

Ref: PBG0204B

31 January 2018

New 850EMT V1.44 Firmware Prevents Licensing Problem & Crash

A new firmware version for the 850EMT Engineering Management Tool has been released that prevents a licensing problem developing that prevents access to the tool.

It is recommended that all 850EMT units running the original V1.40 firmware release, and those running the V1.42 and V1.43 releases be updated to V1.44 as soon as possible.

Failure to do this may mean that users are locked out of the 850EMT tool and that it must be returned to Technical Services at Johnson Controls – Global Fire Detection Products for repair.

Note that V1.42 was originally released to correct this issue, but was soon withdrawn as it introduced a crash when using the SESSION PROGRAM command.

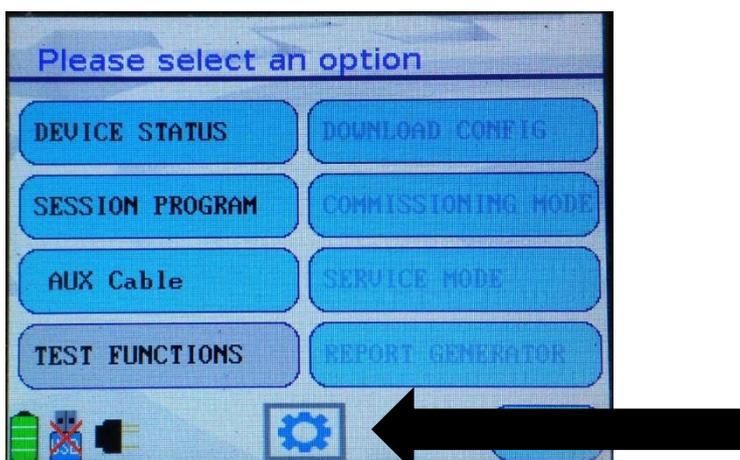
An issue was then discovered with V1.43 where the CHANGE TONES command used for the AV Base and Symphoni devices would display corrupted text.

850EMT units with either of these software versions should be upgraded to V1.44 to avoid these issues.

Checking The Installed Firmware Version

To check the current firmware version follow these steps:

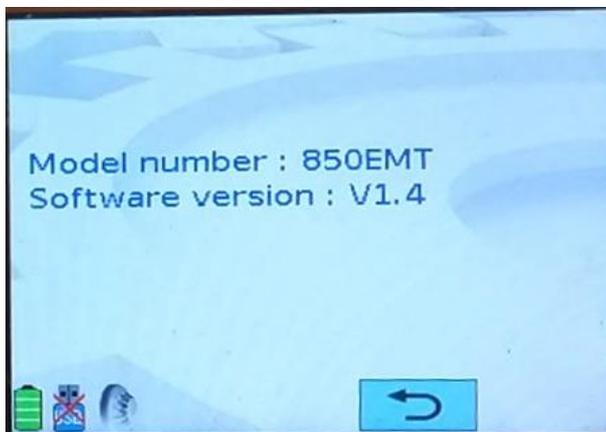
1. At the home screen touch the cog icon:



2. On the next screen touch 'ABOUT 850EMT':



3. A screen should then come up showing the version number of the firmware installed on the 850EMT unit:



The software version should be '1.44' or later. If it is 'V1.4' like that shown in the picture above, or V1.42 or V1.43 then proceed to update the firmware.

Updating the 850EMT Firmware

850EMT Firmware V1.44 (SF0508) (or later) is available from the Resources/Downloads ANZ section of the public area of the Fireplace at <http://www.vigilant-fire.com.au>

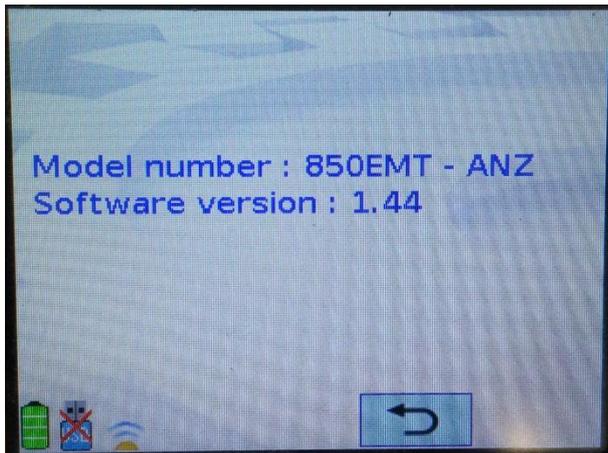
Download the file and copy it to a USB memory stick. Do not rename the file or attempt to decompress it. The file should be the only file stored on the USB stick.

The USB stick file system should be FAT32 – the 850EMT will not recognise the exFAT format. Re-format or use a smaller capacity stick if necessary.

Place the USB stick into the USB socket of the 850EMT. Turn the 850EMT on. It will recognise the new firmware and write it to the unit's internal memory. On completion the screen will show **Application copied from USB** along with **Start new App...** for a few seconds.

Re-check the version installed as described in the section 'Checking Installed Firmware Version' above.

As shown below, the software version should be 1.44 (or higher):

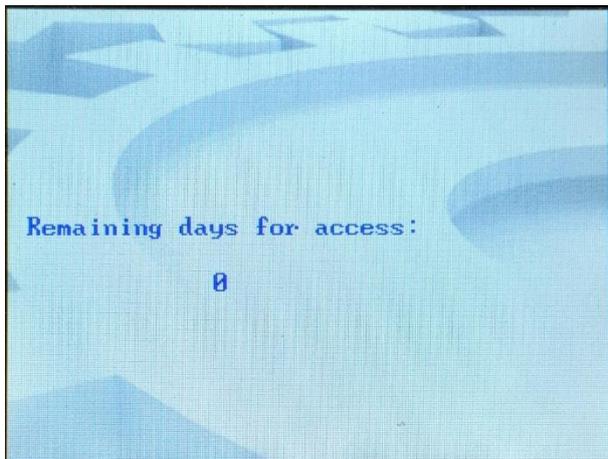


The model number should end in '- ANZ'. If it does **not** then the unit has lost its Australia / New Zealand market programming and will likely exhibit the licensing problem in the future.

Such units should be returned for repair as described in the section '850EMT Units Already Exhibiting the Licensing Problem' below.

850EMT Units Already Exhibiting the Licensing Problem

850EMT units that have the licensing problem will display a screen at start-up with the 'Remaining days for access':



If the remaining days is zero, then a second screen will be shown afterwards. It is not possible to progress past this second screen:



If the days remaining is greater than zero at the moment, then eventually it will reach zero and you will be locked out of the 850EMT unit.

The firmware update itself will not fix these units and restore access. These units must be returned to Technical Services at Johnson Controls – Global Fire Detection Products for re-programming:

Australia:

Fire Detection – Technical Services
Johnson Controls
38 South Street
Rydalmere
NSW 2116

Phone: 1300 552 559

New Zealand:

Technical Services
Johnson Controls
17 Mary Muller Drive
Hillsborough
Christchurch 8022

Phone: 03 389 5096

Please include return details inside the shipment, so the unit can be returned to the sender.