

National Guard

Procedure for Firmware Updating ELK-C1M1 Cell Communicators

Latest Firmware for Verizon units (ELK-NGC1M1LTEV) is ver. 0.1.16
Latest Firmware for AT&T units (ELK-NGC1M1LTEA) is ver. 0.1.7

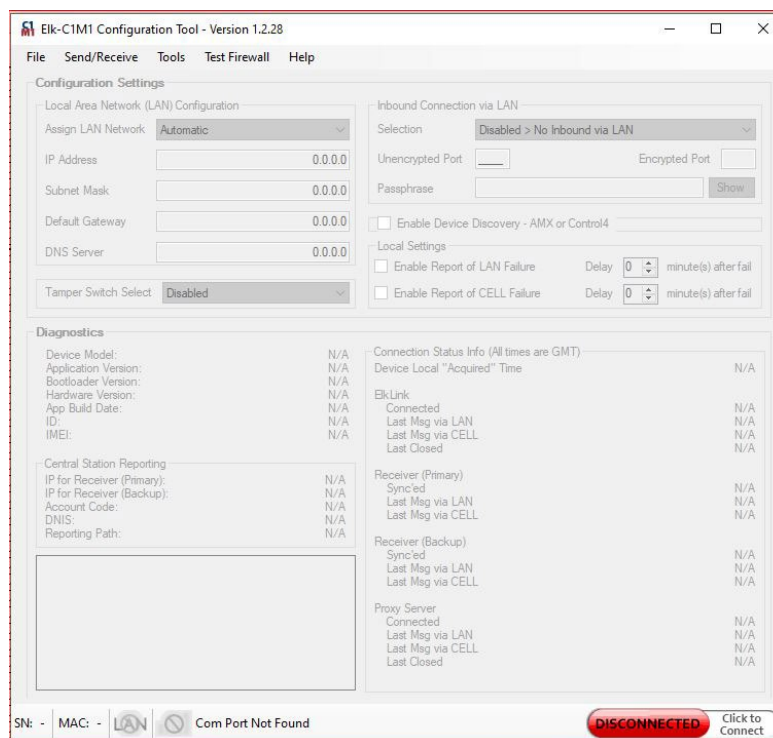
Updating the Firmware in a C1M1 Cell Communicator requires a Laptop or PC, a USB Mini Cable (PN ELK-USBCM), and the C1M1 Configuration Utility software.

The Configuration Utility software may be downloaded from the ARNG-ESS Portal on the Elk Products website. The new Firmware versions as also on this portal as well as a .readme file which provides additional information on installing the configuration utility. Download and save all the necessary files to the following directory C:\Program Files (x86)\Elk Products\C1M1 Config Utility on your computer.

1. Connect the USB to USB Mini B Cable from your laptop or PC to the USB Mini Port located on the bottom of the C1M1. Important: This cable must be connected before launching the Configuration Utility program.

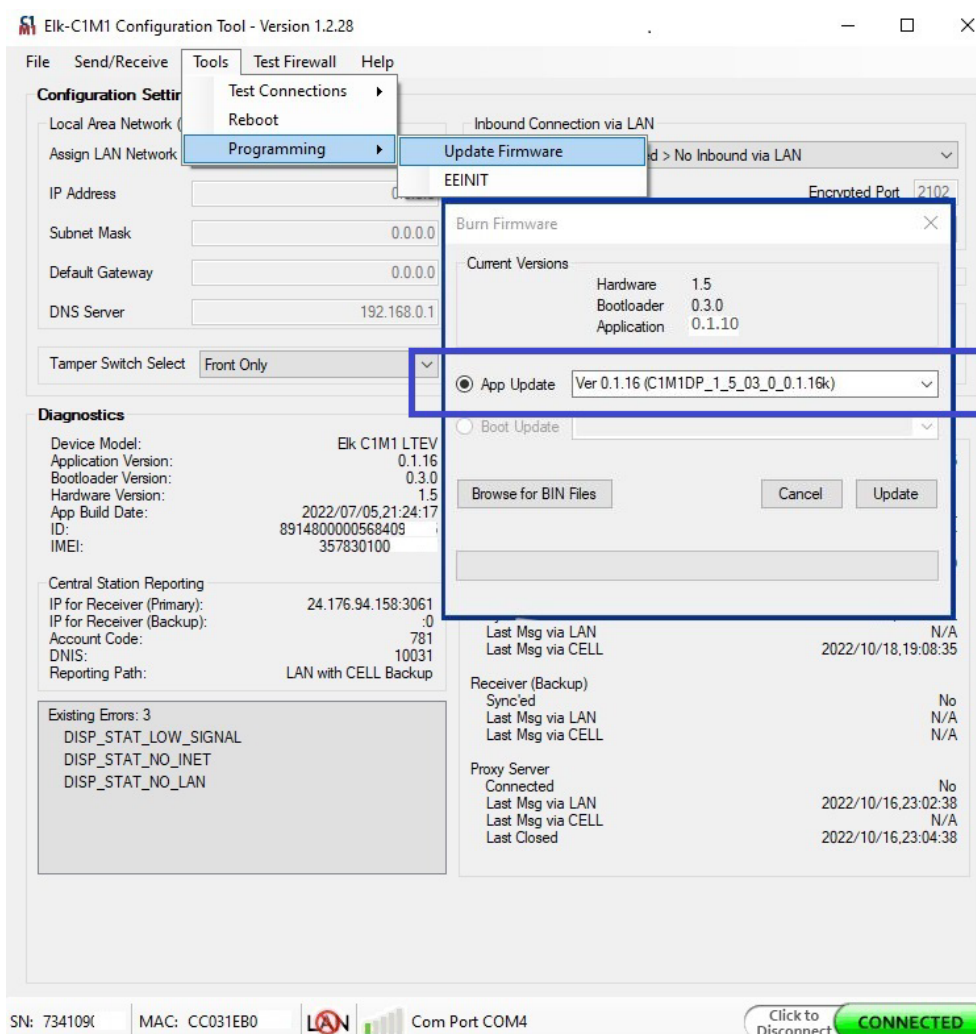


2. Launch the C1M1 Config Utility.



The main screen should look like the above except the Com Port field should display the port number assigned to your USB Mini Cable. If no com port is displayed it may be due to one of three issues. 1) the USB cable is not fully connected to the PC and C1M1, 2) the C1M1 is not powered on, 3) the USB driver on your computer was not found and/or requires a update.

- Place the mouse pointer over the **Click to Connect** button in the lower right margin and click it. This button should turn bright **Green** and change to **Connected** once a connection to the C1M1 is successful.
- Click the word **Tools** in the top menu bar. A dropdown box should appear with 3 options: **Test Connections**, **Reboot**, **Programming**. If the **Programming** option does not appear hold down the **CTRL + ALT** keys and press **P**. The box will close however clicking **Tools** once again should bring it back with all 3 options now shown.
- Click the word **Programming** and an additional box should appear containing the **Update Firmware** option.
- Click **Update Firmware** to reveal a final box titled **Burn Firmware**. The Current Versions of Hardware, Bootloader, and Application (Firmware) will be displayed along with a field in which to choose a new **App Update**.
- The window out to the right of **App Update** may already display the new **BIN File** name of the Firmware version that is applicable to the connected C1M1 model. Be certain to verify the version starts either with **Ver 0.1.16** or **Ver 0.1.7**. If the window does not display the appropriate version it may be necessary to click **Browse for BIN Files** and navigate to the folder **C:\Program Files (x86)\Elk Products\C1M1 Config Utility**.



If unsure which file to use contact ELK Tech Support 1-800-797-9355 M-F, 8-6:45 PM EST for assistance.

- Once the **App Update** window is populated with one of the two FW ver. numbers shown at the top of this document then click button labeled **Update**.

THE UPDATE PROCESS DISPLAY A PROGRESS BAR AND WILL REQUIRE AT LEAST 4 MINUTES.

9. Once the Firmware Update is completed a button labeled Done should appear.
10. Click the Done button.
11. Then click Click to Disconnect button. The button should turn to bright RED
12. Power down the C1M1.
13. Wait at least 30 seconds before re-applying power to the C1M1.
14. After powering up the C1M1 please wait approximately 5 minutes before attempting to perform any tests.

Important: Following a Firmware Update the C1M1 requires time to fully reinitialize and re-obtain all its operating parameters that were erased by the Firmware Update.

15. After waiting 5 minutes it should be OK to begin testing. Use the M1 Keypad Communications Test menu to send a test and then verify with your Central Station that they received the tests.

Congratulations! The Firmware in the C1M1 Communications Device should now be up to date.

NOTE: In the event the CS Communications test is unsuccessful it could be due to a rare instance following a Firmware Update where the C1M1 times out before it connects with the ElkLink Server and obtains its operating parameters. There is a special process which can be used to try and force the C1M1 to reconnect with the ElkLink Server and obtain its operating parameters.

Caution: This process should not be used unless absolutely necessary. If the process is used but the C1M1 still does not succeed after one try DO NOT repeat the process again. Stop and consult Elk Technical Support for further instructions.

Special process for forcing the C1M1 to obtain or refresh its operating parameters from ElkLink after a FW Update.

Remove the Front Cover of the C1M1.

- Visually locate the small push button near the center of the circuit board. This button is used for detecting removal of the front cover (Cover Tamper).
- Using your index finger, quickly press this Tamper button 12 times in steady cadence.
- The lights on the C1M1 should momentarily extinguish and then gradually come back on.
- Replace the Front Cover and wait 5 minutes.
- After 5 minutes try sending a test using the M1 Keypad Communications menu.