

PIC Manual - Installation

## Spire 1.1 USB Update and Troubleshooting Guide

Version 2.0 - September 4, 2018

### 1. Go to the update screen



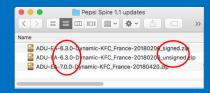
From the menu, touch the four corners in the order **1-2-3-4**.

### 2. Check the System version



The System version is the last item on the update screen.

### 3. Get the correct update



If you have System version 6.2.2 or earlier:

→ **6.3.0 unsigned** update.

If you have System version 6.3.0 or later:

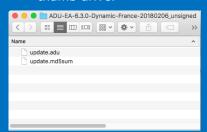
- → **6.3.0 signed** update or
- → **7.0.0** or later update

### **WARNING**

Do not install a 5.2.0 update onto a Spire running System version 6.2.2. This will disable your Spire.

### 4. Extract files and copy them to a USB drive

- Extract update.adu and update.md5sum from the downloaded update.
- Copy both files onto a USB thumb drive.



The files must be in the root directory of the USB drive (i.e. not in a folder), and the USB drive should contain no other files or directories.

The USB drive must be formatted with the FAT file system.

### 5. Insert the USB drive



Insert the USB drive containing the files **update.adu** and **update.md5sum**, wait 5-10 seconds and press **OK**.

### 6. USB drive not found



If you get an error message, wait a few seconds for the system to detect the inserted USB drive and then press **OK**.



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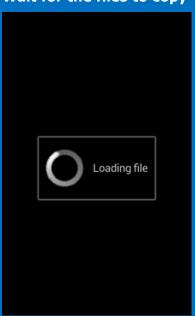
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### 7. Update firmware



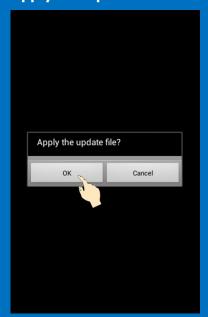
When the USB drive is detected, press **OK** to copy the update files to the Spire.

### 8. Wait for the files to copy



Wait for the update files to finish copying.

### 9. Apply the update



When the update files finish copying, press **OK** to update your Spire.

### 10. Remove the USB drive



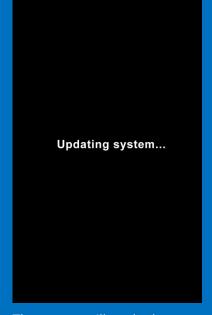
Remove the USB drive from the USB port and press **OK**.

#### 11. Power off



The system will shut down and reboot.

### 12. Updating system...



The system will apply the update and reboot again.

<u>WARNING</u>: Do not disconnect the power while the system is updating. This can damage your control board.



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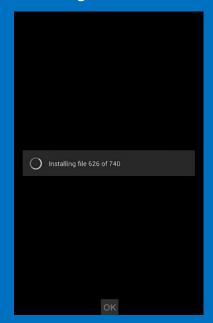
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### 13. Installing software...



After reboot, wait for the system to install the software.

### 14. Installing files...



Wait for the system to install resource files.

### 15. Installation complete



When the installation finishes, press **OK** to configure your new software.

### 16. Set time and date



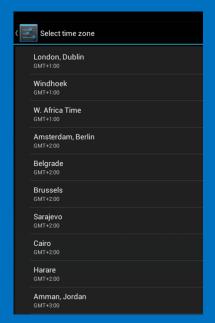
Select the top row to set the time, date and time zone.

### 17. Set time zone



Press **Select Time Zone** and then press **OK**.

### 18. Select correct time zone



Select the correct time zone and press **OK**.



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### 19. Save and go forward



When finished, press **Save and go forward**.

### 20. Confirm settings



Ensure that the time zone is correct, then press **Confirm**.

### 21. Update complete



Your Spire 1.1 USB update is complete.

Having difficulty? See our Troubleshooting section on the next page.



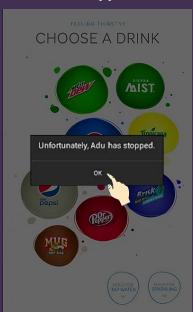
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### Spire 1.1 software troubleshooting

### "Adu has stopped" error

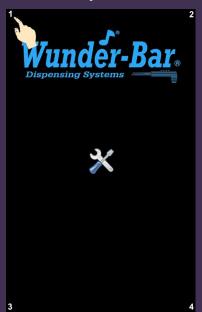


Press **OK** to remove the error message.

- If the error message reappears, press **OK** again. Repeat until the cross tools screen appears.
- Go to Step 2 on this page.

If you are unable to access the cross tools screen, please contact your Wunder-Bar representative.

### 2. Go to the update screen



#### From the cross tools screen:

- Touch the four corners in the order 1-2-3-4 to access the update screen.
- Go to **Step 3** on <u>this page</u>.

### 3. Insert the USB drive



### From the **update screen**:

- Insert the USB drive containing update.adu and update.md5sum (see Page 1 for details).
- Wait 5-10 seconds.
- Press **OK**.

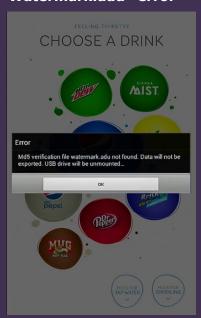


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#### "Watermark.adu" error

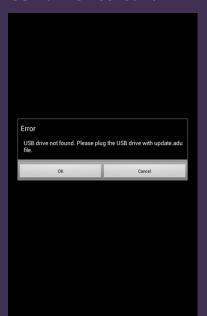


This error occurs when you insert a USB drive before first activating the update screen.

- Press **OK** to return to the menu.
- Then use the four corners sequence to access the update screen (see Step 1 on Page 1 above).

If you are inserting a USB drive in order to extract pouring data, please contact your Wunder-Bar representative for the verification file.

### "USB drive not found"



If the **USB drive not found** error occurs even after waiting 5-10 seconds:

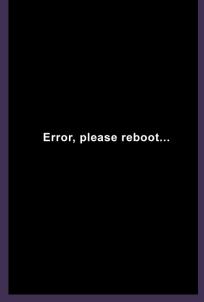
- Try reinserting the USB drive, waiting a bit longer, and/or pressing **OK** repeatedly.
- Try powering off the Spire
   1.1 unit and then powering it on again.

If the problem persists, the USB drive may be incompatible with the Spire unit's current U-boot parameters. Try using a different USB drive, in particular:

- an older USB drive, or
- a higher-quality USB drive (Kingston DataTraveler SE9 16GB or similar).

If this does not resolve the issue, contact your Wunder-Bar representative.

### "Error, please reboot..."



If you are installing a **6.3.0** unsigned update:

Install the corresponding 6.3.0 signed update.

If you are installing a **6.3.0** signed update:

Install the corresponding 6.3.0 unsigned update.

If you are installing a 7.0.0 or later update:

- First install a 6.3.0 unsigned update,
- Then install the 7.0.0 or later update.



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### "6x\_bootscript not found"

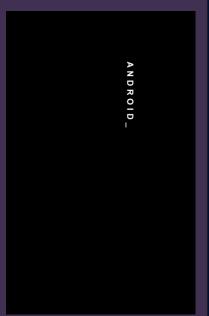
6x\_bootscript not found
Contact Winder-Bar technical support.
no block devices found
=>

The error indicates that the Spire cannot read the Micro SD card on the controller board.

- Remove the Micro SD card by pressing until it clicks and then sliding it out of its slot.
- Re-insert the Micro SD card by sliding it into its slot until it clicks into place.

If the problem persists, please contact your Wunder-Bar representative for a new Micro SD card.

### "ANDROID" error



The error occurs when a system 5.2.0 or earlier update is installed onto a Spire running System version 6.2.2.

There is no way to recover from this error. Please contact your Wunder-Bar representative for a new Micro SD card.