

Updating Sapphire™ 7” Touch Screen System Software

Product: Sapphire 7” Touch Screen
(Cat. No. TS007-000/TS007-V00)

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Summary: This article describes the process for updating Sapphire 7” Touch Screen system software. Software updates are required when new features are available to deploy to a project site or when updates are necessary to correct operational anomalies found in the field. The total update process takes approximately 15 minutes.

Information:

1. Software Upgrade

- Insert a USB drive into the USB connection on the Sapphire Touch Screen.



- If the Touch Screen is already powered up, press the reset button. If not, apply power. When the Touch Screen boots up, it will find the software upgrade on the USB Drive.



- A system window will display the current system software version and verifying if you want to upgrade. This screen will automatically cancel after a short period of inactivity.
- To upgrade, confirm the file name displayed is correct, if not press the arrow to browse the USB drive for the correct file. If you do not want to upgrade, press cancel.
- A system upgrade will take approximately 15 minutes to complete. Although the messages may differ based on the particular software version you're installing, you should see something similar to the following:
 - **Message:** "Validating upgrade archive"
 - **Message:** "Extracting upgrade archive from zip file"
 - **Message:** "Unpacking contents of upgrade archive"
 - **Message:** "Flashing LPC application"
 - **Message:** "Checking file system"
 - A power off, shutting down window will appear and the Touch Screen will reset
 - **Message:** "Loading Operating System – Firmware Upgrade in Progress"
 - The progress bar will display - please not do not power off during the upgrade process
 - The Touch screen will reset
 - **Message:** "Loading Operating System"
 - The Touch screen will reset
- Check the System Upgrade window again and make sure the current version number matches the version you upgraded to. If they don't match, try the update a second time. If they do match, your upgrade was successful.

Contact: For questions or concerns, please call LES Technical Support at (800) 959-6004.