

L4766

Rev. C

October 2024

FIRMWARE UPDATE

This instructions sheet shows how to successfully check and update your Enerpac product's firmware through Enerpac Connect. A serial number (UIN) will be required and is used to help identify what product you'll be updating for Over The Air (OTA).

FIRMWARE UPDATE INSTRUCTIONS

1. Download Enerpac Connect mobile application from Appstore for Apple iOS or from Playstore for Android. Scan QR codes below:



Figure 1: Download Enerpac Connect

2. Find the serial number (UIN).

- The serial number (UIN) is found on a yellow decal or small white decal on the product. Usually, this serial number is accompanied by a datamatrix to be scanned in Enerpac Connect.

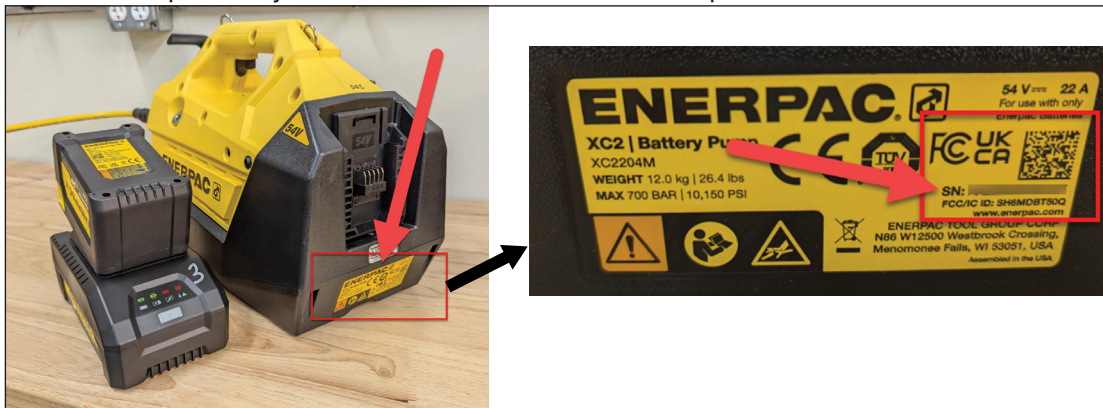


Figure 2: Find serial number

3. Create an Enerpac Connect User Account.

- OTA requires an Enerpac Connect user account to be created. After the app has been downloaded, tap on "Create Account" button in the homepage. Fill the signup form, accept the Terms of Service and follow the user onboarding to create a new account.

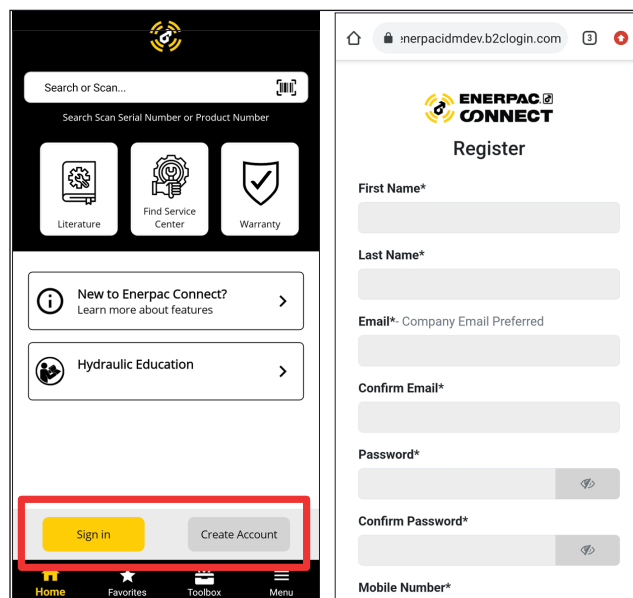


Figure 3: Create User Account

4. Look up your serial number.
 - After signing up, tap on the searchbar on the top of the homepage to either type the serial number or tap the scan icon in the search bar to scan the datamatrix on the product decal.
 - Then, you are redirected to the product details page of the product.
5. Check that the firmware is up-to-date:
 - a. Scroll down on the product page to the Firmware section:
 - “Latest” shows the latest firmware version available.
 - “Current” shows the firmware version of the product.
 - b. If an update is not available, the firmware section shows only the latest and current details. If an update is available, it shows “Update Available” message.

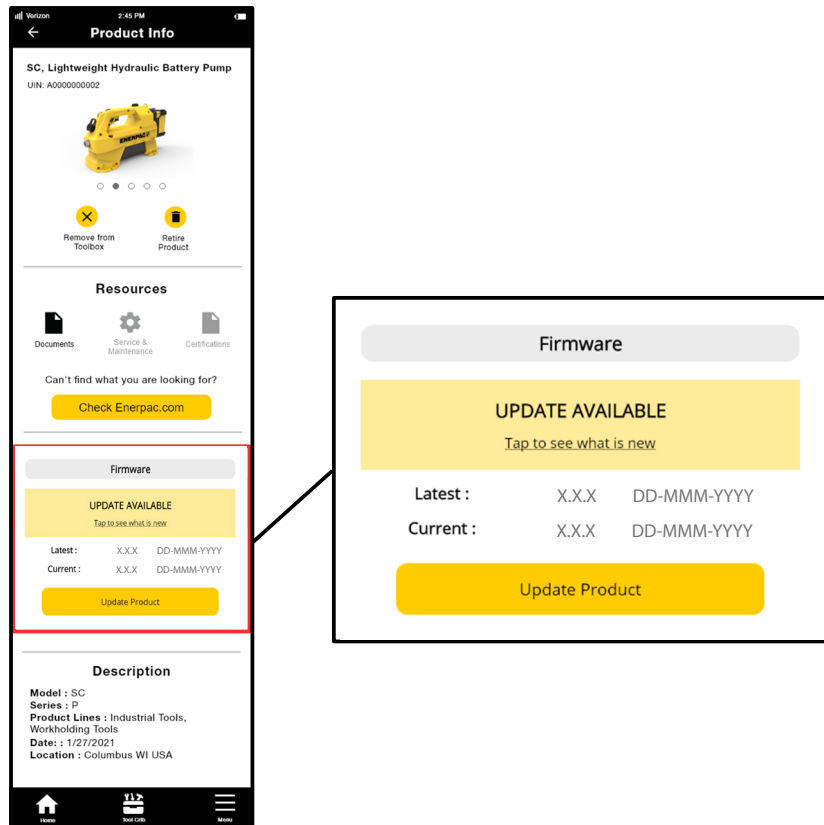


Figure 4: Firmware Section on Product Page

6. Update the firmware on the product with OTA:

NOTICE

Before attempting to update your product note the below criteria for the best success:

- Product is within 1 meter of the phone.
- Product has more than 20% of battery.
- Product has a timeout window for it to pair with Enerpac Connect:
 - Firmware versions 1.2.1 and below have a 20-second window.
 - Firmware versions 1.3.0 and above have a 60-second window.
- a. Tap on the “Update Product” button in the firmware section.
- b. Allow Bluetooth connectivity in the popup presented.
- c. Wait for the app and the product to connect via Bluetooth connection.

NOTICE

Turn on the product once the search begins or right before tapping the “Update Product” button for the best success to pair correctly.

- d. When the pairing is successful, the update begins and reports out how long it is expected to take.
- e. When completed, it directs back to the product page. Check that the “Latest” and “Current” Firmware versions are the same.

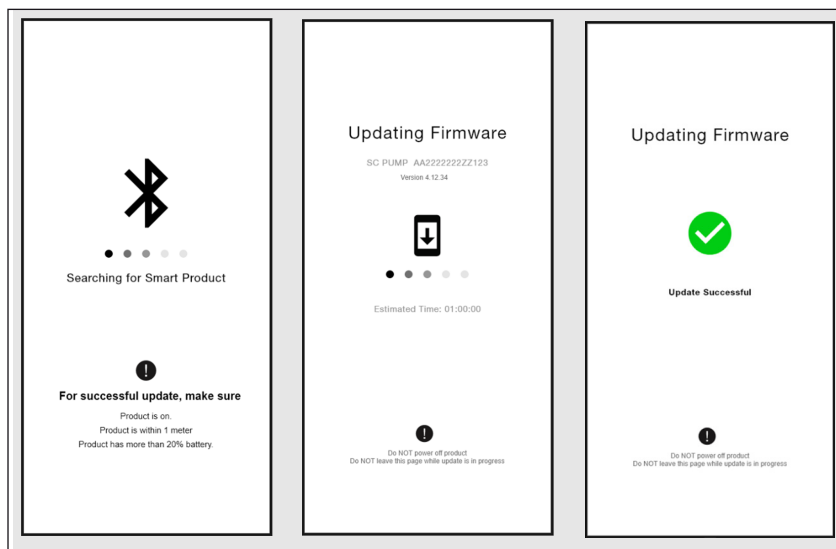


Figure 5: Firmware Update

TROUBLESHOOTING

- Product not found:

If you try to pair and receive a “Product Not Found” message, the product may be turned off or the timeout window has finished, and the product needs to be power cycled to try again.

- Crashes after successful update:

If the app crashes at all after a successful update for any reason, verify if the “Current” and “Latest” versions are the same when reopening and rescanning the serial number. If they are the same, then the update is successful but while if they are different try to update again.

