

Merlin Elite Pro Technical Bulletin

v01.02.202

Date: 03/13/2020
Subject: Quality of Life & Stability Improvements
Serial # Effective: S0313001
Product Line: Merlin elite Pro

Change Description

This release addresses translation improvements, fixes a display error in Korean (where Japanese was displayed), corrects problems with the **Settings** menu, and ensures that the unit now restarts after software updates.

If you have any questions, comments or concerns about the contents of this update, then please contact Technical Support at +001 714-465-3400 extension 2 Monday through Friday, from 8 a.m. to 5 p.m. Pacific Standard Time (UTC-8).

Installing Merlin elite Pro v1.02.202

To install the update, follow these steps:

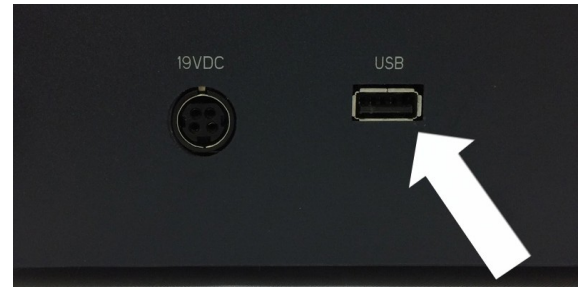
1. Go to www.enhancedvision.com/support/software/Merlin-elite-Pro.html.
2. Choose each of the six links to download the update zip files:
 - a. **Merlin elite Pro Camera Firmware Update**
(Merlin-Pro-Camera-Firmware-01.02.202.zip)
 - b. **Download Software Application**
(Merlin-Pro-Application-01.02.202.zip)
 - c. **Download Front Panel Firmware**
(Merlin-Pro-FP-Firmware-01.02.202.zip)
 - d. **Download I/O Firmware Update**
(Merlin-Pro-IO-Firmware-01.02.202.zip)
 - e. **Download OCR Firmware Update**
(Merlin-Pro-OCR-Firmware-01.02.202.zip)
 - f. **Download Voice Files Update**
(Merlin-Pro-Voice Files-01.02.202.zip)

***Note:** 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 these steps.*

3. Connect your USB flash drive to your computer, and then download and extract the zip files to the USB drive.

4. Safely remove the USB drive from your computer, and then connect it to one of the open ports on your Merlin elite Pro hub. Connect the hub to the USB port on the back of the Merlin.

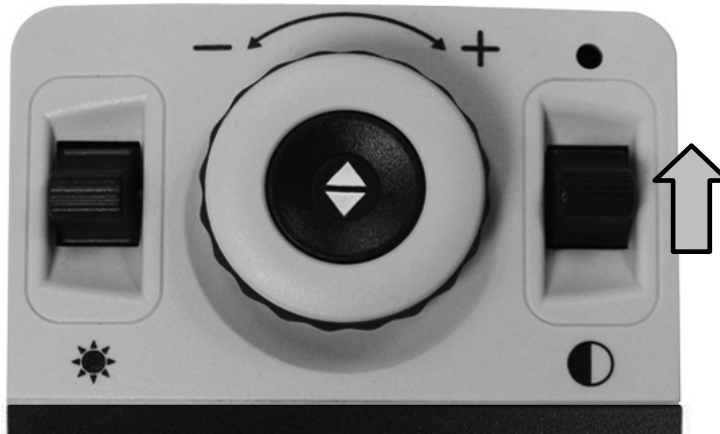
Note: The other port should connect the Merlin elite Pro control console.



5. Power OFF the Merlin elite Pro, and then power the device ON. After you see the Merlin elite Pro logo on boot up and this screen disappears, begin pumping the Color Mode button on your control console by repeatedly pushing it up.



- When you hear a system chime sound, switch from a pumping motion to continuously pressing up on the Color Mode button until the device fully powers on.



- If you were successful, the following screen is displayed. If you do not see this screen, then power down the Merlin elite Pro and try again.



Note: To move through the menu, rotate the Zoom wheel until the component you want to update is highlighted in red. Press the Find key to start the update.

8. Repeat steps 5-8 to perform the six updates in the following order, restarting the system and displaying the update menu each time. You must perform the **Software Upgrade** first in order to see the **OCR CAM F/W Upgrade** option.

Note: *If the update does not appear to be progressing (for example, the “Initializing” message is displayed for more than 10 minutes), contact technical support. You may need to manually unplug the device, wait 30 seconds, and plug it back in to proceed with the update.*

- a. Software Upgrade

Note: *Takes 5-10 minutes and should not be interrupted or restarted once it has been initiated. If you have an issue with this update, contact your technical support representative.*

- b. Camera MCU F/W Upgrade

- c. Front Panel MCU F/W Upgrade

- d. I/O MCU F/W Upgrade

- e. Updated Voice Files from USB (unnecessary if you previously updated these files)

- f. OCR CAM F/W Upgrade (displays after you complete the **Software Upgrade**)

Note: *If your unit is older than R03XXXXX, a status message will indicate that your firmware is already up-to-date and this update is not required.*

9. When the update is complete, an animated gear is displayed with a success message.



Congratulations!

You have completed the updates and can resume normal operations.