 670 N. McCarthy Blvd, Milpitas, CA 95035 | 1-800-557-1458 | Support@elotouch.com ©Copyright 2021 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA. 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.

Aptio Setup Utility Main Advanced Chipset Security	– Copyright (C) 2019 American Boot Save & Exit	
BIOS Version	B19A.07A	
BIOS Build Date	10:07:2019	
EC Version	2019.09.11 v0.21	
ME FW Version	12.0.40.1433	
Motherboard PD Version	T14	
I/O Board Port A PD Version	NZA	
I/O Board Port B PD Version	N/A	

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.

5.0x400800.0x64000) bit: Removable Mandbisk - Aliss hd300800 fg1 bit: Removable Mandbisk - Aliss hd300800000 fg1 bit: Removable Mandbisk - Aliss hd3008000000 fg1 bit: Removable Mandbisk - Aliss hd30080000000000000000000000000000000000	IFU.EXE - ITE Flash Utility Version : 3.4.0 gr 20	
9,0x800,0x800000) BIX3 HHR0511st - Alins (nvil) RELBORICOND/FEICHAT.000/Fata(0x0.0xFFF,0x0/rd63,0FT,6249566-1390-4502-AB 7,0x64001000)/FEICHAT.000/Fata(0x0.0xFFF,0x0/rd63,0FT,6249566-1390-4502-AB Didd Morelling)	Device ID SPI Vendor	: C2 20 11 C2 : MXIC
PEIRot(0x0)/PEI/0x17x0)/DE14017x00/DE14007x00/0x7777,0x07/H0(4,077,06AC709F-474D-4196-84C A_0x4ABB0_0xCD07000) blK5(HardDiskAlles(null)	Block Number	
7,6%02(2606,6*12606)/*C100817.0%07/341000.0%7777.0%07/3615,077,00004661-5700-4214-837 b166 :B166:DevLce - disa (mult)	Eraseing	: ====================================
Dir : Removale discrete: A fils (MUII)	Erase Verify	: Programing OK.
startup.nsh-1f exist forc2225VEC_Flash.nsh then startup.nsh-1f exist forc2225VEC_Flash.nsh then startup.nsh-1fsl: startup.nsh-1fsl:	Programing	
startup.nsh) 60 2325 startup.nsh) 60_Flash.nsh +60_Flash.nsh) Fugat.efi E205.20A p	verify	:

- 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.

	Aptio Setup Util: Main Advanced Chipset Secur	<mark>ity – Copyright (C) 2019 Ame</mark> rity Boot Save & Exit
_	BIOS Version BIOS Build Date	B19A.07A
	EC Version	2020.05.20 v0.27
HIII	ME FW Version Motherboard PD Version	12.0.40.1433 T14
010	I/O Board Port A PD Version I/O Board Port B PD Version	NZA NZA

Elo Touch Solutions, Inc. | 670 N. McCarthy Blvd, Milpitas, CA 95035 | 1-800-557-1458 | <u>Support@elotouch.com</u> ©Copyright 2021 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.