

How to recover a bricked HM-800 module out in the field

(When you or the customer were programming and lost communication or power and now the unit only blinks the error and status lights)

The following instructions are for Windows XP. They should be similar for Vista or 7. You can also use this procedure to update modules much faster than the firmware updater program on the handheld.

You will need:

1. PN:22520 - HM-800 Module Power up cable (Not required on a system consol)
2. PN:20363 – USB – CAN converter cable
3. PN:19845 HM800 Configuration Software installed on your PC
4. The module's power cable that is plugged into the module in the GG and power supplied to the cable.

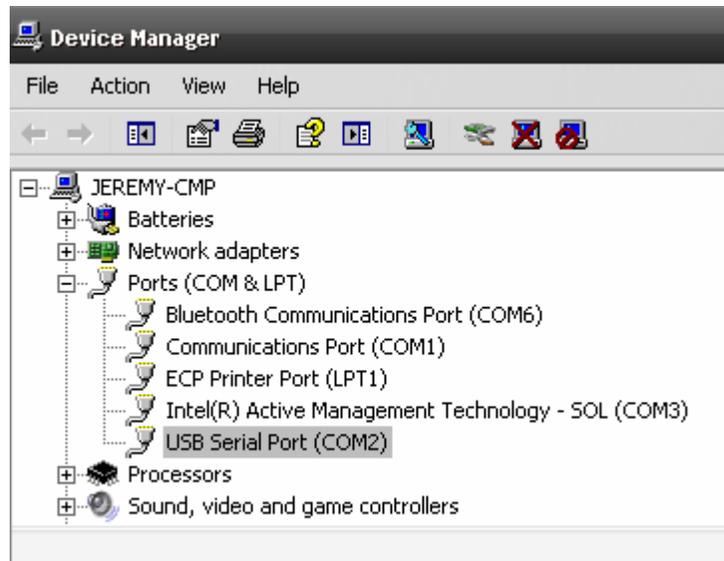
Install HM-800 config software.

1. Navigate to M:\Mfg\Fixtures\19845 HM800 Configuration Software and double click the installer Program [HM800_CONFIG Install.exe](#).
2. Follow all prompts to install the HM-800 config program.
3. It should have made a shortcut on your desktop.

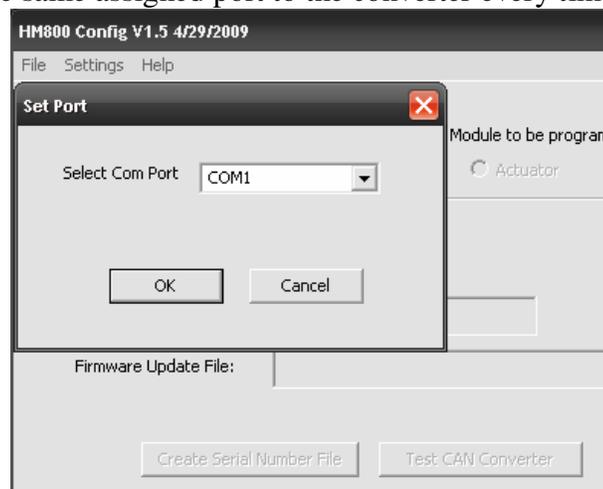
POST-INSTALLATION NOTE : On PCs running Windows Vista or Windows 7, the HM800 Config program must be run in “Windows XP (Service Pack 3)” compatibility mode. To set this, right-click on the HM800_Config executable or the HM800_Config short-cut, then click on Properties > Compatibility. Check the box for “Run this program in compatibility mode for Window XP (Service Pack 3)”. Click “OK”.

Recover the Bricked HM-800 Module.

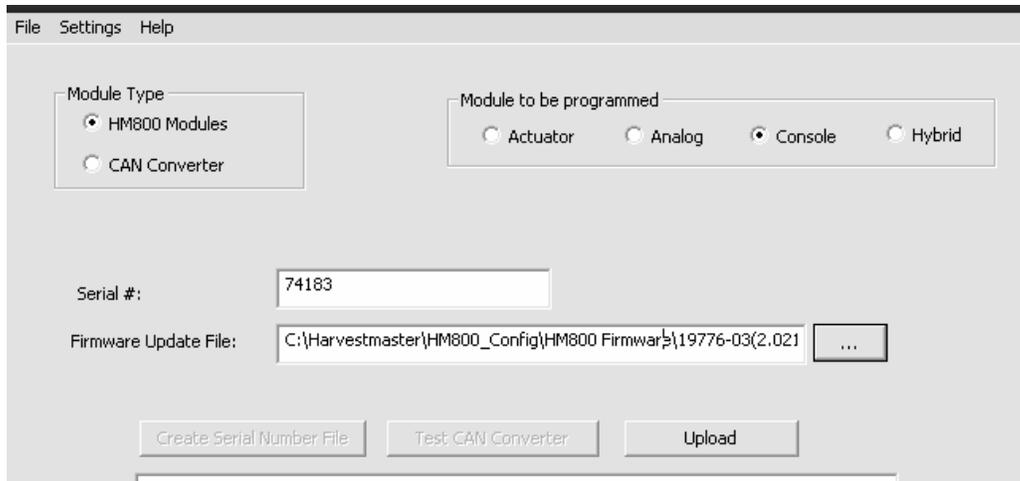
1. Connect the USB/CAN converter to an open USB port on your computer. Follow the onscreen prompts to automatically setup the converter. The computer will call it a USB to serial adapter.
2. You need to know what serial port it assigned to the converter. Navigate to Start > Control panel > System > Hardware > Device Manager > Expand ports an then see which serial port is says for “USB Serial Port (COM#)” (See Picture below)



3. Go to your desktop and open the HM-800_Config program.
4. Select, Settings > Set port. Change the COM port number to the one it assigned to the USB Serial we found above (See picture below). (You will need to change this every time you open the program as it defaults to COM1, the computer will usually keep the same assigned port to the converter every time it is plugged in)



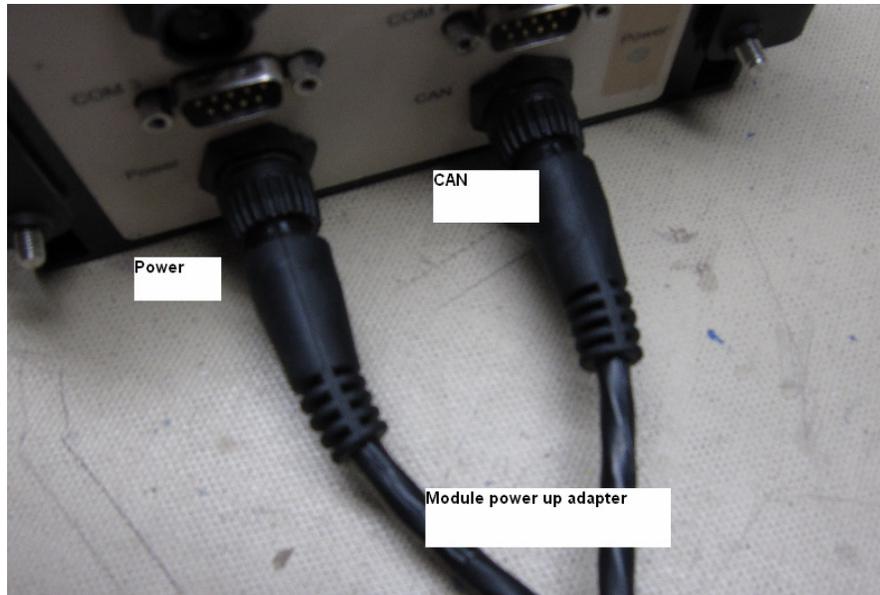
5. Click the Radio Button for “HM-800 Modules”. Then select the radio button for the module you are going to program.
6. Next type in the modules serial number in the serial number field.
7. You will now need the firmware in a folder on your PC. (It is the Same ENC file that is in the firmware folder when you install FRS on the MX, you can get it out of that FRS folder on an MX and then copy it to your PC, or you can get the current firmware off the network [M:\Mfg\Firmware\19776 \(HM800 encrypted file to update modules\)](M:\Mfg\Firmware\19776 (HM800 encrypted file to update modules)))
8. Navigate to the folder where you have the firmware and select the firmware you want.



9. Make sure power is supplied to the modules power cable.
10. Unplug the module power cable from the module.
11. Plug the modules power cable into the power plug on the module power up adapter and plug in the USB/Can converter into CAN plug on the module power up adapter. (See picture below)



12. Plug the power plug and CAN plug of the other end of the power up adapter into the module to be recovered, press the power button on the system console if programming a system console and make sure the module powers up. The other modules should turn on with the use of the module power up adapter. (See Picture Below)



13. Select upload on the HM-800 config software. (A DOS window will come up and start communications and program in the serial number).
14. Hit enter when it says "Target update complete". (A new DOS window will open and program in the actual firmware. Do not disconnect power or you will have to run this procedure again.)
15. Hit enter when it says "Target update complete" and the HM-800 config software should say "update complete"
16. The HM-800 module should only be blinking the status light.
17. The module should be ready to use now.