

FIRMWARE UPDATE KIT

Installation Guide



blacklinesafety

OVERVIEW

What is firmware?

Firmware refers to the operating system that controls how your safety monitoring devices function. Blackline Safety provides firmware updates to improve your device performance and introduce new features.

This installation guide provides you with information on how to update the firmware on your Loner 900 and Loner Bridge safety monitoring devices.

KIT CONTENTS

What does my firmware update kit come with?

- Firmware installation cable
- USB drive with firmware installation software

REQUIREMENTS

What do I need to complete the firmware update?

- Windows or Mac computer with a USB port
- The latest version of Java on your computer

NOTE: Java can be downloaded at www.java.com, or from the USB drive in the folder labeled *Java Install Files*.

INSTALLATION

How do I add the installation software to my computer?

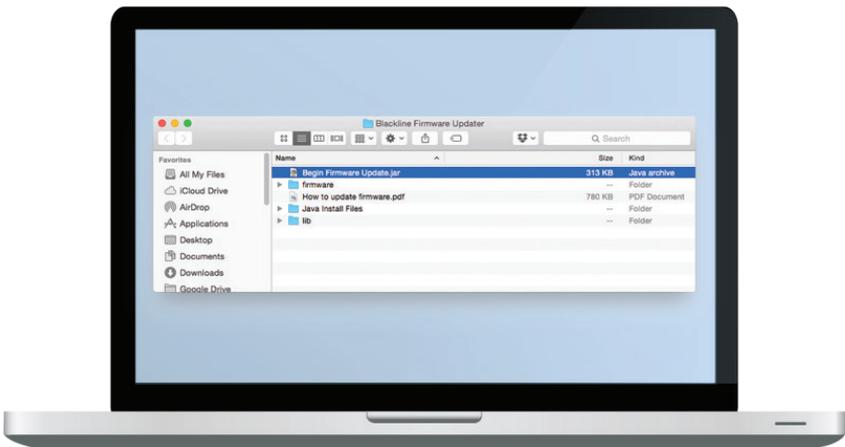
The USB flash drive included in your kit contains the installation software for your computer that is used to update the device firmware. Transfer the file to your computer by following these steps:



1. Plug the USB flash drive into the USB port on your computer
2. Copy and paste all the files to your desktop
3. Safely eject the USB and unplug when transfer is complete

How do I update the firmware on Loner Bridge and Loner 900 devices?

The following steps must be performed to every Loner Bridge and Loner 900 device that requires a firmware update:



1. Open the file: *Begin Firmware Update.jar*
NOTE: The file will not open if the most recent version of Java is not installed on your computer. For more information about Java, see the FAQ section on [page 7](#) of this manual.



2. If you are updating a Loner Bridge, press the power button to turn it on and wait for the SureSafe™ green light to turn solid. If you are updating a Loner 900, press and hold the power button to turn it off.

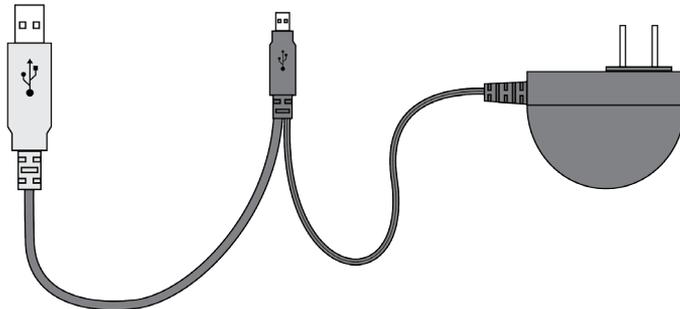
Computer
(USB-A)



Blackline Device
(micro USB-B)

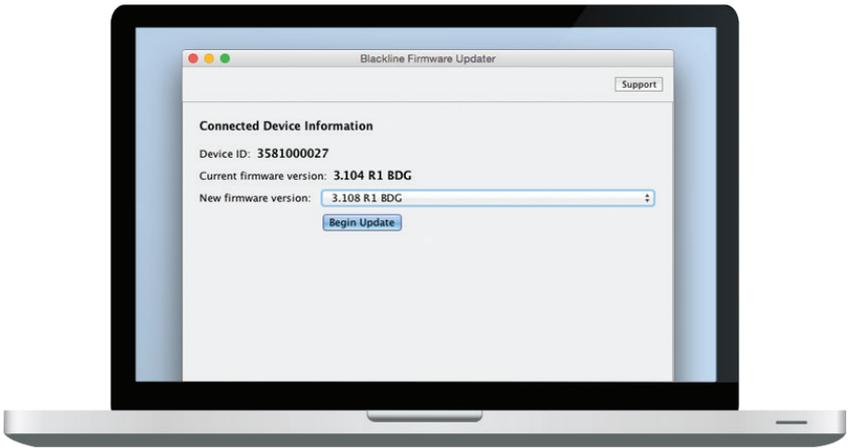


Power Outlet
(12 V AC)



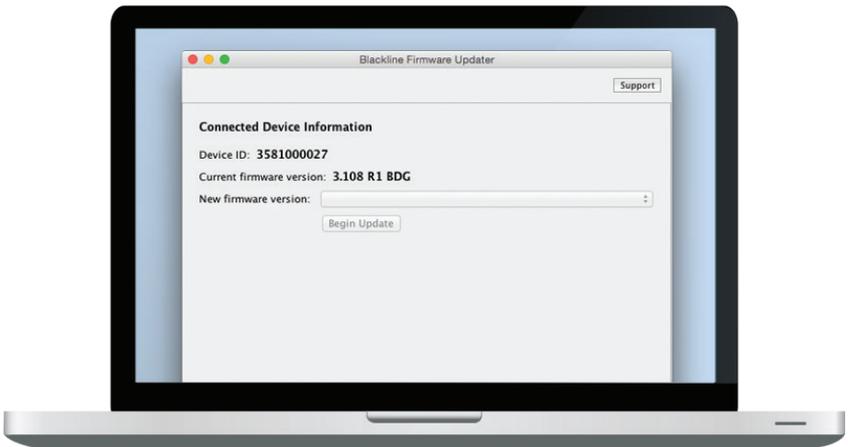
3. Connect the three-ended firmware installation cable into their respective ports. Plug the USB into the USB port on your computer, the micro USB into Blackline device, and the wall charger into a power outlet.

NOTE: Only the installation cable that came in the kit can be used to perform the update.



4. The Firmware Updater screen should automatically open on your computer and by default will select the most recent firmware update version. If your current version is older than 3.202, you will have to upgrade to version 3.202 first. Click *Begin Update* and wait for the progress bar to complete the update. Do not disconnect device until the update has been completed successfully.

NOTE: If the Firmware Updater screen does not launch after connecting your device, you may need to update your drivers. This can be downloaded from www.ftdichip.com/Drivers/VCP.htm. Try reconnecting your device once the drivers have been updated.



5. Unplug Loner Bridge or Loner 900 when firmware update is complete. The Firmware Updater window will inform you of your current firmware version. If your device is up to date the New Firmware Version will be disabled.

FAQ

What is Java?

Java is software that is used to make other software run on a computer. The latest version of Java is required to operate the Firmware Updater, and can be downloaded online at www.java.com. Alternatively, a version of Java has been provided on the USB drive, in the folder labeled *Java Install Files*. If you have issues installing Java on your computer, talk to your network administrator.

How do I know what version of Firmware to use?

The Firmware Updater will automatically select the correct version for you to install. You will only need to make an alternate selection if you have been directed by Blackline to do so.

Why won't the Firmware Updater open?

You may not be running the latest version of Java. Install the latest version then try again. If your company is restricting you from installing software on your computer for security reasons, talk to your network administrator for assistance.

Why isn't my device connecting to the Firmware Updater?

Ensure Loner Bridge is powered on with sufficient battery, and the green SureSafe™ light is on before connecting the firmware update cables. Verify your cable connections between your device, computer, and power outlet.

If your computer program freezes, restart your computer and attempt the firmware update again.

TROUBLESHOOTING ERROR CODES

ERROR CODE	RESOLUTION
400, 401, 404	There has been a communication error. Check the cable connections and try the firmware update again.
1, 2, 405, 411, 462	The device is busy performing a file processing operation. Wait 90 seconds, then try the firmware update again. The device can be unplugged during this time.
460	The selected version of firmware is already installed on this device. Check that the correct version has been selected.
410, 415, 450, 451, 452, 453, 461, 503	Please contact Blackline customer care.
463	The firmware was successfully downloaded, but the commit command failed. Select <i>Support</i> , select the <i>Advanced Developer Mode</i> check box, and select <i>Done</i> . You will now be back on the main screen with more options, select <i>Debug</i> . On the debug screen, click on the command line at the bottom and type <i>bl+c FMW commit</i> (this command is case sensitive), and hit enter. This should now commit to the new firmware and will show its current firmware as 3.203R1.

CUSTOMER CARE

For technical support, please contact our customer care team.

North America (24 hours)

Toll Free: 1-877-869-7212 | support@blacklinesafety.com

United Kingdom (8am-5pm GMT)

+44 1787 222684 | eusupport@blacklinesafety.com

International (24 hours)

+1-403-4451-0327 | support@blacklinesafety.com

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www.BlacklineSafety.com