

mw Firmware Upgrade Utility

User Guide

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This software utility has the sole function of upgrading the firmware in **mindwalker** products (mw3, mw3A & mw4). The program is very straightforward and intuitive to use.

Before starting, ensure you know the location and name of the required firmware upgrade file. This always has the format “mw[model type]_FW[version number].mwh”. For example “mw3A_FW100.mwh” is valid as version 1.00 for **mindwalker** model 3A. Note that letters may be upper or lower case, they are equivalent.

Step 1

Install the USB driver (if not already installed)

This can be downloaded from the web site, together with installation instructions.

Step 2

Install the mw Firmware Upgrade Utility (if not already installed) by running *setup.exe* from the installation zip file. It will install to the *Program Files>mindwalker* directory.

Step 3

Run the program and click on <**Connect**> after ensuring that the **mindwalker** device is plugged in to a USB port. If upgrading the **mindwalker** model 4, ensure it is turned on.

Step 4

If the **mindwalker** device has been successfully found then click on <**Upgrade**> and browse to the new firmware file (the program will only accept the correct type of file). If you are happy to proceed then click <**OK**> when prompted.

Step 5

The upgrade process will start and a progress bar is displayed. The red LED on the **mindwalker** device will flicker. Once complete you can exit the program, or start again by clicking <**Connect**> after plugging in another **mindwalker** device.

Troubleshooting

If the program was unable to connect with a **mindwalker** device in **Step 3** you will be presented with 3 options:

Retry – try this option after ensuring the **mindwalker** device is properly plugged in, and for model 4 also turned on.

Ignore – If the **mindwalker** device is showing a permanently lit red LED then it is already in upgrade mode and must be upgraded before it will function properly. If this is the case, click <**Ignore**> and all being well, the device will be found by the software and recognised as being already in upgrade mode. Proceed as above from **Step 4**. Caution: The software will be unable to automatically detect the correct upgrade file for this model type, ensure you select an appropriate file.

Abort – if the previous 2 options are unsuccessful then abort the upgrade and investigate any possible problem with the USB connection by following the troubleshooting steps in the USB installation guide.