

Upgrade Ewon through Talk2M

Ewon firmware upgrade

Solution Sheet

SSH-0215-00-EN

Important User Information

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TECHNICAL WRITER	LAST REVISION
HMS BU Ewon – Technical Services	09/02/2022

Upgrade Ewon firmware through Talk2M

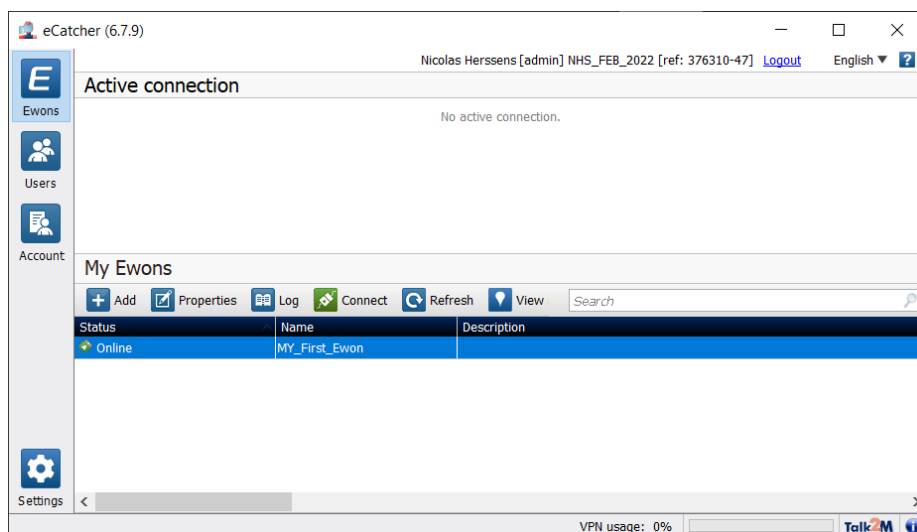
If you need to upgrade the Ewon firmware and you do not have a local access to it, then you can also upgrade the firmware remotely using eCatcher & eBuddy.

NOTE:

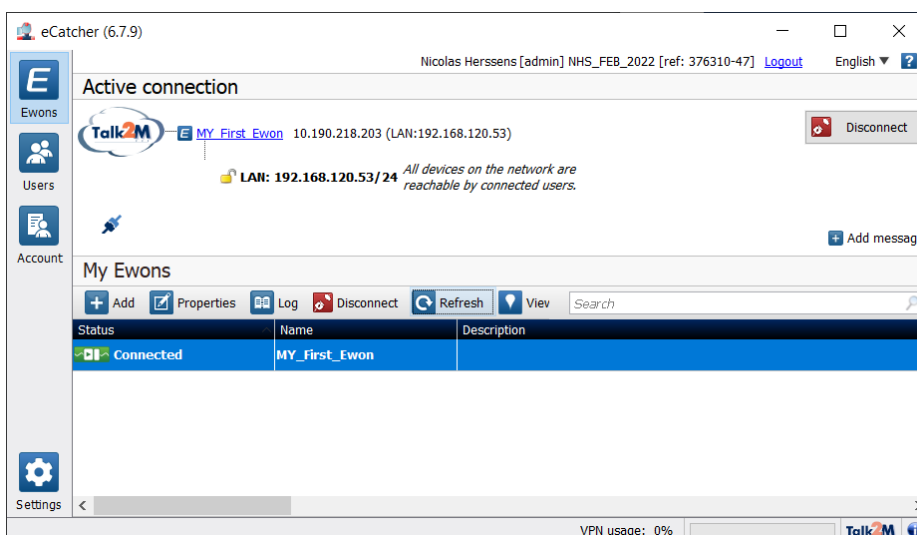
We recommend doing the upgrade at a time when other users will not need remote access to the device and at a time when you are unlikely to experience power or communication disruptions.

Connect to your Ewon device using eCatcher

1. Open eCatcher & connect to your Talk2M account .
2. Select the Ewon device to upgrade and click “Connect”.

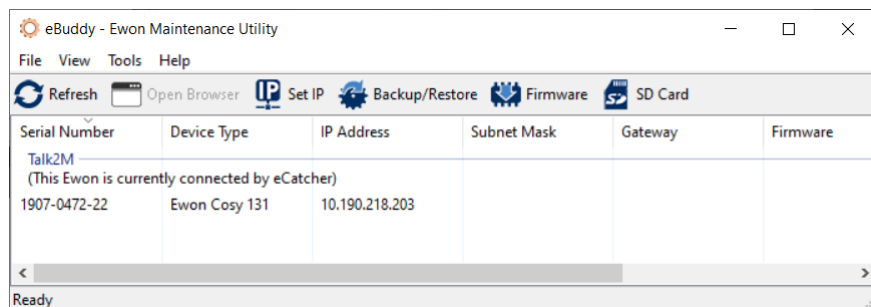


3. Once connected, the Ewon device will be visible in the active connection window.

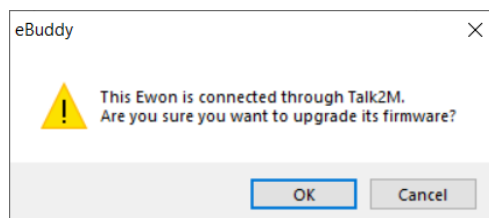


Upgrade your Ewon device using eBuddy

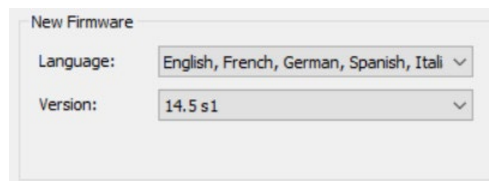
1. Open eBuddy and click “Refresh”.
2. The connected Ewon device will be visible in the Talk2M device section.



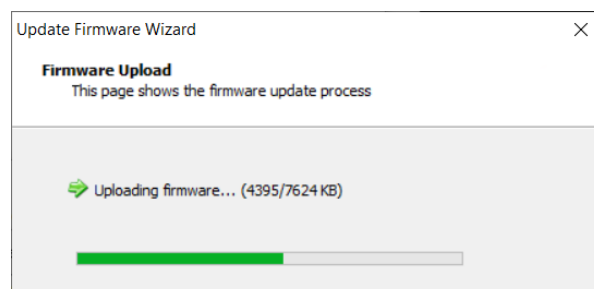
3. Select the Ewon device, then press F3 or browse Tools\Update Firmware.
4. Enter the credential of the Ewon device.
5. A last warning pop-up is displayed as reminder that this operation is done remotely.



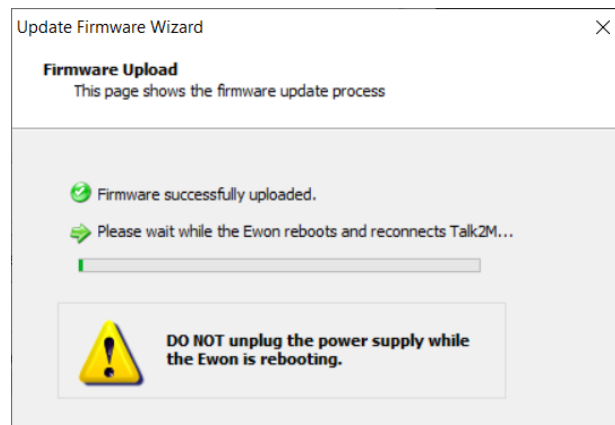
6. Select the firmware version to apply and click next.



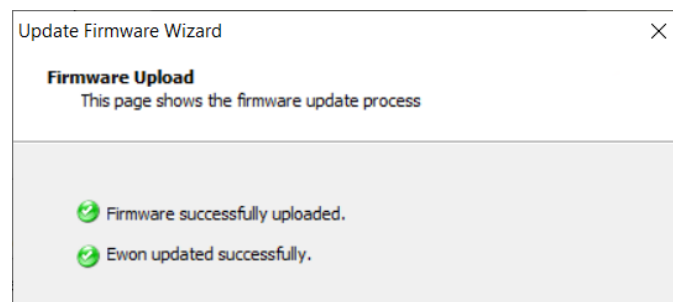
7. eBuddy will now download the firmware file and transfer it to the Ewon device.



8. Once transferred, the firmware upgrade process starts.



9. Due to the remote upgrade process, the Ewon detection can be longer than usual. Default setting and configuration will bring it back automatically in eBuddy.



NOTE:

Slow connection or configuration can impact the automatic return of the Ewon device. In this situation, the upgrade wizard will timeout indicating that the Ewon is not replying anymore.

A new connection to your Ewon device via eCatcher will confirm that the Ewon device is now upgraded.