

Updating Firmware on VIZpin Reader-Controllers

It is highly recommended that all users ensure their VIZpin reader-controllers are running the latest firmware to ensure the best performance

Latest firmware version at the time this doc was created: **v1.21.1**

Locate the current firmware version of a reader-controller in the Reader's table on the VIZpin Partner Portal:

The screenshot shows the VIZpin Partner Portal interface. At the top, there is a 'POWERED BY vizpin' logo and a 'VIZpin Portal LOG OUT' button. Below the logo is a 'Readers' section with an 'Add Reader' button. A search bar is present with options for 'Reader Name', 'Account Name', and 'Serial Number'. Below the search bar is a table with the following columns: Name, Serial #, Account, Type, Firmware, and Last Updated. The 'Firmware' column for the 'Engineering Lab' reader is circled in red, showing the version '1.19'. The 'Last Updated' column for the same reader shows '03 Jan 2017 18:47:11 GMT'. There are also 'Edit' and 'Delete' buttons for each row.

Name	Serial #	Account	Type	Firmware	Last Updated
Engineering Lab	8002499	VIZpin Support Office	VP1	1.19	03 Jan 2017 18:47:11 GMT

All reader-controllers shipped from November 2017 and later will have v1.21 firmware installed at the factory

1. Install VIZpin Firmware Updater software

- Download and save the *VIZpinFirmwareUpdater_3_2_v1_21_1.zip* file from <http://vizpin.com/documents>
 - Open the ZIP and extract the following contents to an easy-to-find location:
 - Setup.exe
 - vp1_firmware_1_21_1_release.vpf
 - Run the extracted *Setup.exe* file. Follow the prompts to complete the installation.

2. Update firmware on VIZpin reader-controller

- Enable Bluetooth on your PC. Ensure Bluetooth is fully enabled before proceeding.
- Launch the *VIZpin Firmware Updater* program.
- Click the 'Locate File' button.
- Select the *vp1_firmware_1_21_1_release.vpf* file from step 1a above and click the 'Open' button.
 - The software will begin parsing the firmware file and display a progress bar. Allow this to complete before proceeding.
- Apply power to the VIZpin reader-controller, and place into Admin Mode by:
 - Ensure a pulsing red LED is displayed.
 - Press and hold the reader's on-board admin button until the LED flashes blue & red. Release button.

- iii. Press and hold admin button a second time until LED turns solid yellow. Release button. **LED must be yellow to connect from your PC.**
- f. Enter the reader-controller's serial number and Master PIN in the *Set VP1 or EZ1 Identity* section.
- g. Click the 'Connect' button in the *Connect to VP1 Reader* section.
- h. Once connected, click the 'Do Update' button at the bottom of the program to begin the firmware upgrade.
- i. The reader-controller will flash yellow during the upgrade process.
- j. Allow the upgrade to complete and do not power off the PC/laptop, VIZpin reader-controller, or disable Bluetooth.
- k. The reader-controller will flash green for several seconds, and then solid green during final phases of upgrading.
- l. When the LED returns to pulsing red, the firmware upgrade is complete.



The firmware upgrade does not change the active settings on the reader and the current settings may or may not be valid for your specific installation or VIZpin account type. Apply the appropriate settings by way of VIZpin LINK to ensure the reader-controller will operate as expected.

Review our videos at <http://vizpin.com/tech-tip-videos>.

Recommended PC Specs

- Windows 7 OS or higher (32- or 64-bit) w/sufficient user permissions to download and install new software, and locate/connect new devices
- Bluetooth radio running BT v2.0 and up (internal or external adapter)
- Generic Bluetooth Radio and Microsoft Bluetooth Enumerator drivers (as displayed in Windows Device Manager)