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Procedure for firmware update via user switch (in office)

1. Wiring

1. Please choose a 12-24V DC (200mA at 24V) power supply unit (PSU).
2. Connect Power and GND of the **eleon C1** with the unplugged 12-24V DC PSU by using the green connector.

Vin: 12-24
VDC GND: to the ground



3. Connect **eleon C1** with **eleon S1** by using the RJ45 patch cable and the orange labelled connector (RS422):



4. Attach the antenna to the **eleon S1**.



5. Set the "Option 1"-switch on **eleon S1** to down position.

"Option 1"-switch:



6. Turn on the power of the **eleon S1** by connecting the PSU to the power source.

7. Check green LED on the bottom of **eleon S1**.

The **eleon S1** reports the update state by showing different blinking patterns.



During firmware update via user switch the device will show the following pattern in rising speed depending on the update progress:

3x on, 1x off (on-on-on-off)

- **ONE** sequence per second: modem connecting with network
- **TWO** sequences per second: modem checking update version
- **FOUR** sequences per second: modem downloading OTA update
- **LED off**: OTA update done or no new version found

Blinking Patterns in detail:

→ **ONE** sequence per second:

modem connecting with network

→ **off on start**

not operational:

see *chapter 2: Troubleshooting section 1*

→ **TWO** sequences per second:

modem checking update version

→ **1x on, 9x off in 5 seconds:**

modem failed to connect to network.

see *chapter 2: Troubleshooting section 2*

→ **FOUR** sequences per second:

modem downloading OTA update

→ **2x on, 8x off in 5 seconds:**

Update server was not accessible, please try again.

→ **LED off:**

OTA update done or no new version found

→ **3x on, 7x off in 5 seconds:**

OTA Update version could not be read, please call support

→ **4x on, 6x off in 5 seconds:**

OTA update failed, please try again

→ **5x on, 5x off in 5 seconds:**

OTA update download was invalid, please try again

The Update is expected to be finished within 30 minutes.

8. After firmware update: When blinking stopped and no error pattern shown:

- Detach power
- Set the "Option 1"-switch to up position
- **eleon S1** is ready for installation on site

2. Troubleshooting

1. Blinking LED 1st boot



→ 3x on 1x off blinking

Normal operation.
Please wait until device stops blinking.

→ off:

not operational.

- Check the power supply connection (make sure that there is enough power available - "min. 200mA at 24 V").
- check power connector cabling:
 - GND: GND (eg. black)
 - VIN: +24V (eg. red)
- check connection of RJ45 cable between elon S1 and eleon C1

→ error blinking:

LED shows specific blining pattern according to different errors occurring:

- 1 blink within 5 seconds:

An error occurred while connection from modem to LTE Service provider was established. See *chapter 2: Troubleshooting section 2.*

- all other patterns in seconds:

OTA Update Sever is accessible. Please contact support.

2. Modem fails to connect to LTE Network

Please try to find a location with better LTE network signal strength.

You might have the network reception indicator of your mobile utilized to find a spot with good mobile network reception.

In general LTE reception is good where mobile reception is acceptable, e.g.:

- near to windows (if they are not shielded)
- next to light wells
- as close to the ceiling as possible

Contact

Even an extensive documentation cannot answer every question. Do you still have questions or suggestions concerning our **eleon S1** universal elevator gateway?

Please have the following information ready for our customer support:

- customer name
- adress of installation site
- **eleon S1** serial number
- controller type
- if applicable, photo of the controller
- shown signal strength

We look forward to your requests! Please don't hesitate to contact us at:

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