Service

This page shows the device firmware version. Provide this information together with firmware version & log files to the service center when your product cannot work properly.

Firmware version:

Item	Description
MCU version	MCU version is for service use only.
Bluetooth module	Show the embedded Bluetooth module firmware version.
Firmware	When updating Firmware, click "Update" to select the firmware file from your PC. Click "Open" to confirm and "Apply" to start firmware updating process. System will reboot automatically when the firmware update is completed. It might take a few minutes. Until the menu ball and toolbar appear again, it's ready for use.
Service data	Log file is used for problem analysis while the product cannot work properly. Export the log file to your PC and send to the service center for further investigation. Totally 3 files would be downloaded. Including device configuration data, service data, and debug log. Log Export the log file to your computer or upload it to the Customer Service Server Description : Export
Restart Device	Allow the administrator to restart the device at remote site via network connection. Make sure the device is not in use or busy before restart. After click on Restart icon, one warning dialog would pop up to ask if you want to continue. Click Confirm to restart. Restart Restart Restart device ✕ ⚠ All operations will be stopped. Please confirm to restart device. Confirm Cancel

NOTICE

Do not shutdown / power off the system during firmware updating. It may cause un-reversible damage on the device.