

## VESDA-E VEU and VESDA-E VEP Detector Firmware Upgrade Instructions

### Overview

This procedure applies to VESDA detector model VEU-A00, VEU-A10, VEP-A00-P, VEP-A10-P, VEP-A00-1P.



The firmware upgrade of the detector is done using a USB flash drive.

**Expected time to perform the upgrade: 15 to 30 minutes. (Not including the time to test the system after the upgrade.)**

**Difficulty level:** Medium.



If the device version before the upgrade is 5.23.00 or 5.23.02 and the upgrade is to version 5.34.00 or higher it is necessary to execute the Return to Factory Defaults command after the upgrade. It will be necessary to re-enter the configuration data and normalize the detector.

## Equipment



**Warning:** The detector must be tested after the upgrade.

Before you start you will need the following items:

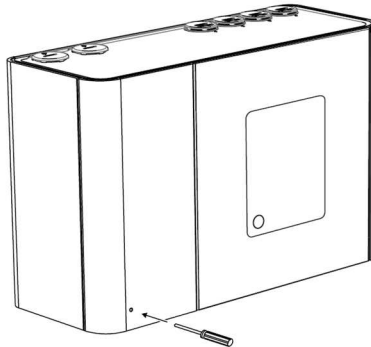
1. A computer with VSC version 3.05 Build 4667 or later installed.  
This is available under Xtralis partner login at: <http://xtralis.com/>
2. USB extension cable type A (male) to type B (male). Use this to connect your computer to the VEU/VEP detector.
3. USB converter type A (female) to type B (male). Available from Newark:  
<http://www.newark.com/l-com/uad011fm/adapter-usb-b-plug-usb-a-jack/dp/97H8152?ost=UAD011FM>
4. USB Flash drive USB-2.0
5. A firmware upgrade file XXXXX\_YY VEU-VEP Detector Firmware Upgrade.zip.  
The number XXXXX\_YY identifies the file. For example, the file could be named 32476\_00 VEU-VEP Detector Firmware Upgrade.zip.  
This zip is supplied through Xtralis Customer Support.



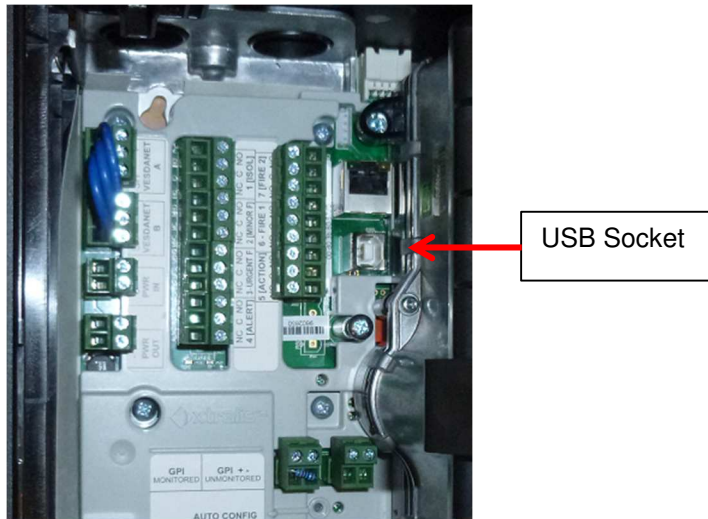
# Check Version and Print Configuration

Check the detector's firmware version information.

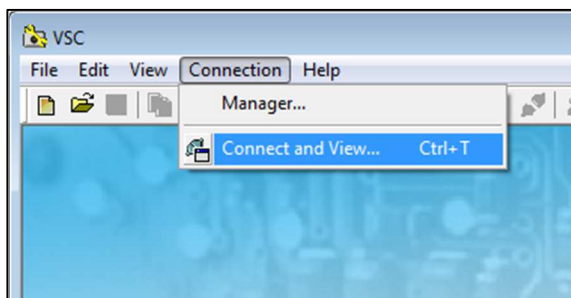
1. Open the detector door.



2. Locate the USB socket inside.



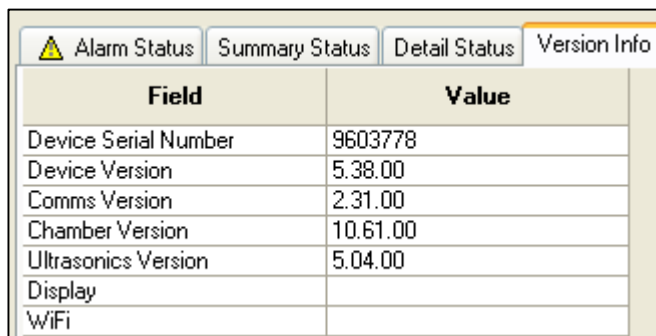
3. Connect the computer to the detector using the USB cable.
4. Run VSC, on the computer, and from the menu click **Connect and View**.



5. Open a new USB connection and click **OK**.



6. Select the tab labelled **Version Info** from the main screen.



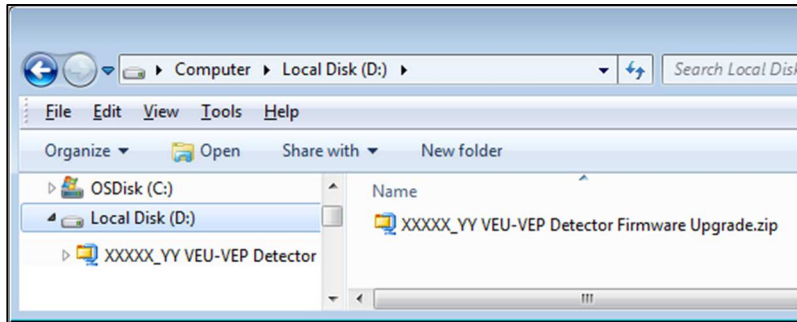
Field	Value
Device Serial Number	9603778
Device Version	5.38.00
Comms Version	2.31.00
Chamber Version	10.61.00
Ultrasonics Version	5.04.00
Display	
WiFi	

7. Record the version in use and notify Xtralis Customer support. Customer support will provide the appropriate flash drive contents for the upgrade needed.
8. Print the detector's configuration so that the configuration can be re-entered or checked after the upgrade.
- Disconnect the detector from VESDAnet.
  - Select the detector icon on the tree view and execute File->Print. (Choose Print to pdf if no printer is available.)
9. Disconnect VSC and remove the USB cable.

# Prepare

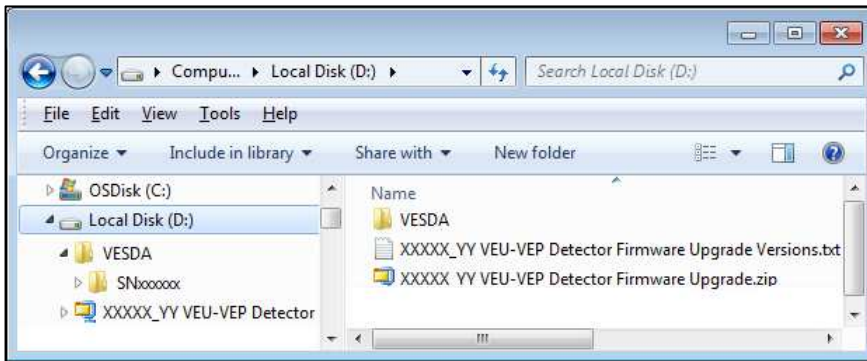
Next, prepare the USB Flash Drive.

1. Copy the file XXXXX\_YY VEU-VEP Detector Firmware Upgrade.zip to the flash drive's top level folder.

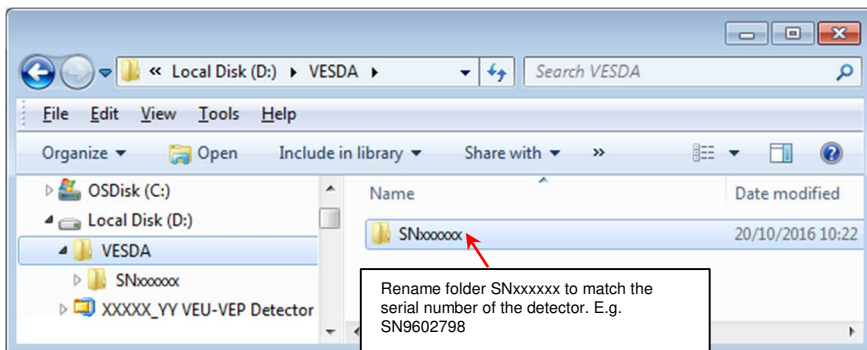


2. Extract the contents of the .zip to the top folder of the flash drive. You should now see the VESDA folder in the top folder of the flash drive. Also, you'll see a file XXXXX\_YY VEU-VEP Detector Firmware Upgrade Versions.txt which lists the firmware versions you will be installing.

**Note:** It is essential that the VESDA folder is at the top folder.



3. Go into the VESDA folder and you will see a folder named SNxxxxxx. Change the characters xxxxxx to the serial number of the detector. The serial number is printed on the detector's approvals label inside the door and is also displayed on the Version Info screen of VSC.



Advanced:

- a. You can set up multiple SNxxxxxx folders on the flash drive under the VESDA folder. Copy the folder and rename to match the serial numbers of the detectors you want to upgrade.
  - b. If you copy or rename an SNxxxxxx folder after an upgrade has been performed then the upgrade result file (.alog file) in the "VESDA\SNxxxxxx\Bin" folder must be deleted before the next upgrade can be done.
4. USB Flash Drive Preparation Completed.

## Perform the Upgrade

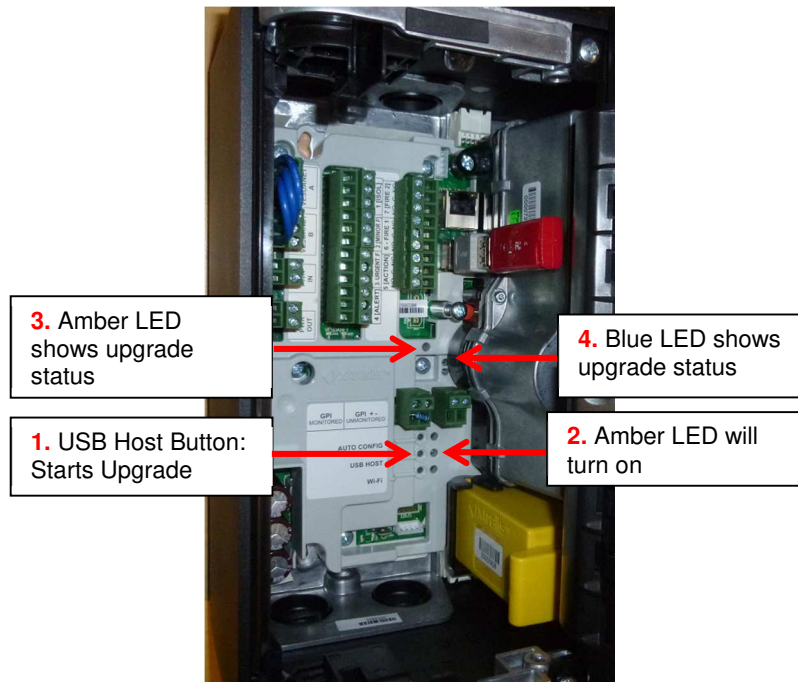


**WARNING:** The upgrade can take up to 5 minutes. Do not remove the USB flash drive from the detector during this time.

1. Insert the USB flash drive into the USB converter and plug the converter into the detector's USB socket.



2. The USB Host button (1) starts the update. Use a fine pen or other object to hold the button down for about 5 seconds. The amber HOST LED (2) will turn on.



The **amber** status LED (3) will flash once per second.  
The **blue** status LED (4) will flash sometimes indicating that memory is being written.  
The aspirator will turn off part way through the upgrade.

3. When the update is complete, the aspirator will start and the **amber** status LED (3) will be on steady.
4. Use a fine pen or other to press the USB Host button (1) again for 5 seconds to clear the **amber** status LED (3).
5. **Wait TWO MORE minutes for the internal data to be stored. Do not turn off power at this time.**
6. The USB flash drive and converter may now be removed.

## Verify

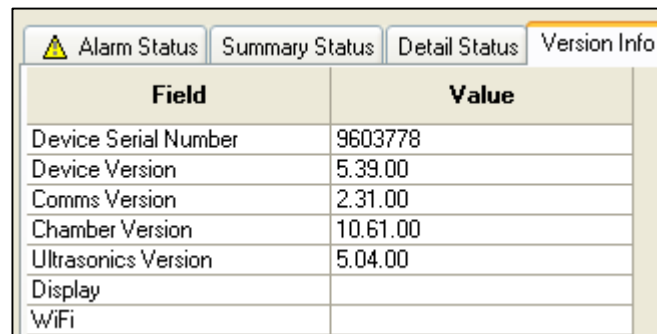
1. Connect the computer to the detector using the USB cable.
2. Run VSC on the computer and from the menu click **Connect and View**.



3. Open a new USB connection and click **OK**.



4. On the main screen, select the tab labelled Version Info. (See example)



Field	Value
Device Serial Number	9603778
Device Version	5.39.00
Comms Version	2.31.00
Chamber Version	10.61.00
Ultrasonics Version	5.04.00
Display	
WiFi	

5. Ensure that the version numbers are as expected.

The expected version numbers will be found in a text file on the USB flash drive top folder with the filename XXXXX\_YY VEU-VEP Detector Firmware Upgrade Versions.txt.

If the version numbers are not as expected, see the Troubleshooting section on page 8.



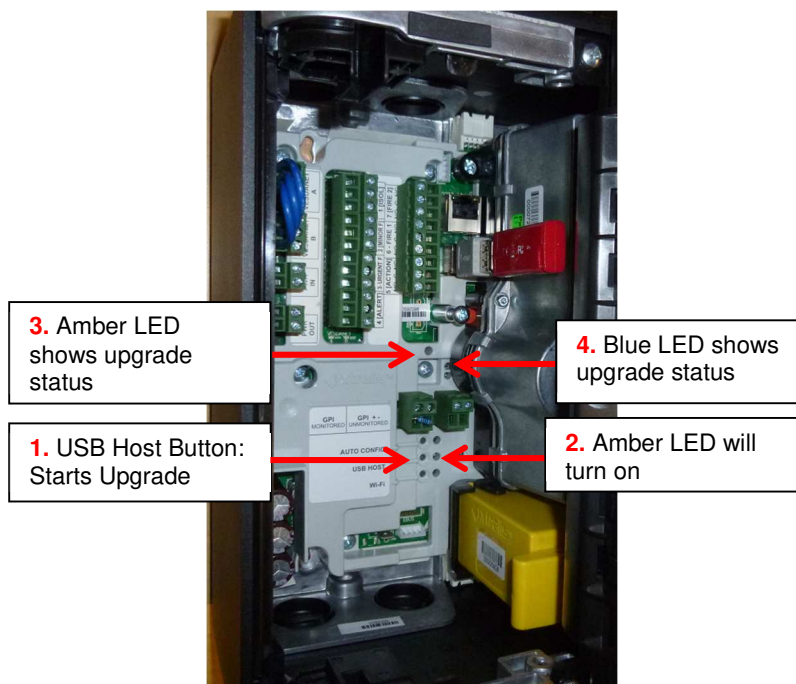
**Note:** If the Device Version before the upgrade was 5.23.00 or 5.23.02 and you have now upgraded to Device Version 5.34.00 or higher you must now execute the command **Return To Factory Defaults** and then re-enter the detector's configuration settings. If Return to Factory Defaults is not done the detector will not function correctly.

6. If Return to Factory defaults has been done it will be necessary to Normalise the detector.
7. Perform testing of the detector in order to confirm correct smoke detection, alarm signalling, trouble signalling, Disable and Standby signalling. Do a smoke test.



# Troubleshooting

Here are the symptoms that indicate an update was not successful and the action to perform in each case.



What happened	What it means	How to fix it
When pressing Host Button (1) the USB host LED (2) briefly flashes on and then goes off and the amber status LED (3) flashes fast (3 times a second).	This means that the update did not start or did not complete. Reasons for the update not starting are: 1. A .alog file is present in the memory stick's \VESDA\SNxxxxxx\Bin folder. OR	Delete the .alog file. Or prepare another VESDA folder by unzipping the provided Zip.
	2. The VESDA\SNxxxxxx folder is numbered with a different serial number to the detector. OR	Rename the VESDA\SNxxxxxx folder to match the detector's serial #.
	3. There is no VESDA folder at the top folder of the memory stick or the contents of the VESDA folder are not correct. OR	Unzip again.
	4. The flash drive is not readable	Use a different USB drive.
	Reasons for the upgrade not completing are: 5. Error saving to the detector's flash memory.	Repeat the upgrade. If the upgrade still does not work correctly send Xtralis Customer support the .alog file found in the folder \VESDA\SNxxxxxx\Bin

Summary of the Amber upgrade status LED behaviour. (LED 3)

<b>Amber Upgrade Status LED behaviour</b>	<b>Meaning</b>
Off	Detector Ready for Upgrade
Flashing once per second	During upgrade
Continuously on	Upgrade completed successfully
Flashing fast (3 times per second)	Upgrade unsuccessful – see above

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