

User Manual

Firmware update

via user switch (in office)

All
controllers



Monitoring. Made **easy**.

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Procedure for firmware update via user switch (in office)

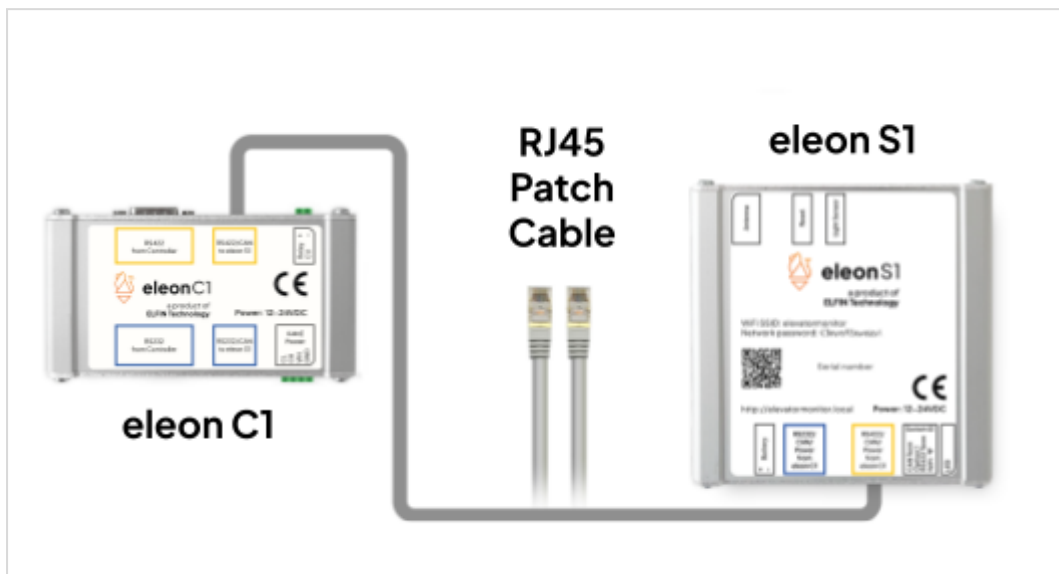
1. Wiring

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.



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 Option 1-switch the device will show the following pattern in rising speed depending on the update progress:

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

- | | |
|--------------------------------------|--|
| 1. ONE sequence per second: | modem connecting with network |
| 2. TWO sequences per second: | modem checking update version |
| 3. FOUR sequences per second: | modem downloading OTA update |
| 4. LED off | OTA update done or
no new version found |

Blinking Patterns in detail:

→ **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

→ **off on start**
not operational:
see *chapter 2: Troubleshooting section 1*

→ **1x on, 9x off in 5 seconds**:
modem failed to connect to network.
see *chapter 2: Troubleshooting section 2*

→ **2x on, 8x off in 5 seconds**:
Update server was not accessible, please try again.

→ **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 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
- address 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:

ELFIN Technology GmbH

Im Zollhafen 22
50678 Cologne
Germany
Phone: +49 (221) 6778932-0
FAX: +49 (221) 6778932-2
service@elfin.de
www.elfin.de



Support eleon S1

eleon.elfin.de
Phone: Phone: +49 (221) 6430816-3
support@elfin.de

