



Important Upgrade Instructions

WARNING: Failure to follow the upgrade instructions below may render your EZPlatform unusable.

1. Check the firmware version that your EZPlatform currently has. The firmware version can be found in the home page (System Information → General) of the web configuration interface, under the 'Firmware' section. If your EZPlatform has firmware 1.0.5.0 or higher, you may safely ignore this document and proceed directly to upgrade the firmware in your device.
2. If the firmware version in your EZPlatform is lower than 1.0.5.0 (e.g.: 1.0.4.0), you need to upgrade to the Transitional Firmware first before upgrading to 1.0.5.0 or higher version.
3. Upgrade your EZPlatform to the Transitional Firmware. To do this, log in to the web configuration interface of your EZPlatform and go to Administration → Firmware Upgrade. Click on the 'Browse...' button and choose the file named 'transitional_firmware.bin', which is located inside the folder 'firmware_files'. The 'firmware_files' folder is in the same directory where you obtained this document.
4. Follow the instructions in the web configuration interface. When the upgrade to the Transitional Firmware is complete, the EZPlatform will reboot automatically.
5. Log in to the to the web configuration interface again, using the same IP address as before. Click on the 'Browse...' button and choose any firmware version you would like to upgrade to and then follow the instructions on the web configuration interface.

Frequently Asked Questions

- **What is the Transitional Firmware? Why do I need it?**

Firmware 1.0.4.0 or lower cannot be upgraded directly to 1.0.5.0 or higher because of a software design optimization made in version 1.0.5.0 onwards. In order to bridge this difference in design the Transitional Firmware is needed. The only purpose and capability of the Transitional Firmware is to perform a firmware upgrade to 1.0.5.0 or higher. It is not meant to be used for networking applications of any kind.
- **What will happen if I upgrade from 1.0.4.0 (or lower) to 1.0.5.0 (or higher) without first upgrading to the Transitional Firmware?**

The flash memory of the EZPlatform will be corrupted and the EZPlatform will not be able to boot up, rendering the device unusable.
- **I accidentally forgot to use the Transitional Firmware. My EZPlatform is now unusable. What can I do?**

Please visit <http://teletronics.com/RMA.html> to request and RMA number and be ready to ship the non-working unit to us for repair.
- **After I successfully upgraded to 1.0.5.0 (or later), will I need to use the Transitional Firmware again for future upgrades?**

No, the Transitional Firmware is not needed anymore after successful upgrade to 1.0.5.0 or higher and you may safely upgrade to any firmware version directly.
- **If I have 1.0.5.0 or higher in my EZPlatform and I want to downgrade to 1.0.4.0 or lower. Do I need to use the Transitional Firmware?**

No, you can downgrade to 1.0.4.0 or lower directly.
- **How can I contact Technical Support if I need help?**

E-mail: support@teletronics.com
Telephone: 1-301-309-8500
Fax: 1-301-309-8851
Postal Mail: Teletronics International, 2 Choke Cherry Rd, Suite 100, Rockville, MD 20850, USA.