

Technical Bulletin

Date: 4/10/2019

Serial Number Effective: R0320001

Product Line: Merlin Elite Pro

Subject: Games on Merlin Pro and Quality of Life improvements.

Change Description:

This update represents one of our most ambitious feature rollouts and product improvements to date. We are excited to announce that we will be adding a new “Games” menu item and consolidating the “User” and “Product” settings sub menus amongst other changes.

Improvement #1: Games- We have added Sudoku, Solitaire, Free Cell, Reversi, Tic-Tac-Toe & Simon Memory to the Merlin Pro under the new Games Menu Icon. This option works similarly to the library/carousel.

Improvement #2: Menu Additions & Simplification- To simplify the settings menu we have basically taken the contents of the User and Product settings menu and put them together. All of the previously available features are preserved. The User Settings will be visible on the first page and Product Settings will be on the second page. The games feature is now located where the “User” settings used to be.

Question #1: How do I use the new games feature?

Answer #1: First you need to enter into the Main Menu and navigate to the Games option. Then you will need to connect the included Dual Port Hub and a USB computer mouse to the USB rear panel in order to play any of the games. Once on the games carousel you use the Zoom/Magnification wheel to scroll through the various choices and Enter key to select the game of your choice.

Question #2: How do I know if my Merlin Pro Supports this upgrade? Should I upgrade if I don't want the games feature? Were there any other changes in this software release?

Answer #2: All Merlin Pro's support this free update and can be used by all existing customers as part of our commitment to continual improvement. We have done a lot of under the hood maintenance, added Scottish-English and added new features mentioned on page 10 in the new User Manual Addendum x1.

Sincerely,
Ted O'Connor
Software Quality Assurance

Note: This update requires you to utilize a USB flash drive (@ least 8GB), Merlin Elite Pro Dual Port Hub that was included with your purchase, internet capable computer and your Merlin Elite Pro control console.

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

The version 01.02.183 Update requires you to download five files:

- *Application Update- Merlin Pro-Application-01.02.183.zip*
- *Camera Update- Merlin Pro-Camera Firmware-01.02.183.zip*
- *I/O Update- Merlin Pro-I/O Firmware-01.02.183.zip*
- *Front Panel Update- Merlin Pro-FP Firmware-01.02.183.zip*
- *Voice Files Update- Merlin Pro-Voice Files-01.02.183.zip*

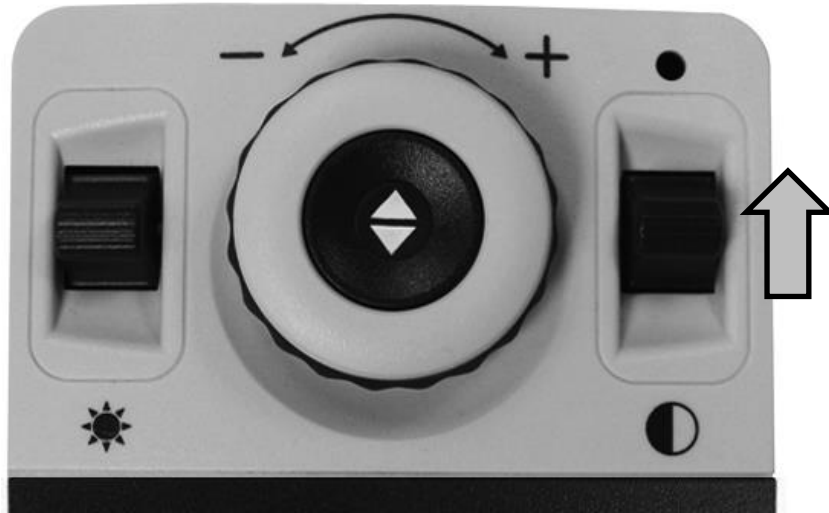
Step 2: Connect your USB Flash drive to your computer and download and extract the zip file contents of the files to the USB Flash Drive: namely “Installer”, “Camera Board”, “I/O”, “Front Panel” and “Voices”. Safely remove the USB Drive from your computer and then connect it to one of the open ports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



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.

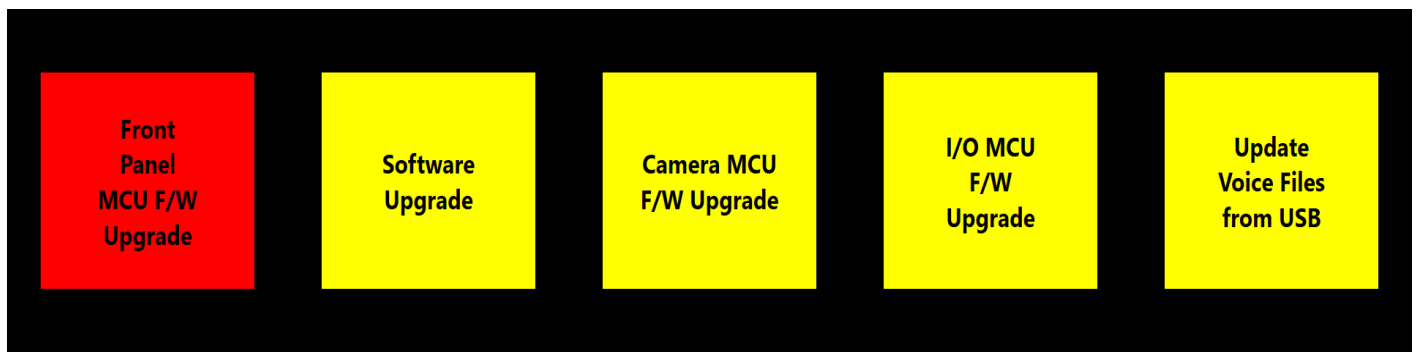


Step 4: When you hear a system “Chime” sound switch from a pumping motion to a continuous hold of the “Mode Up” button. (Essentially press it forward until device powers on fully)



Step 5: If you were successful you should see the following screen shown below where you choose which update to perform (Application Update Screen). If you do not see this screen please power down the Merlin Elite Pro and try again.

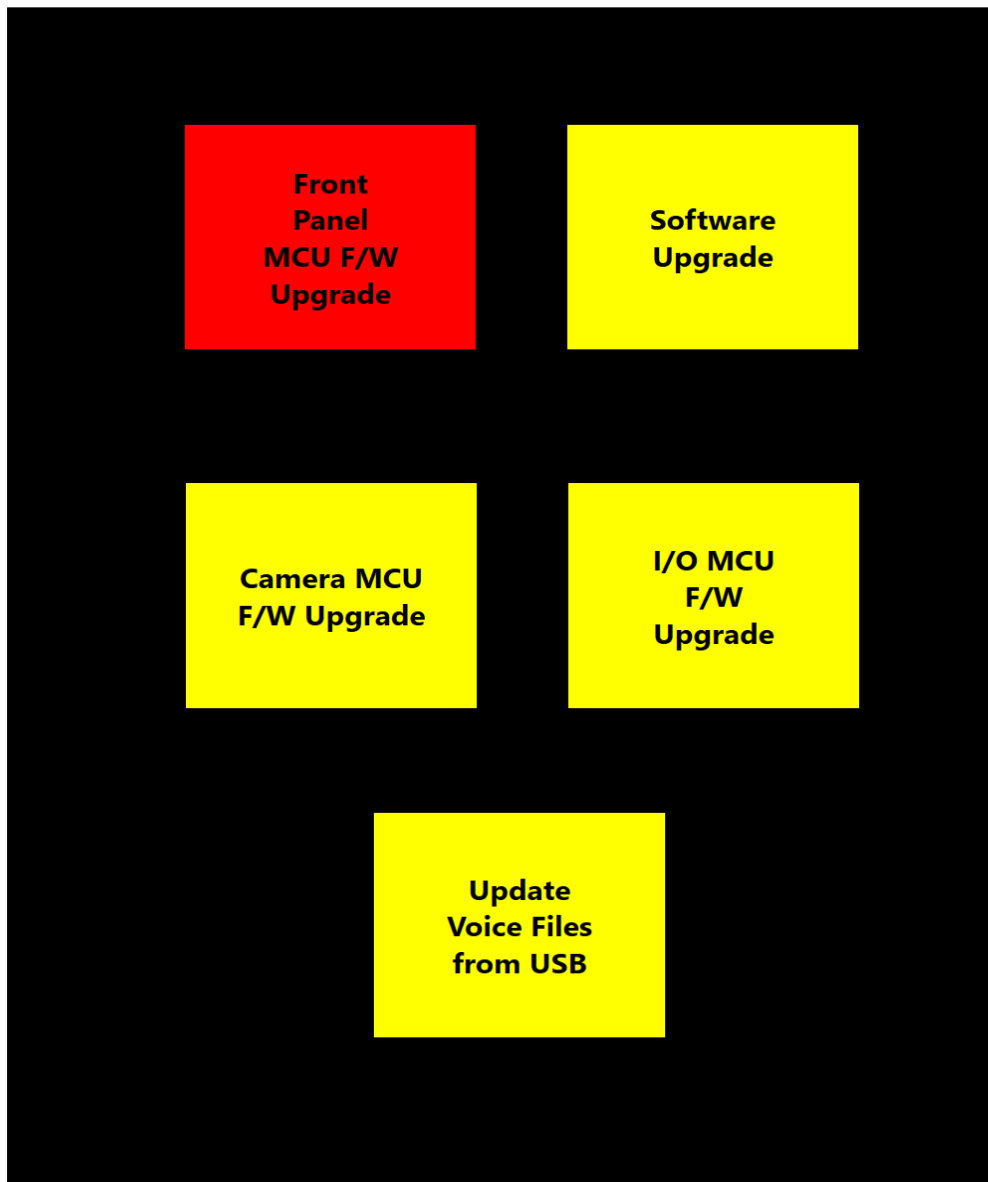
To Navigate through the menu Rotate Zoom Wheel Left or Right to navigate forward and back Press (Find/Enter) Key to initiate the upgrade process for the current selection marked in Red.



Step 6: For the 01.02.183 Update we need to perform 5 updates for the Front Panel, Software Application, Camera Firmware, I/O Board and Voices which will require you to perform 5 updates in the suggested order Software, Camera, Front Panel, I/O and Voices (Repeat Steps 3-5 for both Software/Voices Upgrade and Camera FW Upgrades). A restart of the system occurs immediately after each component is upgraded and should not be interrupted while in process.

1. Software Upgrade
2. Camera MCU
3. Front Panel
4. I/O Firmware

5. Voices



Step 7: An animated gear should display with a success message when complete. Please note that the Software Application and Voice update step can take 5-10 minutes depending on the speed of your USB Drive 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.



Updating...