

Hyperion EOS firmware update



This guide will take you through the process of updating firmware on your Hyperion charger. Please read this document completely so you understand the process and it's inherited risks before you proceed with updating your charger.

Risk and responsibility

Hyperion has worked hard with including fail-safe methods in the firmware update functionality, this is to prevent that you end up with a “bricked” charger, i.e. inoperable charger due to a failed load of firmware.

If your charger already has firmware 4.3 or later you do have this new functionality which will allow you to recover in case of a failed load.

If your charger is running 3.9 or earlier firmware you need to be EXTRA careful.

Chargers which are made inoperable due to firmware updates by users are NOT covered by warranty replacement policy.

Chargers which has been taken out of production cannot be replaced.

If you do not take the responsibility for this please do not continue with the update, note that firmware updates are not required, they are optional to add functionality to the charger.

If you want help with the update please contact your local dealer and they will help you, they might charge a labor fee plus charges for the shipping.

If you have 3.9 or earlier its CRITICAL that you follow these steps. (they do apply to everyone)

Desktop vs. Laptop: A laptop with battery installed and charged, but still connected to AC outlet power, is preferable to a desktop since the laptop battery will serve as a backup in case of power failure.

The Weather: Don't attempt to do a firmware update during thunder or lightning, or any other time when AC power is likely to fail. Likewise, be careful that the power supply to your home is not overloaded with too many air conditioners or other high-demand appliances on at the same time. You don't want to trip the main breaker!

Power Supply: The best choice is a fully charged automotive or deep-cycle battery, as it is not subject to AC power failures, You can also use a LIPO battery as long as it's within the chargers input voltage specification.

About USB Ports: Not all USB ports are created equal, even on the same PC. Your USB port should support USB spec 2.0. If you fail with one port, UNINSTALL the driver program, connect to a different port (say, at back of the laptop rather than front) then re-install the driver software and try again. Some ports have lower power rating and won't work. Also, do NOT attach the USB adapter to a “USB Hub”; attach it directly to the port.

Requirements

Supported PC and OS:

At this time the firmware update application has been tested with Windows XP and Vista, Win7 32-bit. 64-bit OS (XP, Vista, Win7) also work, with the proper USB driver loaded.

Any updateable Hyperion charger with hardware version 3 or higher has built-in USB and cable included in the box. (example 0720i-NET3, 0615i-DUO3, 0720i-SDUO3, etc).

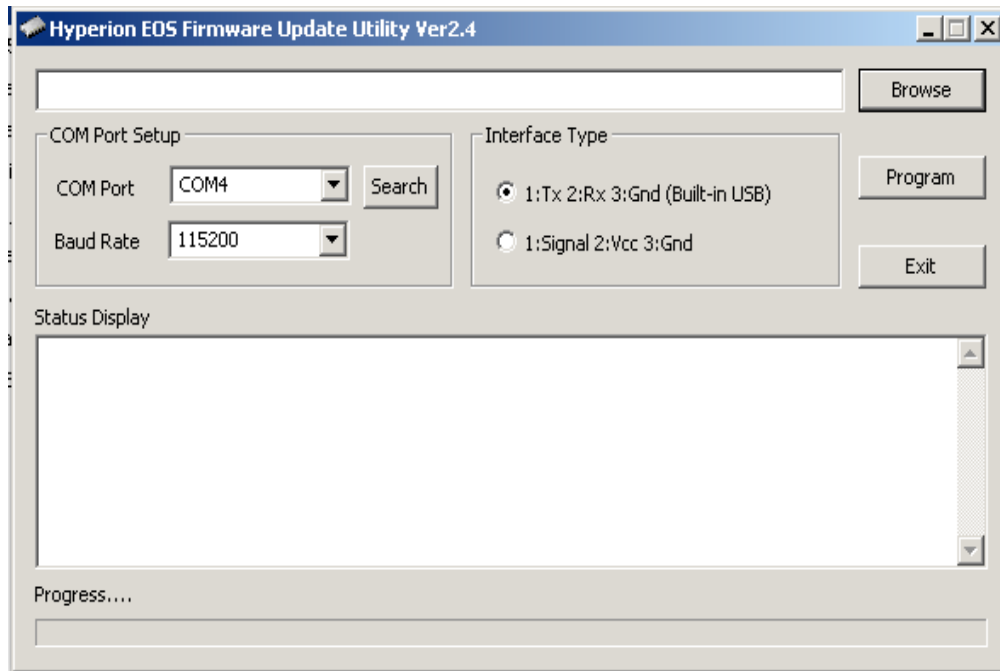
Previous version NET and DUO chargers (0610iDUO, 0610iNET, 0610iDUO2, 0720iNET) require the USB adapter shown left, to interface between the charger and PC (part number HP-TI-PR-GUSB). This adapter is also used for programming Hyperion TITAN speed controllers via PC, and to connect Hyperion Emeter v1 to PC. In addition to the pictured USB adapter, a simple adapter/extension harness is needed. (part # HP-EOS06-PCCBL). (note: the small adapter shown front/right in the picture is for Emeter v1)

ALL upgradable chargers (including hardware series 3 chargers) require a windows driver to be loaded for the USB adapter.

[CLICK HERE FOR INSTRUCTIONS ON TI-PRGUSB DRIVER DOWNLOAD AND INSTALLATION](#)

Do note, depending on which update you did, it might clear out your memory settings, if you want to have a backup, use the EOS Control & Data Suite PRIOR to updating your charger to save the complete memory banks to file.

Update process

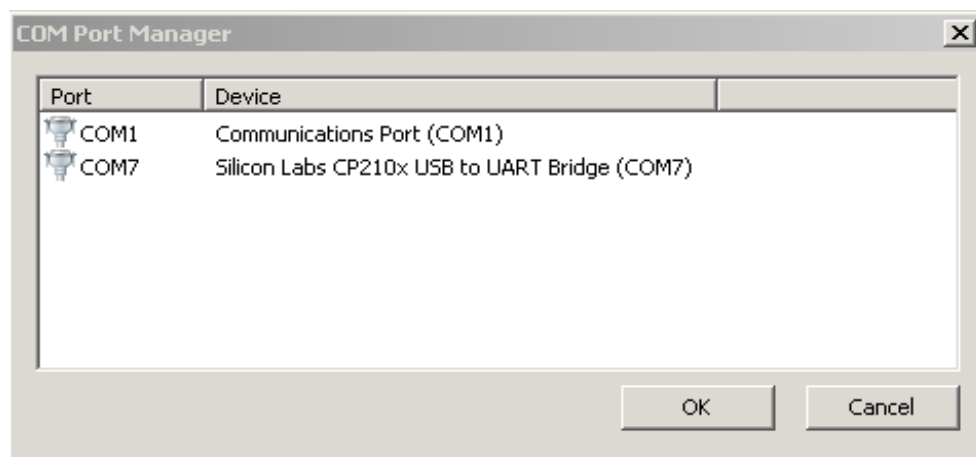


If you have multiple chargers, only connect **ONE CHARGER AT THE TIME**.

Start with downloading the correct firmware package for YOUR charger, please note that there is different versions out there, for sample loading a DUO615+ firmware on a DUO615 charger will not work.

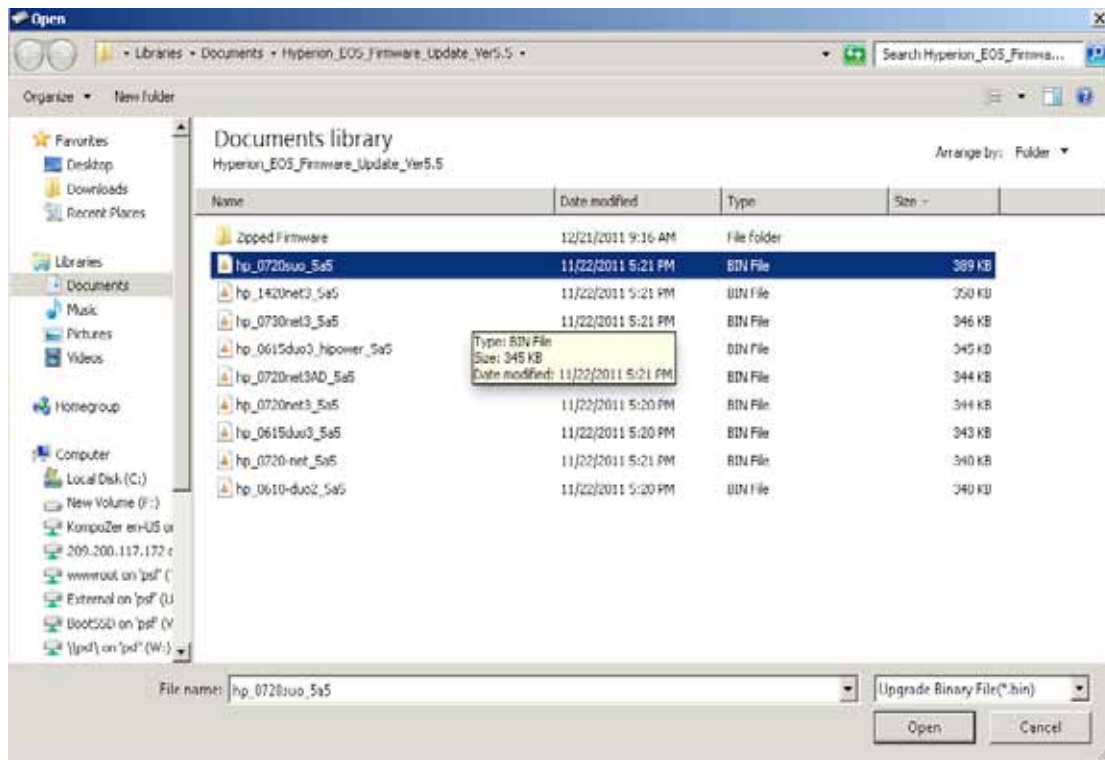
When you have downloaded your package, unzip it and run the EOS_FW_UP_24.exe program, it will look like the picture above.

Now press the SEARCH button (next to COM Port), you will see something like this:

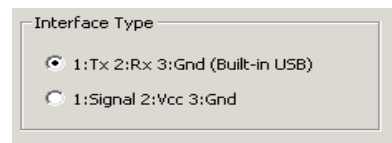


Select the one named "Silicon Labs CP210x USB to UART Bridge (COMx)" and press OK you might have multiple of this one, then please disconnect any other USB items than the actual charger if you are uncertain which one is the charger.

Now press the BROWSE button and browse to the firmware file for your charger (*.bin file)



Note that the interface type is nothing you need to change, it should be left at setting 1



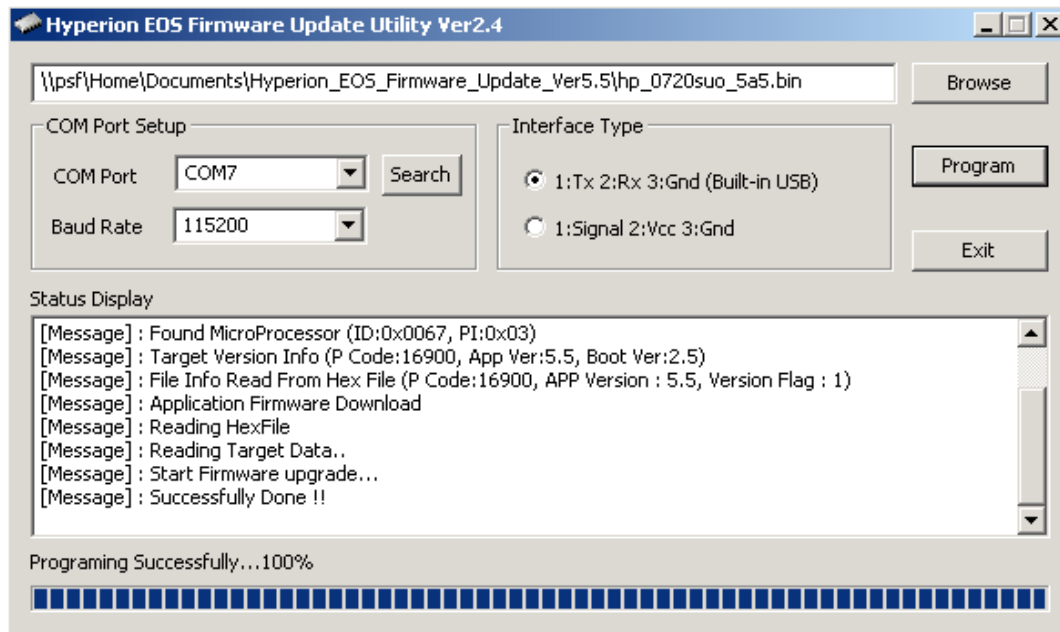
Now power the charger and make sure it's correctly running.
Then press PROGRAM button on the screen, the charger should now reboot automatically and the upgrade process should start.

Note 1: If you have older firmware on your charger, it might ask you to update BOOTLOADER, press YES if so.

Note 2: If you have an older firmware that does not support Reboot (pre 4.3), You have to MANUALLY reboot the charger before the firmware upgrade has timed out to trigger the update .

Note 3: If you for some reason have selected the wrong firmware, a warning will be shown that you are trying to load a different models firmware press NO and select correct firmware.

Success



An successful update looks like the picture above, the charger will reboot automatically after a successful update.

Do note, depending on which update you did, it might clear out your memory settings.

The new update might also have added new functions so make sure you look through all your settings before you commence charging on your updated charger.

You can now close the program or choose to update other chargers you have.

In case of failure

Cannot find any SiLabs port in Search window

Check that you have driver loaded for the charger, install the latest version of the SiLabs driver which you can find the link on the Hyperion download page or by pressing [here](#).

Nothing happens when I press Program

First of all, Do your charger have 4.3 or later firmware? If not you might to manually re-power the charger, so Press Program, then power the charger.

- a) Check that you have selected correct port.
- b) Make sure you have no other USB program that might interfere, Nokia & Sony Ericsson phone suites are notorious on "taking control" over USB items.
- c) Try another USB Cable
- d) Try another USB port

Oops!, I loaded the wrong firmware

I got the warning, but I pressed YES and loaded the wrong firmware for my charger.
The charger now only beep on power up.

Re-do the update with correct firmware, but you have to MANUALLY power the charger after you press Program, you WILL get an warning that you are trying to load another firmware than the one present on the charger, press YES on this warning.

It crashed!

Even though, I made to my best effort to prevent it, the computer or charger stopped during the middle of the update

If you had firmware 4.3 or later previously.

Re-do the update with correct firmware, but you have to MANUALLY power the charger after you press Program, you WILL get an warning that you are trying to load another firmware than the one present on the charger, press YES on this warning.

If you had firmware 3.9 or earlier previously.

You can TRY the same step as described above, but no guarantee if it works.

As described in chapter Risk and responsibilities, you can have killed your charger with no way of repair. Hyperion can offer you a replacement charger for a rebated price, please contact your local dealer and explain the situation.