

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

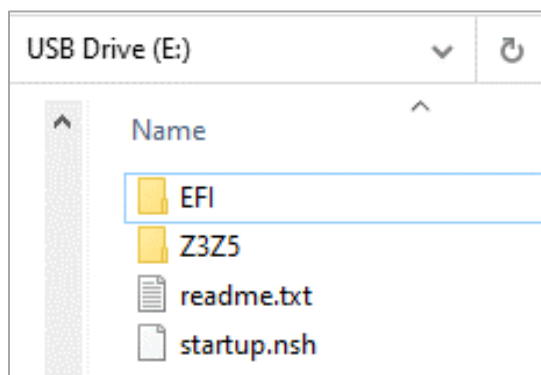
- EloPOS E3/E5/S3/S5/H3/H5 and WLIDS i3/i5
- USB cable - Depending on unit model number:
 - **WLIDS:** USB power supply E903506 Power Brick, type C 100W, FSP.
 - **EloPOS:** Power supply E511572 AIO POWER BRICK , 24V 180W , DELTA.
- Keyboard (optional)
- USB Thumb Drive 2MB or greater

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

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.

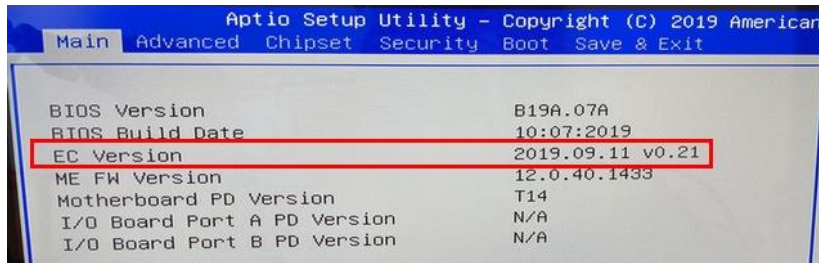


3. **Power on unit.**
 - a. If unit does not boot, you will not be able to perform the update and the unit will need to be sent to Elo's Repair Center. Please fill out an RMA Request in the Service Portal: <https://portal.elotouch.com/Services>
 - b. If unit boots up okay, continue with next step.
4.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

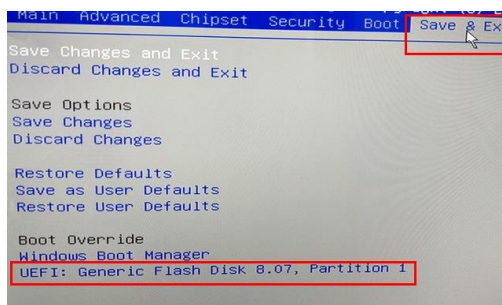


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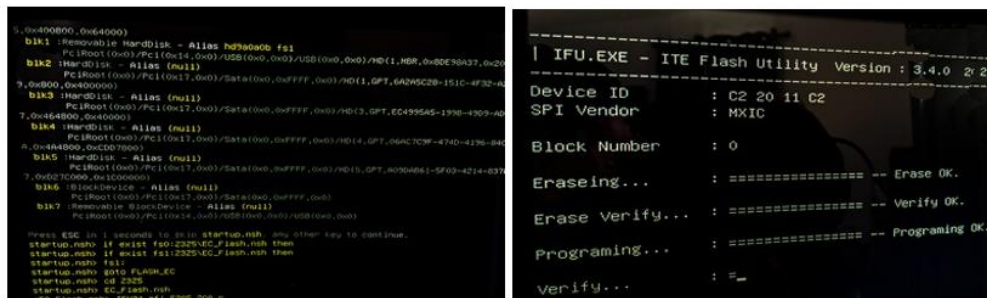
5. Under the **Main tab**, check current **EC Version**. In example below EC Version is: **v0.21** (your device's EC version may be different). If your device's EC Version is already **v0.27**, there is no need to do this update. Otherwise, proceed to **step 6**.



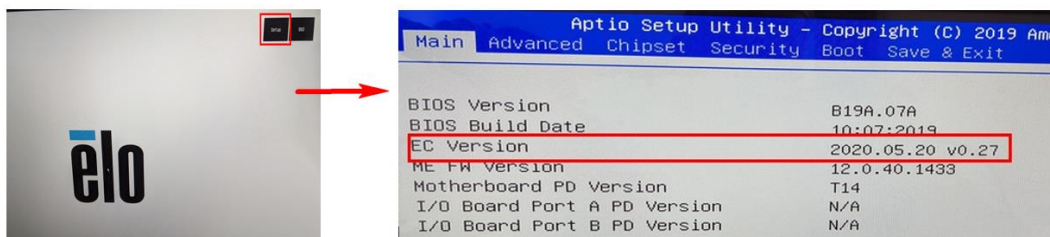
6. Under **Save and Exit tab**, scroll down to the **Boot Override** section, and **double-click UEFI**.



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*

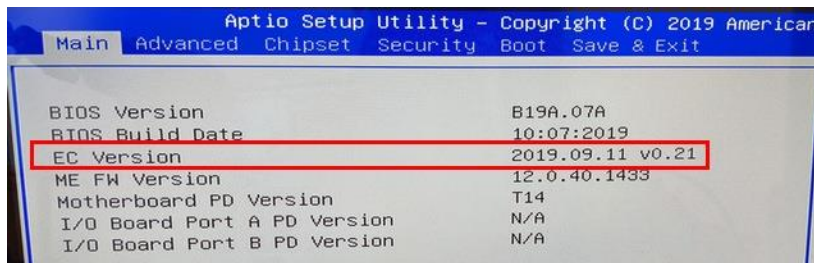


3. **Power on unit.**
 - a. If unit does not boot, you will not be able to perform the update and the unit will need to be sent to Elo's Repair Center. Please fill out an RMA Request in the Service Portal: <https://portal.elotouch.com/Services>
 - b. If unit boots up okay, continue with next step.
4.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

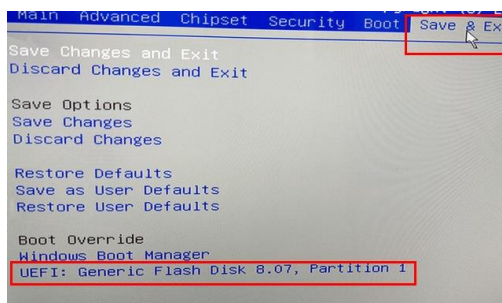


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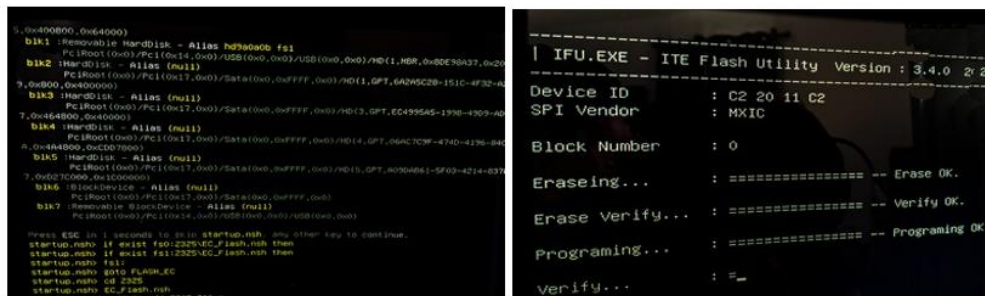
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6. Under **Save and Exit tab**, scroll down to the **Boot Override** section, and **double-click UEFI**.



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).
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