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# IXP20 Firmware Upgrade

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## USER MANUAL

### Scope of Document

This document shows you how to identify Firmware versions and detect faults (using the Ping and Comms Test tools). It also provides instructions for performing in-field Firmware Upgrades to connected Hardware.

### Document Conventions

We use the following conventions in this document:



*Note – points out extra information*



*Tip – points out alternative methods to perform a task*



*Important – points out important information*



***Warning – points out potential danger to you or the product***

### Before You Begin

Ensure you have an active Ethernet connection (using a standard Ethernet cable) to your IXP20 Controller. If using the Touch Screen Controller, ensure you lock the screen.

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# Installation

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## Firmware Upgrade Utility Installation Procedure

1. Download the IXP20 Firmware Upgrade Utility from your Internet Browser using the following URL: **www.impro.net**.
2. Select English as the language option.
3. Click the **OK** button.
4. At the Introduction Screen, click **Next**.
5. At the Licence Agreement screen, select the **I Accept the Terms of the Licence Agreement** radio button.
6. Click the **Next** button.
7. At the Choose Install Folder screen, click **Next**.



*If you change the installation directory file path, ensure that you enter **text only, NO spaces**.*

8. At the Choose Install Set screen, from the **Install Set** drop-down list, make your preferred installation type selection.



*An Install Set is a collection of pre-selected applications suitable for specific scenarios. Customize an Install Set option by selecting or de-selecting applications from the list.*

9. Click the **Next** button.
10. Click the **Install** button.
11. At the Install Complete dialog, click the **Done** button.

## Opening the Utility

1. In Windows®, go to **Start>All Programs>Firmware Upgrade>Firmware Upgrade**.

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2. From the **Configuration Level** group, select one of the following radio buttons:
    - **Standard**—selected by default. Activates only the basic firmware upgrade features.
    - **Advanced**—activates extra advanced features including clearing the Controller memory and Comms Test.
  3. In the **Host IP** textbox, enter the Controller's Device name or IP Address.
  4. Enter the default **Host Port** number of **10005**.

# Operation

## Ping Function

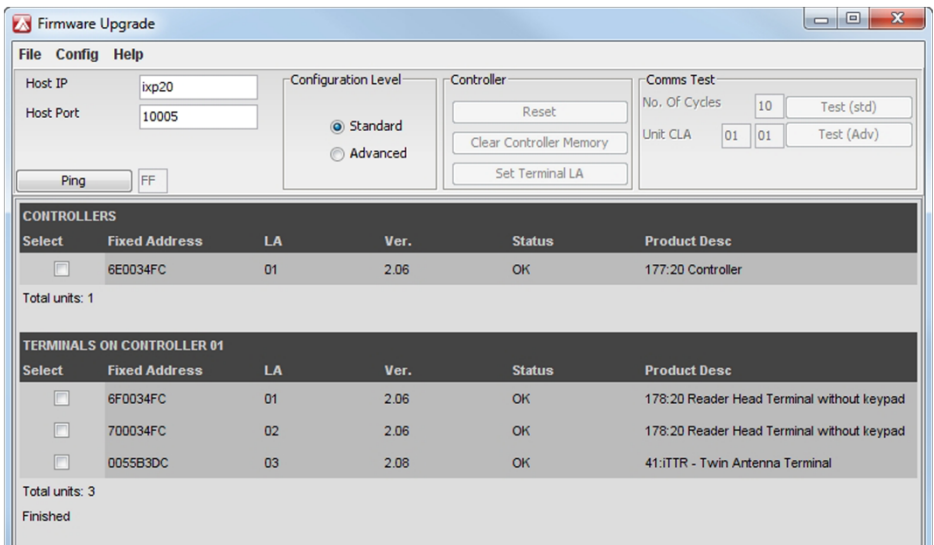
Ensure that all hardware is connected and working as specified using the **Ping** tool.

1. Click the **Ping** button.
2. If required, enter your Communications **Password**.



*Your Communications Password is the password you set via the Security settings. The default password is **12345**. Refer to your User Manual for more information.*

3. Click the **OK** button.



**Figure 1 – Results of a Ping Check**

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## Firmware Upgrade Procedure



*Performing a Firmware Upgrade clears the IXP20 transaction database. Because Reports draw their data from the transaction database, this means that no Reports are available immediately following an upgrade.*

1. Ensure all hardware is connected and working correctly using the **Ping** tool. Refer to **Ping Function** on page 4.
2. Click the Controller, Terminal or Reader's **Select** checkbox.
3. Click the **Upgrade** Button.



*The Firmware Upgrade Utility automatically backs up your Controller before a Firmware Upgrade. If you haven't already selected a Backup Path for your Controller, continue as follows:*

1. At the Backup Path Configuration dialog, press the **OK** button.
2. Select a location in which to save the Backup.
3. Click the **Open** Button.



*The **Force Upgrade** button forces an upgrade on a unit that has a newer firmware version than is available with your current IXP20 Controller. We recommend that you do not use this feature.*

## Additional Features

### Display Firmware Versions

View available firmware File Versions by going to the **Config** drop-down menu and selecting **File Versions**.

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## Set the Terminal's Logical Address

Change the Logical Addresses of the connected Terminals as follows:

1. Click the **Advanced** radio button.
2. From the **Controller** group, click the **Set Terminal LA** button.
3. In the **Fixed Address** textbox, enter the Terminal's **Fixed Address**.
4. In the **Logical Address** textbox, enter the new **Logical Address** for the Terminal.
5. Click the **OK** button.

## Clear the Controller's Memory

This option clears the Controller's memory (including details of all transactions) excluding the Device Name and Administrator Password. Because of the complexities of this feature, we advise that only approved Distributors or Impro Technical Support Staff use it. Therefore, please contact your Impro Distributor for support.

## Localisation and Translation

Localisation and Translation lets Users from different locales (countries and geographical locations), use the Firmware Upgrade Utility in their own language.

## Choose Locale

1. From the **File** drop-down menu, select the **Choose Locale** option.

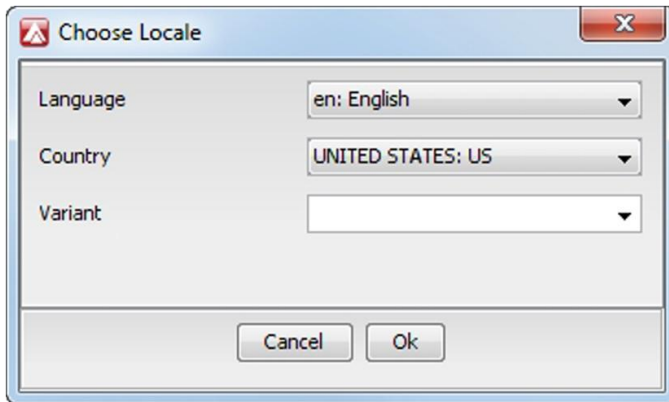


Figure 2 – Choose Locale Dialog

4. In the **Locale Chooser** dialog, from the **Language** drop-down list, make your selection.
5. From the **Country** drop-down list, make your selection.
6. In the **Variant** drop-down list, enter language variant based on your previous selections (optional).
7. Click the **OK** button.

### Translating the Software Interface

1. From the **File** drop-down list, select the **Translate** option.

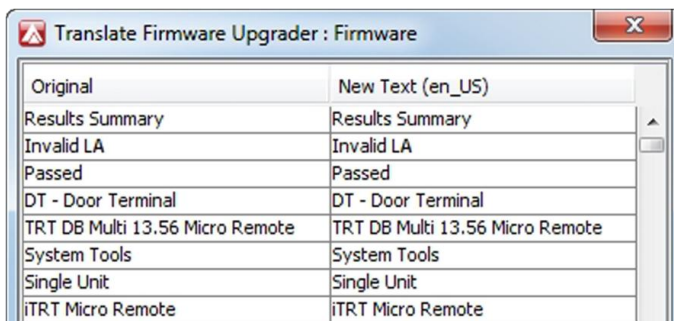


Figure 3 – Translate Firmware Upgrader: Dialog

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2. In the **Translate Firmware Upgrader : Firmware** dialog, from the **New Text** column, select a phrase to translate.



The **Original** column displays words in English. The **New Text** column displays a copy of the English words, but it is editable. This means you can substitute the default words in the **New Text** column for words in your own language.

3. Press the **F2** key to open the phrase for editing.
4. Enter a substitute phrase suitable for your Locale.
5. Press the **Tab** key to move to the next phrase.
6. Repeat steps 3 to 6 for each phrase you wish to edit.
7. Click the **OK** button.
8. Click the **Close** button.



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# Extra Information

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Further information is available at the following resources:

- **IXP20 (Touch Screen User Interface) User Manual**  
(ISC305-0-0-GB-XX).
- **IXP20 (Web User Interface) User Manual**  
(ISC306-0-0-GB-XX).
- **ImproX IXP20 Controller Installation Manual** (ISC303-0-0-GB-XX  
and ISC304-0-0-GB-XX).
- **ImproX IXP20 System Product Specification Catalogue**  
(ISC353-0-0-GB-XX).



*The referenced documents are available for download at [www.impro.net](http://www.impro.net). Alternatively, contact your Impro dealer for a copy.*

## User Notes

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## User Notes

This manual is applicable to the IXP20 Firmware Upgrade Utility V 1.0.  
(The last two digits of the Impro stock code indicate the issue status of the product).

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