

Sensaphone 2000 Flash Upgrade Instructions

Sensaphone 2000 units running firmware versions beginning with a 4 or 8 (e.g. 4.xx or 8.xx) have flash memory. This means that the firmware can be upgraded by loading a new firmware file into the unit. It's very important to note that if your unit's firmware begins with a 4, you must load the upgrade that also begins with a 4 (such as version 4.40). If your unit's firmware begins with an 8, then you must load the new firmware file that begins with an 8 (such as 8.40).

Download the new firmware file to your computer and save it in your S2000 folder. Next, run the Sensaphone 2000 Software and log-in to your unit. This can be performed either via serial port or using the telephone modem. You may lose your programming while performing the upgrade so make sure you have *Saved* your programming (*File>Save Data* from the main menu). It's also recommended that you download the Datalog and Eventlog as well.

To perform the upgrade, select *Functions*, then *Diagnostics* from the main menu. Click the *Flash Upgrade* button and select the proper file for your unit - either S2K440.BIN or S2K840.BIN, then click *OK*. The upgrade will take 10 minutes or so to complete. First the file is transferred to the 2000, then the unit will reprogram the firmware memory chip. Do not disturb the unit or power to the unit during this process. The LEDs on the unit will blink in a very specific pattern during the flash upgrade process. When finished the unit will reboot and the LEDs will return to their normal function.

If you have questions please feel free to contact our Technical Support Department toll-free at (877)373-2700 x260 or by e-mail at support@sensaphone.com.