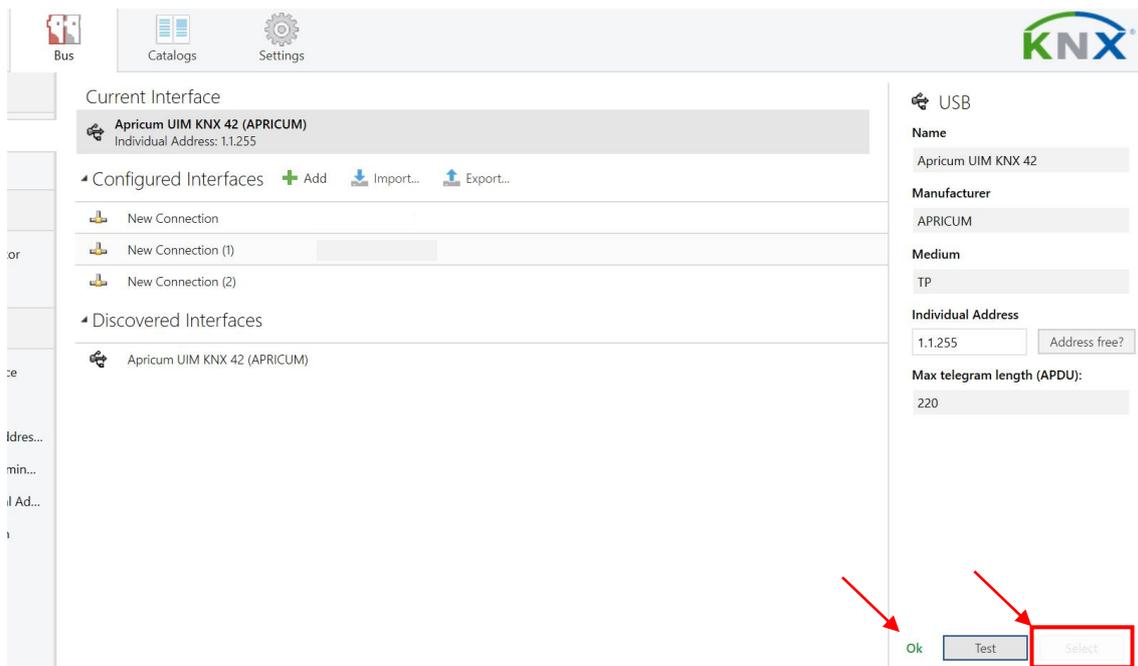


## Intesis KNX Firmware Update

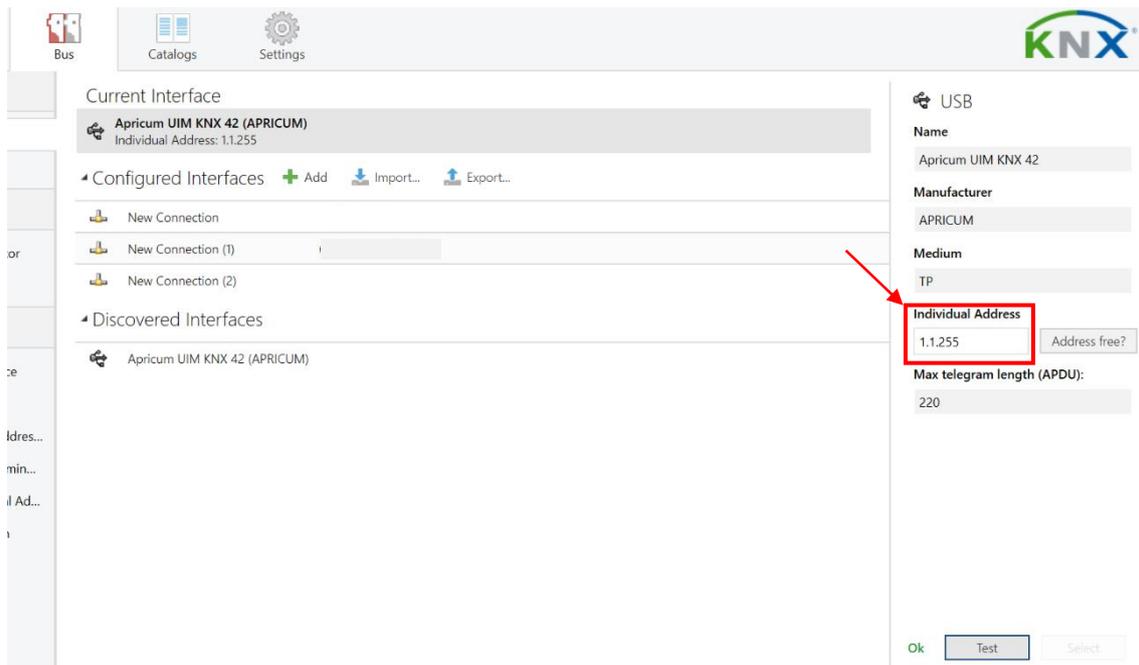
### BEFORE USING THIS TOOL

For the best user experience of the tool, make sure to commit the following recommendations:

1. This process is intended to be performed on every line segment at once. If your installation has devices located in different KNX line segments, we recommend repeating the process on every KNX segment
2. Once determined the KNX line segment to do the FW upgrade, isolate the line segment from the rest of the KNX installation. To do this:
  - a. Disconnect any line or are coupler connected to the line segment
  - b. Disconnect any KNX line repeater connected to the line segment
  - c. Disconnect any KNX router connected to the line segment
3. Connect the KNX programmer/interface to the KNX line segment
4. Change the physical address of the KNX programmer/interface in ETS, using a free address of the line where is connected. To do this:
  - a. In ETS, go to Bus window and select your interface. Then test the communication and check that is correct (OK)



b. Change its individual address in the following field:



c. Remember to always change the individual address every time the interface is physically changed to a different KNX line

5. The normal bus traffic in the isolated line or line segment shouldn't affect to this process but any device sending a lot of telegrams to the KNX line could increase the upgrade timing so it should be disconnected during this update (normally other gateways, servers, etc.)

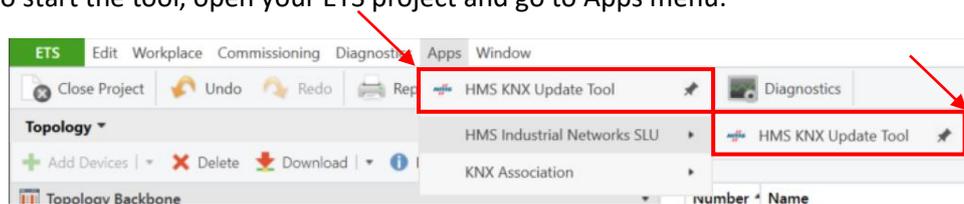
## Intesis KNX Update tool – Licensing ETS Apps

Intesis KNX Update tool is an ETS App. An ETS App is a functionality extension for ETS so this software must be previously installed.

You can find Intesis KNX Update tool in MyKNX (<https://my.knx.org/>) and then search the Intesis KNX Update tool in the ETS App section  
<https://my.knx.org/en/shop/ets-apps>

Consider that as any other ETS App, ETS software and an ETS license are necessary to use this tool.

Once Intesis KNX Update Tool is installed and licensed in your ETS Software you can use the tool. To start the tool, open your ETS project and go to Apps menu:



You can find more information about installing and licensing ETS App in the following article provided by the KNX Association:

<https://support.knx.org/hc/en-us/articles/115001353070-Installing-ETS5-Apps>

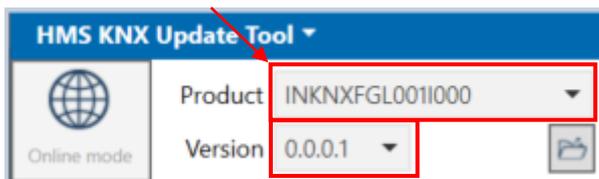
FW UPDATE

1. Select the firmware version to update the devices

The first step is choosing the product and the firmware version to download to the devices. This step requires internet connection to be able to connect to the server.

When the software is connected to the server, the icon  is displayed. At this moment is possible to choose the product and the version available for the selected product.

Once we have done our choice, we can continue to the next step



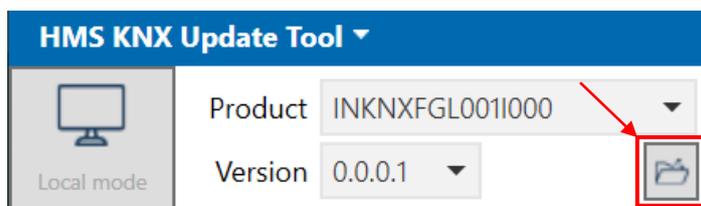
If the PC has no internet connection, a warning message will appear, and the icon  will change to disconnected .

Click this button  to retry the server connection until the icon changes to .

1.1. FW from file (only after HMS support request)

Import the file provided by the HMS support using the button with the icon .

Once the file is loaded in the tool, Product and Version will be automatically filled with the file information. At this moment, Local mode is active.

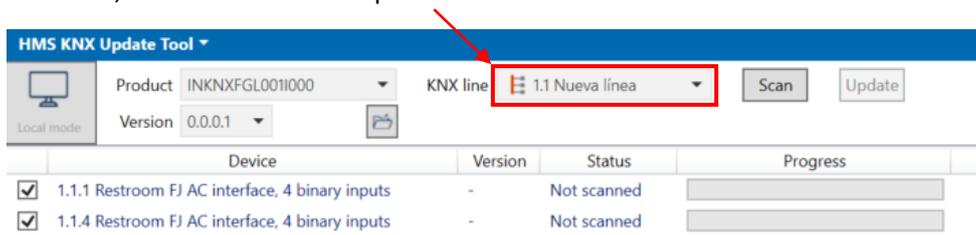


You can change to online mode by clicking in local mode icon button .

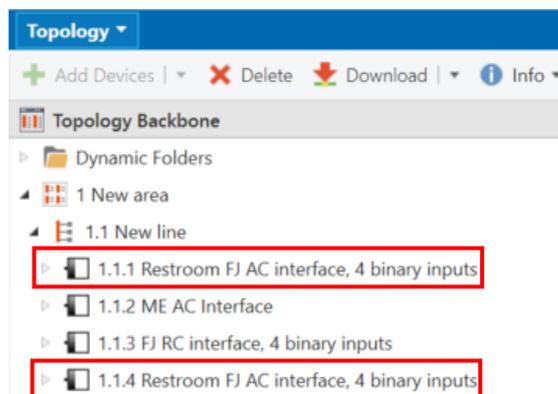
2. Select the KNX line to update

Select the KNX line where the KNX programmer/interface and the products to update are located in this field and all compatible devices will appear.

At this moment, all devices will be imported with the status “not scanned”.



In this example, we have different devices but only INKNXFGL001I000 are imported in the working area.

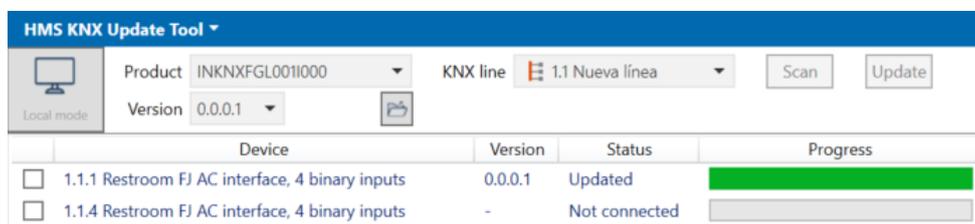


### 3. Scan devices in the installation

We have now imported the devices from the ETS project. Click in Scan button to read the current FW version from the real devices installed in the project.

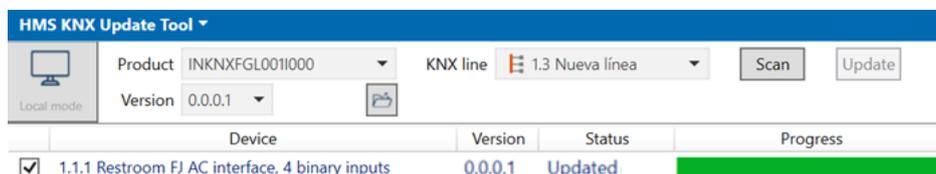
Completing this step might result in different statuses:

- **Update available:** the device is subject to be downloaded with the new firmware.
- **Updated:** the device is updated or holds an upper version than the selected. You can force a FW download in these devices by activating their checkboxes.
- **Not connected:** there is no communication with the device. To overcome this issue, check that the device is connected to the installation and reachable from the current interface location.



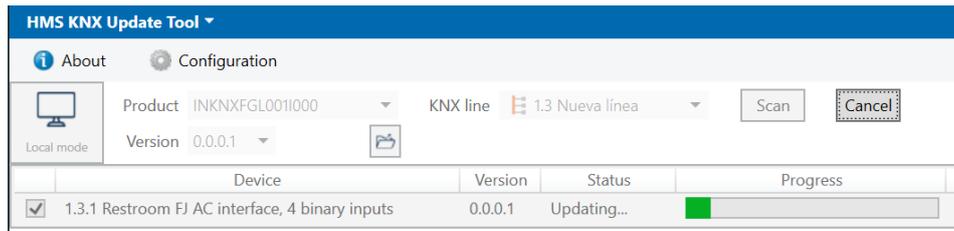
### 4. Select the device/s to update

After the scan, only the devices subject to be updated will have their checkboxes active. Check them before starting the FW download.

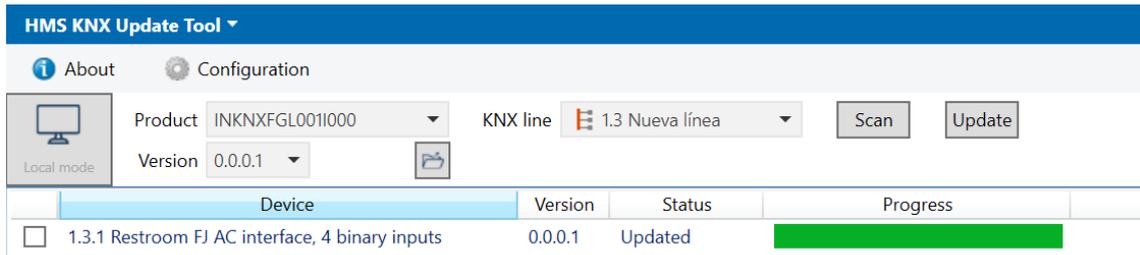


### 5. Do the FW update

Once the desired devices are selected, click in Update button to start this process.



After completing the download, you should see the following information:



Consider that is possible to perform the download for all devices in the same line with one action from your side by clicking in Scan, activating the checkboxes for the different products and click in Update button.