

- 1) Ensure that the PC EIA-485 port utilized is set for no echo, half duplex (if settable) and is wired to the EZ-ZONE controller per the user's manual.
- 2) When connecting the USB to EIA-485 converter to the PC, change the Latency Timer from the default of 16 msec to 1 msec. Failure to make this change may cause communication loss between the PC running the flash software and the control.
To modify Latency Timer settings, follow the steps below:
 - Navigate to 'Device Manager'.
 - Double click on 'Ports'.
 - Right click on the 'USB Serial Port' in use and select 'Properties'.
 - Click the tab labeled 'Port Settings' and then click the 'Advanced' button.
 - Under 'BM Options' section, set 'Latency Timer (msec): to 1'
 - Click 'OK' and closed any remaining dialog boxes.
- 3) Flash one controller at a time on the serial bus. Remove power from all other controllers on the bus or remove modules that are not currently being flash upgraded.
- 4) The flash program only works on Standard Bus protocol. Therefore if the controller has Modbus RTU enabled on the controller serial port connected to the PC, record the controller's address and change the protocol to Standard Bus at address 1. See the user's manual on the process to change the protocol and address.
- 5) Execute the Flash exe file.
- 6) Follow the on screen instructions presented by the flash program.
- 7) Wait 10 seconds after the DOS window closes before removing power from the controller to allow time for all settings to be stored to EEPROM.
- 8) Program the controller address back to the value recorded if changed in step 4.
- 9) Repeat this process for each controller to be upgraded/downgraded.

If EZ-ZONE Configurator software is used for controller configuration after the flash process:

- use EZ-ZONE Configurator version 4.00 or newer on EZ-ZONE PM having firmware revision 11.00 or newer.
- use EZ-ZONE Configurator version 4.00 or newer on EZ-ZONE RM having firmware revision 5.00 or newer.
- use EZ-ZONE Configurator version 4.00 or newer on EZ-ZONE ST having firmware revision 3.00 or newer.

The firmware revision is displayed on the upper display of RUI/Gateways and EZ-ZONE PM models upon power up. It may also be viewed in the Factory Page, Diagnostic Menu of all EZ-ZONE products.

Please note the flash upgrade/downgrade restrictions for the following controllers:

- EZ-ZONE ST with firmware revision 1.00 or 2.00 may not be upgraded past firmware revision 2.00.
- EZ-ZONE ST with firmware revision 3.00 or newer may not be downgraded to less than firmware revision 3.00.
- EZ-ZONE PM3/6 with firmware revision 1.00 to 10.00 may not be upgraded past firmware revision 10.00.
- EZ-ZONE PM3/6 with firmware revision 11.00 or newer may not be downgraded to less than firmware revision 11.00.
- EZ-ZONE PM8/9/4 may not be downgraded to less than firmware revision 7.00.
- EZ-ZONE PM Express may not be upgraded or downgraded with firmware used in Standard PM models.
- EZ-ZONE RMC with firmware revision 1.00 to 4.00 may not be upgraded past firmware revision 4.00. There is no firmware revision 5.00.
- EZ-ZONE RMC with firmware revision 6.00 or newer may not be downgraded to less than firmware revision 6.00.
- EZ-ZONE RME with firmware revision 1.00 to 4.00 may not be upgraded past firmware revision 4.00. There is no firmware revision 5.00.
- EZ-ZONE RME with firmware revision 6.00 or newer may not be downgraded to less than firmware revision 6.00.
- EZ-ZONE RMA with firmware revision 1.00 to 5.00 may not be upgraded past firmware revision 5.00.
- EZ-ZONE RMH may not be downgraded to less than firmware revision 5.00.
- EZ-ZONE RMS may not be downgraded to less than firmware revision 5.00.
- EZ-ZONE RML may not be downgraded to less than firmware revision 5.00.
- EZ-ZONE RUI/Gateway with firmware revision 3.00 or newer may not be downgraded to less than firmware revision 3.00.
- None of the EZ-ZONE products having custom firmware may be upgraded/downgraded with the standard flash files.

If you have questions or issues on the flash process, call the technical support line at (507) 494-5656 or email the technical support group at Wintechsupport@watlow.com.

Please have the controller's model number, USB to EIA-485 model number and details of the issue available when you contact us.