ABE Keypad Firmware Upgrade

A. TASK

A new firmware upgrade has been remotely installed to the vast majority of all currently installed ABE keypads. This manual firmware upgrade procedure is to be performed on the remaning ABE keypads that have fallen offline previously and were incapable of recieving the firmware upgrade. This firmware upgrade ensures better hardware stability with the keypad to ensure the device stays online. This firmware upgrade must also be performed on any new ABE keypad installations until further notice.
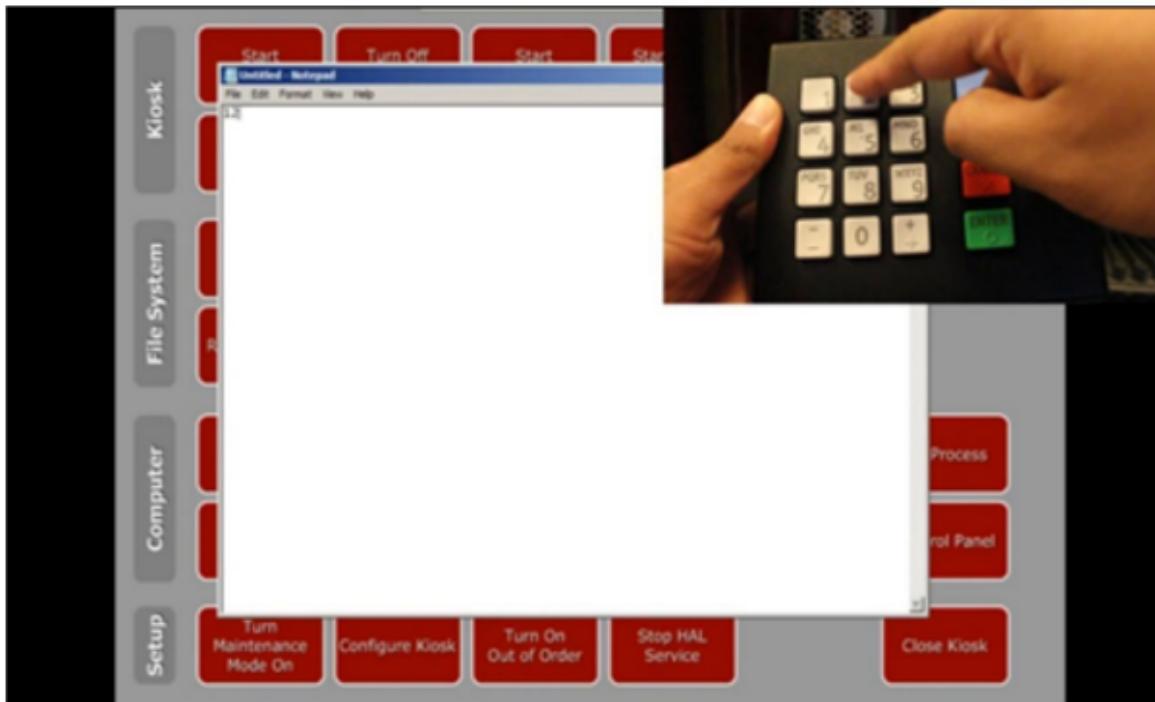
B. SCOPE

FST, ROS

C. PROCEDURE STEPS

Tools Required:

Headphones/Earbuds (for ABE keypad test transaction).

1. Ensure the keypad is functioning correctly and that it is connected to the PC via it's USB connection. Press each button on the keypad and verify the kiosk is receiving your input through Notepad. If the keypad is not responding, reseat the USB connection or try connecting it to a different USB port. The output for each button should be as follows:

Each numeric button will provide the output of its respective number value.

Minus button = -

Plus button = +

Blue button = tab

Red button = C

Green button = return

2. Navigate to the following filepath in Redbox Desktop: **C:\drivers\ABE_FW**

*Note: If this folder is missing, it can be located on the shared drive under "**field_ops/Thumbdrive Field files**". copy the folder to your flash drive and then drag and drop the folder to the following filepath on the kiosk: "**C:\drivers**" and continue to the next step.

3. Double-click on "**upgrade_keypad_fw.bat**". This will initiate the firmware upgrade.

4. You will see a black "**cmd.exe**" window open. This indicates that the firmware update is currently installing. The window should go away on it's own after about 20-30 seconds.

5. Once the firmware upgrade has completed, a .txt file will now be located inside the "**ABE_FW**" folder.

a."**keypad_update.txt**"(Pictured) indicates that the firmware upgrade installed successfully.

b. "**keypad_update_nodevice.txt**" Indicates that the firmware upgrade failed due to the bat file being unable to detect the keypad. Try reseating the device's USB connection to the PC or try a different port, and then try running "**upgrade_keypad_fw.bat**" again.

c. "**keypad_update_error.txt**" indicates a more general failure to the firmware upgrade. Try reseating the device's USB connection to the PC or try a different port, and then try running "**upgrade_keypad_fw.bat**" again. If the issue persists, contact software_support@redbox.com for additional support.

6. Once you have ensured that "**keypad_update.txt**" is present in the "**ABE_FW**" folder; Open up notepad and test the keypad to ensure that it is responding. Once you have verified the keypad is responding correctly, perform a test transaction using the ABE keypad

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