Sync-Generator

Firmware Upgrade Procedure

Release Notes

> Notes / Tips provide helpful information on a particular item

> Warnings are to ensure correct operation of equipment and prevent damage

Requirements

- A Windows 8 or newer computer with a free USB 2.0 or higher.
- The FW Updater tool from the Sync-Generator website.
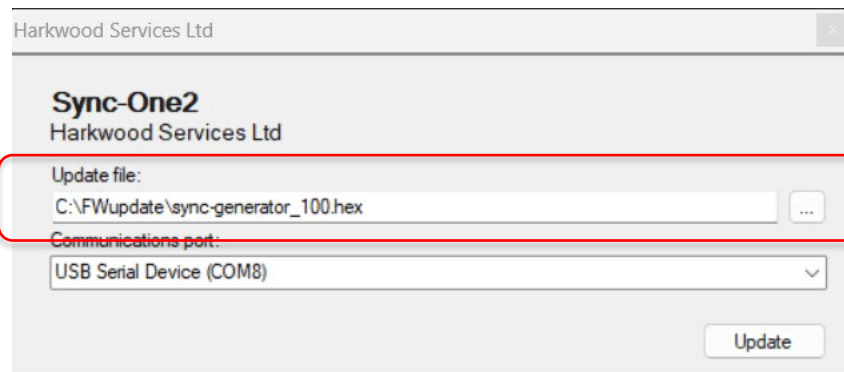- The Firmware file to perform the update from the Sync-Generator website.

> Some Windows installations will not detect the Sync-Generator serial over USB port by default, so the Microchip Serial USB Driver installer may also need to be downloaded and installed. This may be downloaded from Microchip or from the Sync-Generator website.
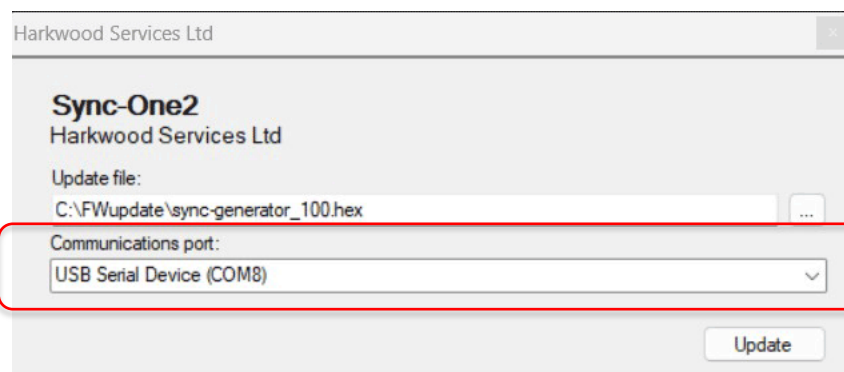
Firmware Upgrade Procedure

1. Install the FW Updater tool. The same tool is used for Sync-Generator and Sync-One2.

    > The upgrader application requires .NET framework 3.5, if this isn't installed you will be prompted to download and install this.

2. Connect Sync-Generator whilst holding down the [Mode] button. A blue light is displayed to indicate Sync-Generator is waiting for new firmware.

3. Run the FW Updater tool.

4. Select the Sync-Generator Firmware file downloaded.

5. Select the Communications port Sync-Generator was assigned by Windows.

6. Press the Update button on the Firmware update tool, a progress bar will show, and Sync-Generator will flash a blue light as the firmware uploads and is verified.

Do not disconnect Sync-Generator or stop the update process, doing so will corrupt the firmware image and Sync-Generator will not function until a successful update has completed.

7. Once complete Sync-Generator will reboot. The first time it boots following an update, the settings will be reset to default.

8. You can confirm the firmware revision running via the Sync-Generator Manager application.

Revision history and release notes

V1.0.2   Released 21 August 2023

Initial release of Sync-Generator

V1.0.0   Internal release for field testing.

For additional support or information please, visit the website, or
e-mail sync-generator@harkwood.co.uk

Sync-Generator is designed and manufactured in Cambridge, UK, by Harkwood Services Ltd.

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