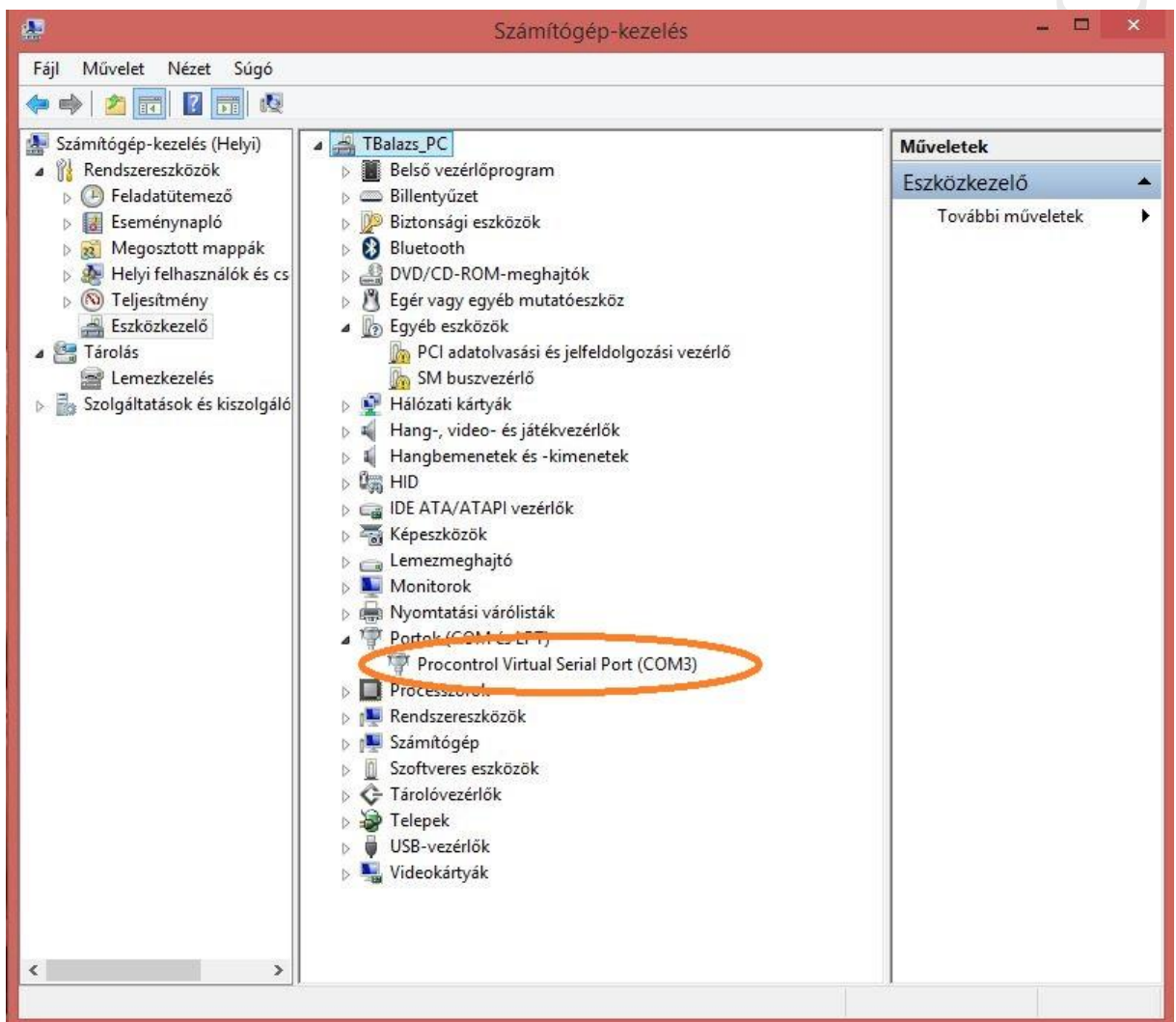


Proxer12 firmware update

We are done with the updated software, which fixes the reading error of TIRIS cards. To do this, please update the software on the devices. The process is:

1. To which computer the device is connected, check in the 'Device manager' what serial port (COM port) the device has been given. This port must be specified later in the utility program.



2. Download the new firmware files to the readers and unpack them.

- Proxer12 – Firmware:

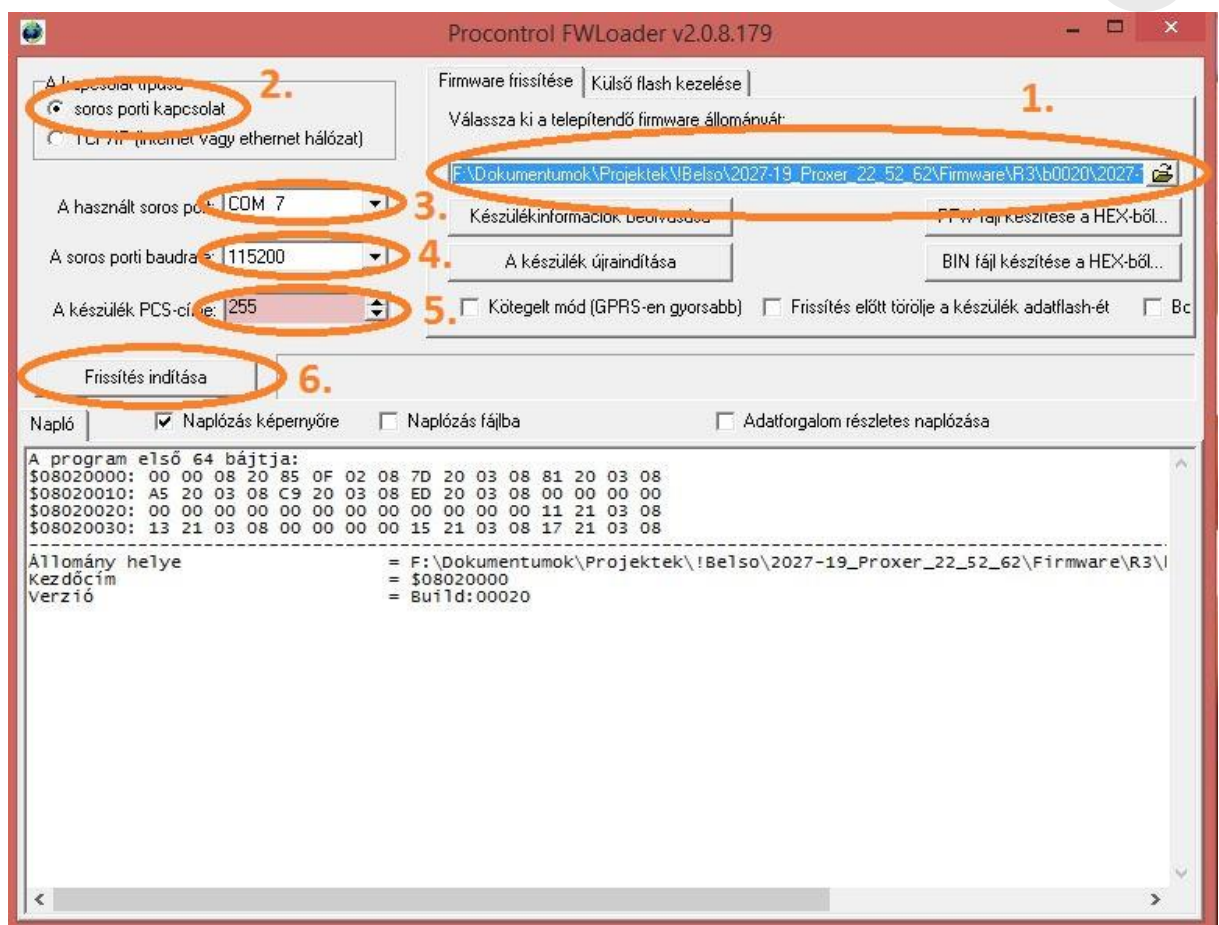
http://www.procontrol.hu/sendfile/1910-17_R2_R3_Firmware_bl_rom_b0012.rar

- Proxer22 – Firmware:

http://www.procontrol.hu/sendfile/2027-19_R3_Firmware_bl_rom_b0020.rar

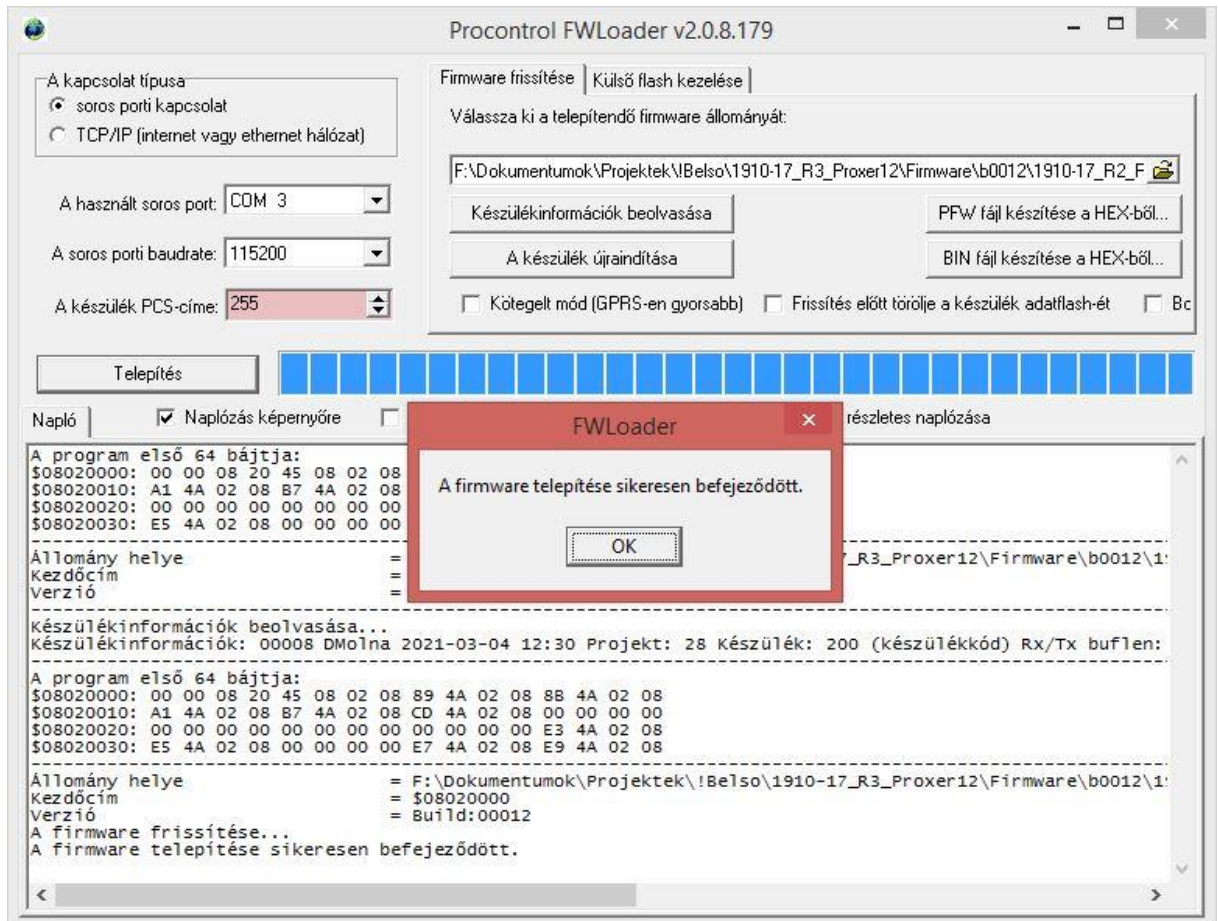
3. You need to download and run a utility program: FWLoaderII

www.procontrol.hu/sendfile/FWLoaderII.zip



- Select the unzipped PWF firmware file.
- Select serial communication.
- Select the serial (COM) port that appears in Device Manager.
- Enter '115200' for the baud rate.
- It is sufficient to enter '255' for the PCS address of the device, in case only this one reader is plugged into the PC. If more, the last 2 characters of the serial number.
- Start the update.

- When the update is complete, click on the 'OK' button in the pop-up window. The device will restart automatically.



- Then try reading TIRIS cards, badges again. We hope we have now remedied the problem.

IMPORTANT

It is important to bring the TIRIS cards from far to closer to the reader, you will read them from a distance of about 2-5cm. If you put the card directly on the reader, it will not read them.

- If the problem persists after this, i.e. you do not read the TIRIS badges, please send the readers back so we can look at it here in the workshop and we ask for some programmed read and write Tiris cards badges as well.

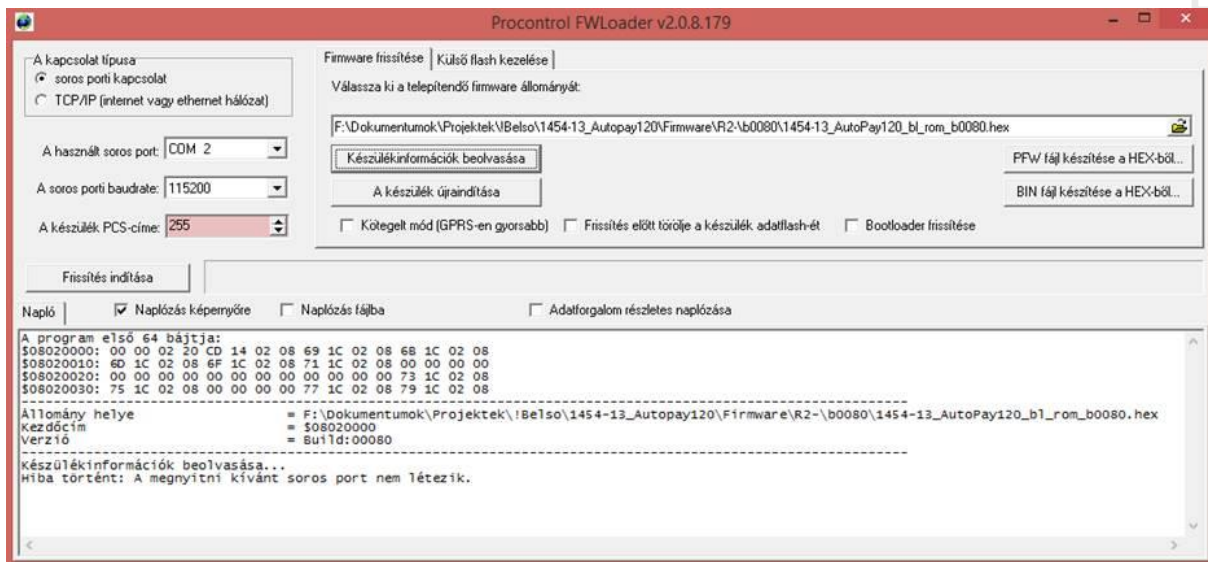
Troubleshooting

If you have several readers, a problem with serial ports may occur.

If you see the following message „Hiba történt: a megnyitni kívánt soros port nem létezik”- meaning: "An error occurred: the serial port you are trying to open does not exist"

Most likely you are trying to use the same serial port on both devices.

This can be a problem because the Proxer12 will get a completely different port via USB than the Proxer22 with a USB-RS485 converter. Therefore, after Proxer12, when you connect Proxer22, the program references a port that no longer exists, an error is displayed, as shown in the following image:



First check what serial port Proxer22 gets, make sure you have entered it correctly.

The easiest way to do this is to monitor the serial ports under the “Ports” and “USB Controllers” tabs in Device Manager. The operator disconnects the already connected Proxer22 from the PC, then one of the serial ports will disappear from one of the mentioned tabs, and if it is reconnected, it will reappear. You will need this missing and then return serial port, this will need to be specified. If you also set a PCS address of 255, you should access the device by all means.

Check that your converter is working properly, maybe we can recommend one that we use.

Procontrol use the following converters:

- 301769 USB to serial converter cable RS485 1.8m
- B40845 RSC-U4C USB / RS485 Converter PoUSB

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