

Firmware Update Guide

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1. General

With the *HAPTICORE Firmware Update Tool* the current firmware version can be read out and updated. It does not matter whether the firmware version is changed from an older version to a newer one or vice versa.

The tool consists of the following areas:

- **Connection:** In this area the connection to the *HAPTICORE Control Unit* is established or the *HAPTICORE Control Unit* can be selected.
- **Information:** In the area *Information* the individual versions of the firmware currently on the *HAPTICORE Control Unit* are display.
- **Update:** In the update area the firmware file can be selected which is to be loaded on the *HAPTICORE Control Unit* and the update can be started.
- **Log:** In the log area all done steps can be tracked and the status of the update can be read.

The screenshot shows the 'HAPTICORE Firmware Updater v3.6.2' window. It is divided into several sections:

- Connection:** Contains a 'Port:' dropdown menu currently set to 'COM5 (Microsoft)'. Below it are 'Refresh' and 'Connect' buttons.
- Information:** A table displaying device information:

Information	
Controller ID	x.xx
Comm. Protocol Version	x.xx
Firmware Version	x.xx
Bootloader Version	x.xx

Below the table is a 'Fetch versions' button.
- Update:** Contains a text input field with the placeholder 'Enter path or select firmware file (*.hcb):'. To the right of the field is a 'Select' button. Below the field is an 'Update Firmware' button.
- Log:** A large, empty rectangular area for displaying the update log.

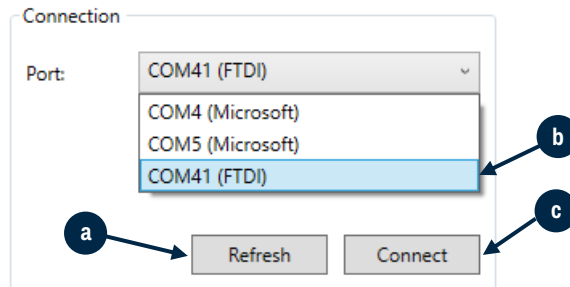
At the bottom of the window, a footer bar contains the text: 'Copyright © 2021 XeelTech | Confidential'.

2. Procedure

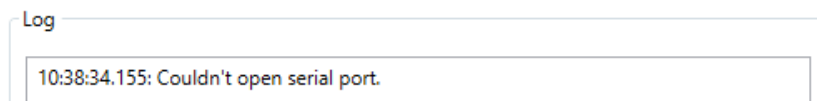
To perform a firmware update, proceed as follows.

1.1 Connecting

- a) Click *Refresh*
- b) Select the COM-Port of the *HAPTICORE Control Unit*
(A HAPTICORE device is marked with the manufacturer name "FTDI" or "Silicon Labs").
- c) Click *Connect*

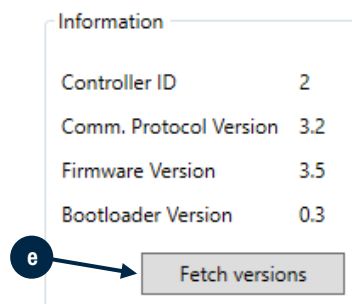


- d) If the message *Couldn't open serial port.* is displayed in the log file, no connection could be established. In most cases another tool (e.g. *CustomerTestApp*) is connected to the selected *HAPTICORE Control Unit*. Therefore, disconnect the respective program before and try again.



1.2 Reading out the current firmware version

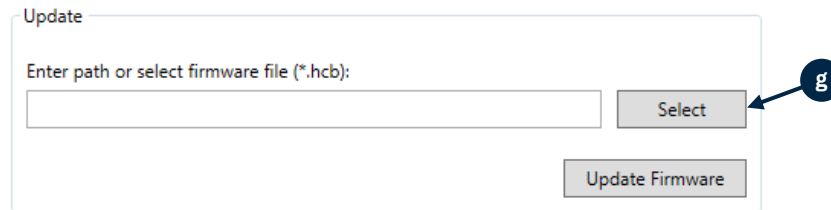
- e) Click *Fetch versions*



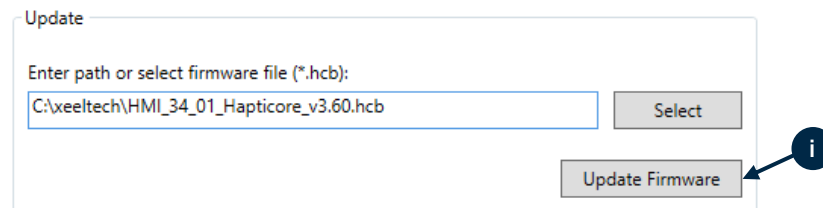
- f) Reading version numbers

1.3 Firmware update

g) Click *Select*

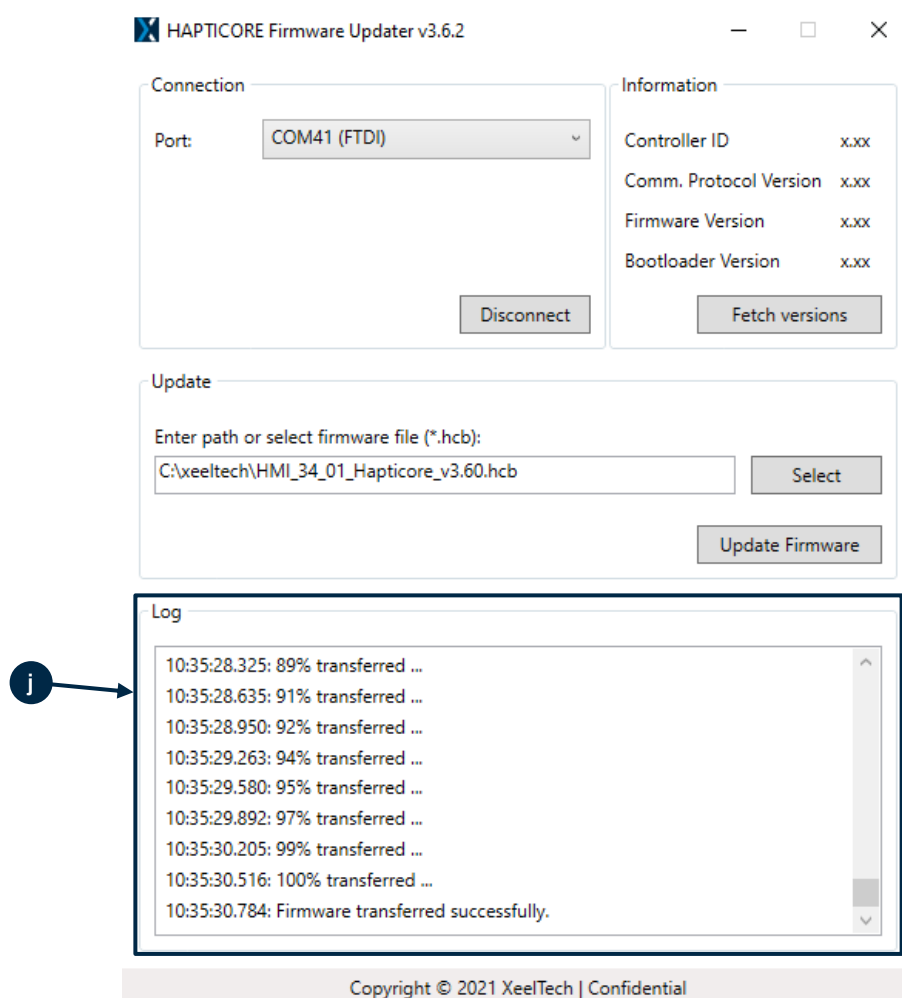


h) Browse to the firmware file and click *Open* (Firmware files are identified with the extension *.hcb*)



i) Click *Update Firmware*

j) The progress of the update is displayed in the *Log* area.



HAPTICORE Firmware Updater v3.6.2

Connection

Port: COM41 (FTDI)

Disconnect

Information

Controller ID	x.xx
Comm. Protocol Version	x.xx
Firmware Version	x.xx
Bootloader Version	x.xx

Fetch versions

Update

Enter path or select firmware file (*.hcb):

C:\xeeltech\HMI_34_01_HaptiCore_v3.60.hcb

Select

Update Firmware

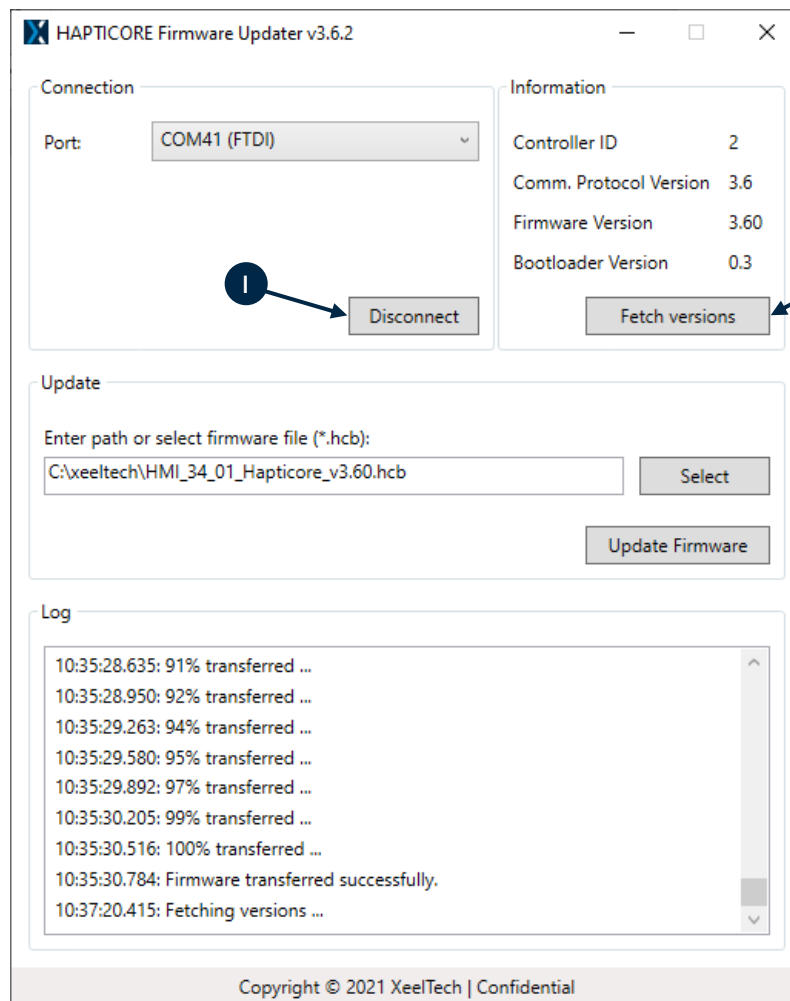
Log

```

10:35:28.325: 89% transferred ...
10:35:28.635: 91% transferred ...
10:35:28.950: 92% transferred ...
10:35:29.263: 94% transferred ...
10:35:29.580: 95% transferred ...
10:35:29.892: 97% transferred ...
10:35:30.205: 99% transferred ...
10:35:30.516: 100% transferred ...
10:35:30.784: Firmware transferred successfully.
    
```

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k) After the update, click *Fetch versions* again to check the *Firmware version*.



l) Click *Disconnect* and close the *HAPTICORE Firmware Updater* tool.

1.4 Errors

If error messages appear or the update was not successful, disconnect the *HAPTICORE Control Unit* from the PC and the power supply, close the program and try it again. If this is also unsuccessful, please contact a XeelTech member.