

Technical Bulletin

Serial Number Effective: R0806001

Date: 8/15/2019

Product Line: Merlin elite Pro

Subject: Quality of Life & Stability Improvements

Software Version: 01.02.197

Change Description:

The goal of this release is to improve reliability for Merlin elite Pro by providing some quality of life improvements. This update adds a feature to the Merlin elite Pro Software Updater tool to allow the user to field update their OCR Camera Firmware. It also adds numerous stability improvements.

Improvement #1 – Noticeable decrease in the number of intermittent issues with the OCR camera. If your unit has an R03XXXXX Serial Number or later this will improve the products overall reliability and sets the stage to allow us to improve OCR camera performance and features in the future.

Improvement #2 – This release also resolves the Focus Lock/Auto-Focus console shortcut bug. The focus lock console shortcut combination will now toggle the Focus Lock on or off reliably again.

Improvement #3 – Translation improvements with Norwegian games menu localization & Japanese table mode.

Improvement #4 – Non-English Language Users will be able to play the Simon Memory game now!

Improvement #5 – Improves Standby/Resume reliability on Merlin elite Pro and should resolve many of the issues some users are facing coming out of Standby where unit would reboot or become stuck.

Improvement #6 – Settings Menu items have been consolidated to make Settings navigation easier, requiring fewer total pages while retaining the same options.

Improvement #7 – Enhanced system performance and responsiveness in the system menus.

Sincerely,

Ted O'Connor

Software Quality Assurance

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Step 1: Visit <https://www.enhancedvision.com/support/software/merlin-elite-pro.html>

The version 01.02.197 Update requires you to download six files:

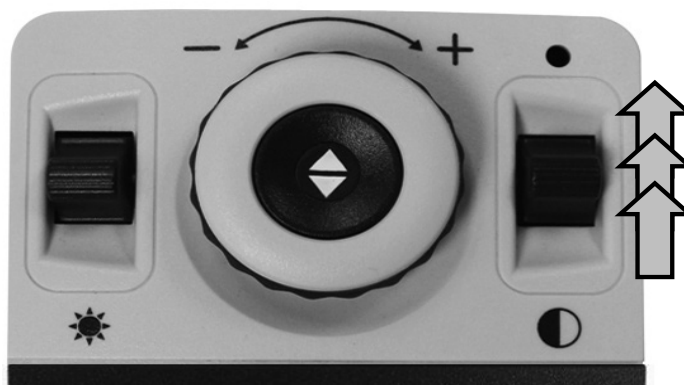
- Application Update- Merlin Pro-Application-01.02.197.zip
- Camera Update- Merlin Pro-Camera Firmware-01.02.197.zip
- I/O Update- Merlin Pro-I/O Firmware-01.02.197.zip
- Front Panel Update- Merlin Pro-FP Firmware-01.02.197.zip
- Voice Files Update- Merlin Pro-Voice Files-01.02.197.zip
- OCR Update- Merlin-Pro-OCR-Firmware-01.02.197.zip

**Note-As a convenience if you have updated your voice files package on any prior Merlin elite Pro Software update, the Voice Files Update is not necessary and can be omitted to save time due to the large size of the file. If you have any issues, including loss of voice files you can add the package and repeat the steps in this guide per instructions.*

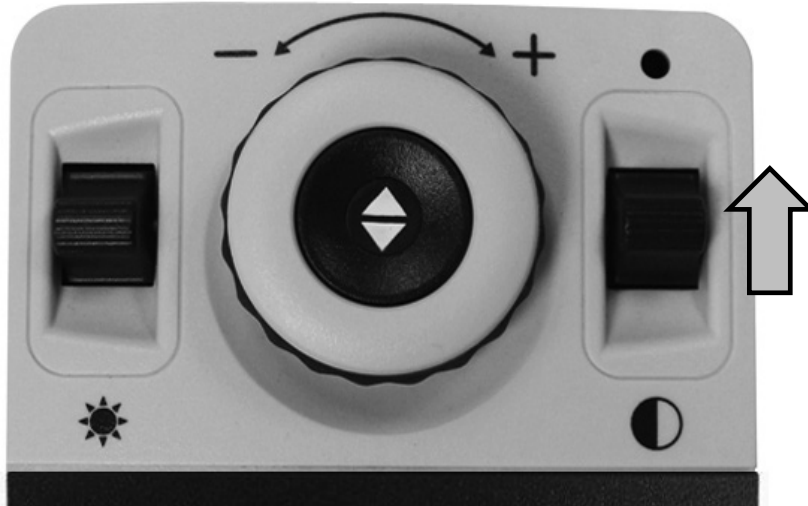
Step 2: Connect your USB Flash drive to your computer and download and extract the zip file contents of the files to the USB Flash Drive: Namely 'Installer', 'Camera Board', 'I/O', 'Front Panel', 'OCR Camera' and 'Voices'. Safely remove the USB Drive from your computer and then connect it to one of the open ports on your Merlin elite Pro Hub along with the Merlin elite Pro Control Console and then connect the Hub to the USB Port on the rear of the Merlin.



Step 3: Ensure that your Merlin elite Pro is powered OFF and then power device ON. After you see the Merlin elite Pro Logo on boot up and this screen disappears you should begin pumping the "Mode Up" button on your control console.

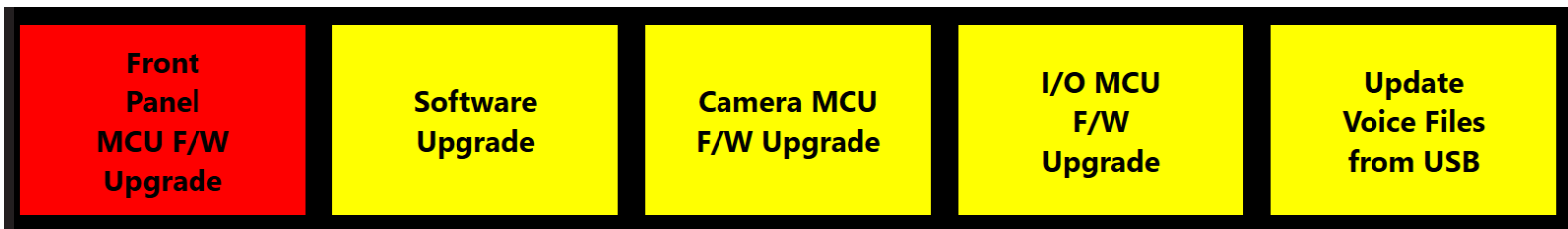


Step 4: When you hear a system “Chime” sound switch from a pumping motion to a continuous hold of the “Mode Up” button. (Essentially press it forward until device powers on fully).



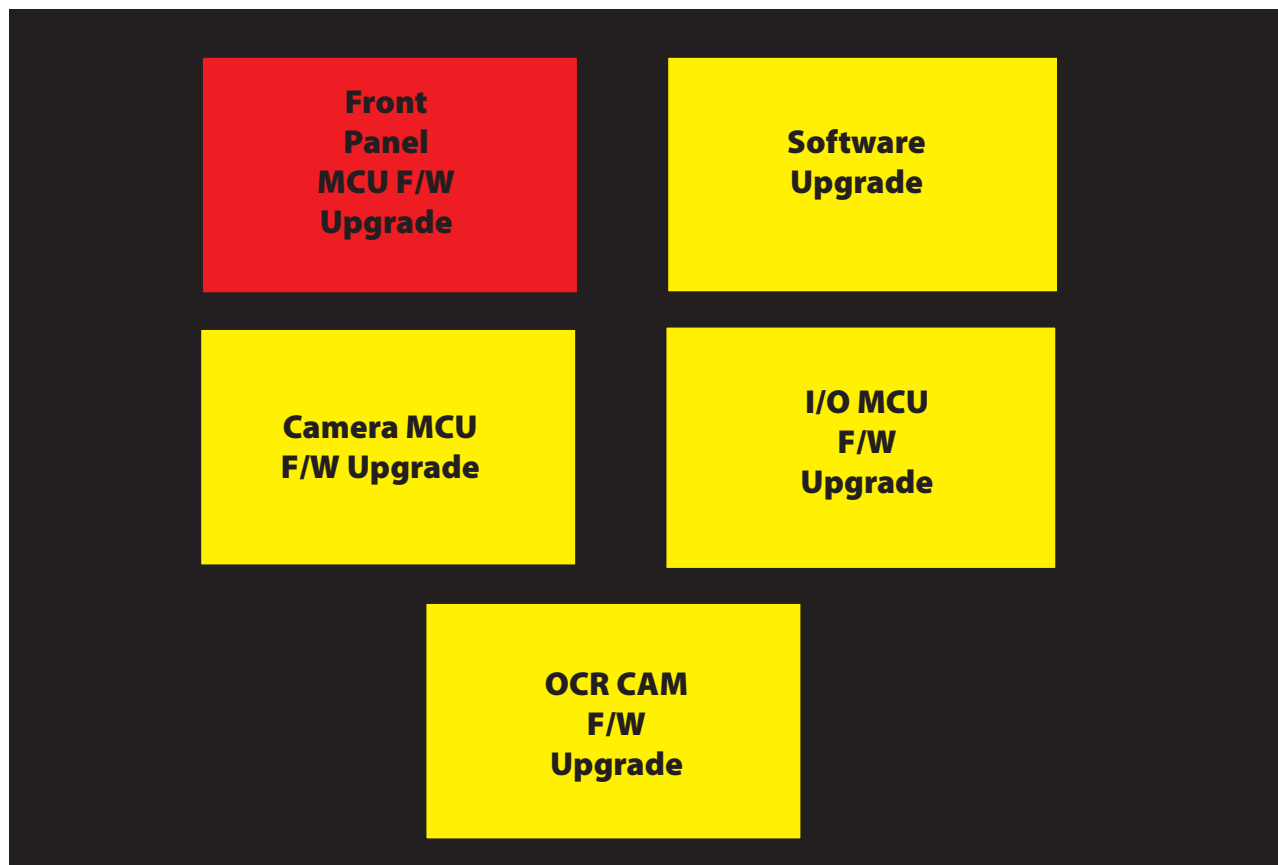
Step 5: If you were successful you should see the screen shown below where you choose which update to perform (Application Update Screen). You will need to perform the Software Update first in order to see new OCR camera Firmware Upgrade option. If you do not see this screen, please power down the Merlin elite Pro and try again.

To Navigate through the application updater menu, Rotate the Zoom Wheel Left or Right to move the highlight forwards or backwards. The Red Highlight indicates the component that will be updated. When the box is highlighted Press (Find/Enter) Key to initiate the upgrade process.



Step 6: For the 01.02.197 Update we need to perform 6 updates for the Software Application, Camera Firmware, Front Panel, I/O Board, Voices and OCR Camera Firmware. It is recommended that you perform the updates in the suggested order shown below (Repeat Steps 2-6 until all components are updated). A restart of the system occurs immediately after each component is upgraded and should not be interrupted while in process. *If for any reason the update does not proceed after a period of time and you see no activity on the device such as 'Initializing...' for an extended period of time (greater than 10 minutes) please contact technical support and potentially you may need to manually power cycle the device to proceed with the update.*

1. Software Upgrade
2. Camera MCU
3. Front Panel
4. I/O Firmware
5. Voice Files (Please note that if you have previously updated your voice files on device this step is not necessary).
6. OCR Camera Firmware- Please note this option will not be available until after you have performed the software update step! *If your unit is older than R03XXXXX you will receive a status message indicating that your firmware is already up to date and this update is not required.*



Step 7: An animated gear should display with a success message when complete. Please note that the Software Application update step can take 5-10 minutes and should not be interrupted or restarted once it has been initiated. If for any reason you have an issue with this update, please contact your technical support representative.

