



4G

# Firmware Update Guidelines



**\*\*ATTENTION\*\***

**It is advised to have a record of stored data before performing a firmware upgrade.  
In the event that the data cannot be recovered the PCB will need to be programmed again.**

As we add additional features and/or fix any bugs over time we will release a new firmware version. This guide will explain how to upgrade your PCB with the newest version.\*

\* The following upgrade process is only available on certain AES GSM PCBs (specific models not included). These include:



- Cellcom Prime 6 (from v73).
- Multicom Lite/ Multi-button Modular (from v1.49).
- Multicom Classic (original firmware).
- Snapcom (original firmware).

By reviewing the complete list of parameters, it will show which version the feature was added so you can compare with your existing system.

(Send the SMS for signal level to the unit to find the firmware version currently installed.)

**PLEASE ENSURE YOU HAVE ALL YOUR DATA BACKED UP IN THE INSTANCE THE DETAILS ARE LOST DURING THIS PROCESS.** This is a precautionary measure as in most cases the data is kept intact after a firmware update.

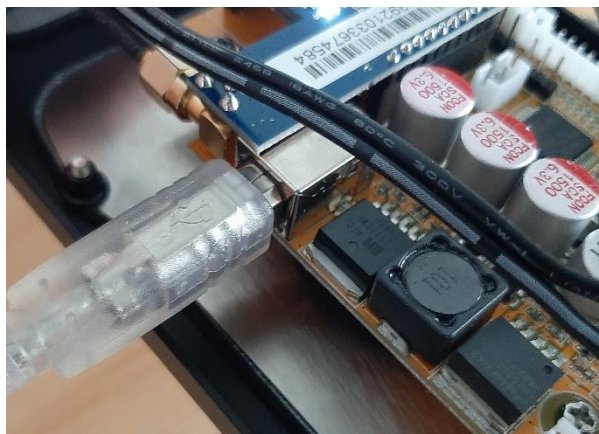
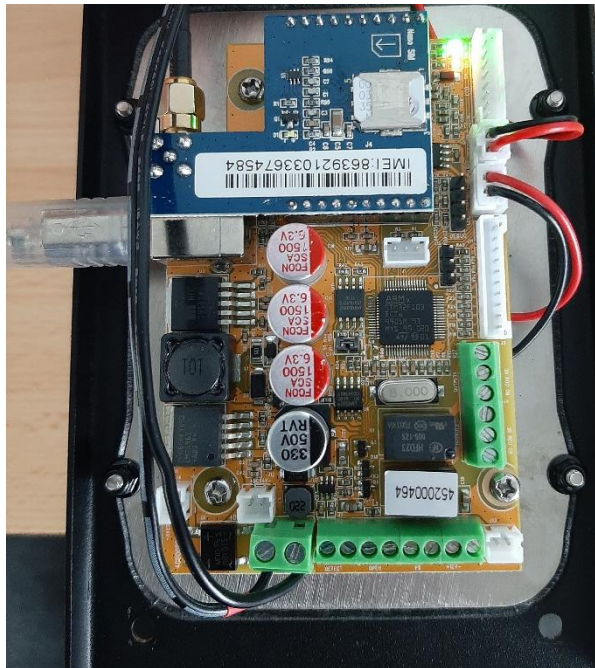
To complete a firmware upgrade, you will need:

<p>Upgrade Cable (USB B-type Cable)</p>	<p>Windows Laptop/PC (Windows 10 or later). (USB connection required) (Firmware Burner PC Program, New Firmware File)</p>
	

## Step 1: Connect

- (a) Connect USB B-type cable to Windows PC/laptop (Windows 10 or later).
- (b) Connect USB cable to port as shown below. (This can be done while the unit is powered on).

**\*\* The intercom will need to be powered on and connected to the cellular network before upgrading can begin.\*\***



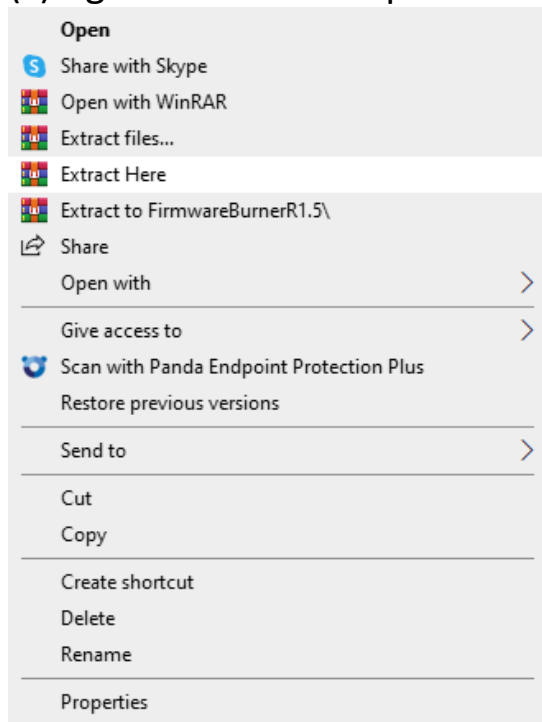
**\*\* Images are for illustration purposes only.\*\***

## Step 2: Download

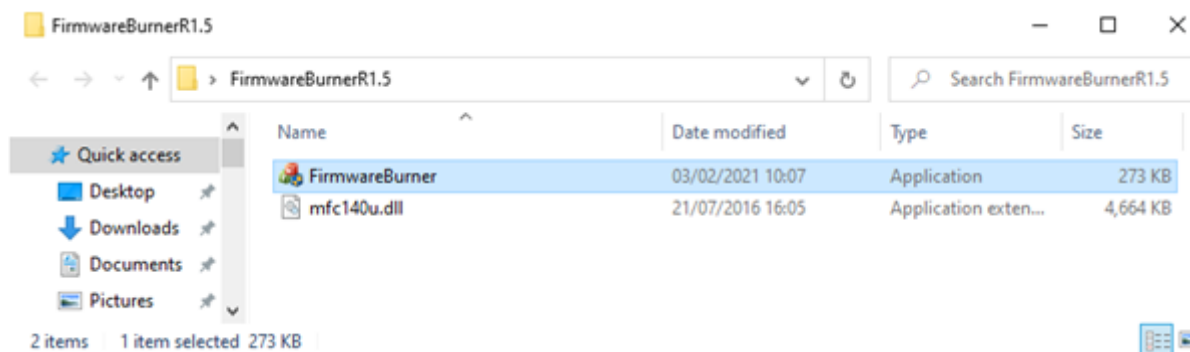
(a) Download the 4G Upgrade Tool from the AES Global website. Found here:  
<https://www.aesglobalonline.com/gsm-resources>

(b) Save the zip file to a location of your choice.

(c) Right click on the zip file and click 'Extract Here'.



(d) Click on the extracted folder 'FirmwareBurnerR1.5', then the Application file.



(e) (Allow the app to 'make changes to your device', when prompted.)

## Step 3: Upgrade

(a) 4G Upgrade Tool will load as shown below.

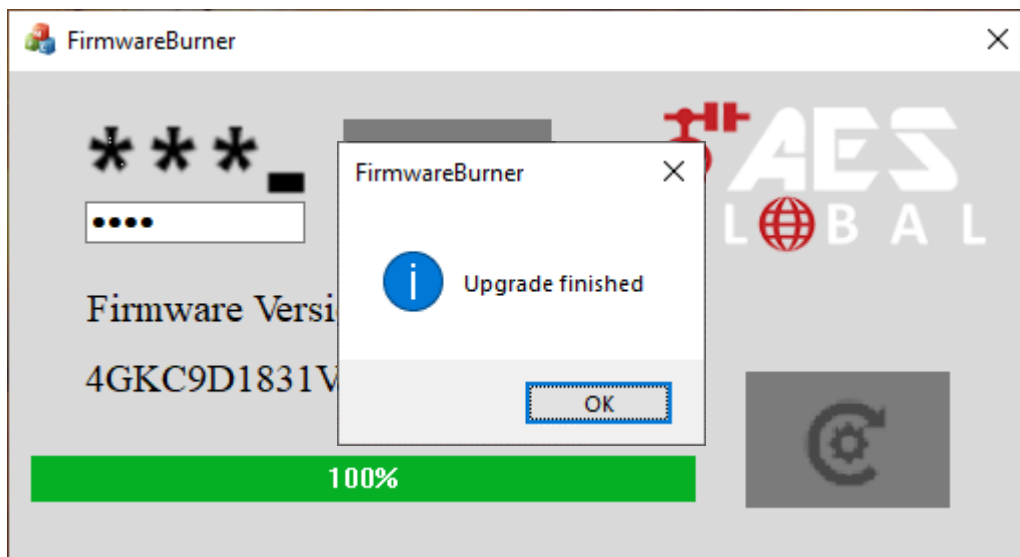
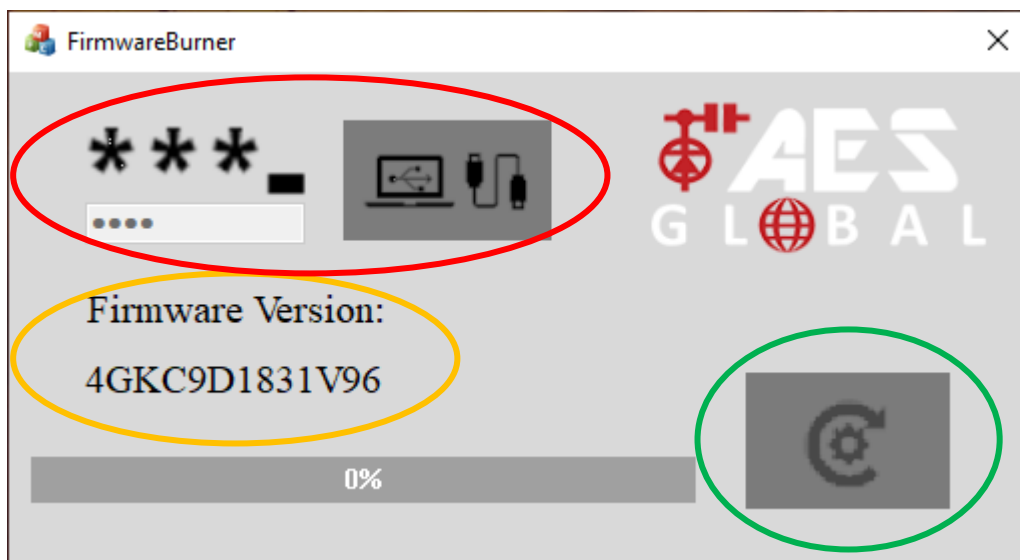
(A1) Enter the 4 digit Programming Passcode (Prime and Snapcom)/ 4 digit Engineers Code (Multicom) and click 'Connect'.

Check the latest firmware version on the board.

**\*\*Note: Only available to view on most recent firmware's only.\*\***

(A2) Click 'Flash', locate the firmware file (bin format), and wait for the upgrade to complete.

(A3) Close the 4G Upgrade Tool and remove the USB lead from the board.



**\*\*Default Programming Passcode/ Engineers Code is 9999.\*\***

Tip: After PCB reconnects to network, reopen Upgrade Tool, Connect and check new firmware version.\*\*

OR

Send the SMS for signal level to the unit to find the firmware version now installed. (\*20#)

Depending on the version of firmware you are updating from, the data that was previously on the PCB may be removed. If this happens you can recall the data by sending:

- \*99# (Cellcom Prime/ Snapcom).
- 5555\*99# (Multicom).

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