



## Manual Firmware Update Processes

### Effected Devices:

- PR-R13PI
- PR-V7PI
- PR-W3PI
- PR-S1PI

The process to manually update the firmware for the Big Dog Power PDU network card as well as the firmware update process for the MCU is listed below. NOTE: This process should only be used if internet service is unavailable or the MAVBase.com or MAVBase mobile app is unavailable or unused by the installer. That is the safer method of updating.

These processes assume that the PDU has a network connection (Internet Connection only necessary to obtain the firmware update files.)

### Network Card Firmware Update (PDU Firmware):

Time for update to apply: 1-2 Minutes

**Note: This update will NOT turn off power to the controlled outlets.**

1. Obtain the Firmware update file from either the [Etherealpro.com](http://Etherealpro.com) website or from the technical support team.
2. Open a web browser (all browsers supported as of this writing, we recommend Google Chrome, Firefox, or Microsoft Edge.)
- 3a. **Existing Firmware Older than 2.0.0** - Type the IP address of the PDU into the address bar of the browser followed by `"/updateFirmware"`
  - a. Example: `192.168.1.47/updateFirmware`
- 3b. **Existing Firmware Newer than 2.0.0** - Type the IP address of the PDU into the address bar of the browser followed by `"/update"`
  - a. Example: `192.168.1.47/update`
4. Ensure that the "Firmware" button is selected.
  - b. NOT the "Filesystem" button.
5. Choose the file for the firmware update by selecting the button "Choose File" then navigating to the location of the firmware update file on your PC or Mobile device.

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6. Once the file has been selected, the update should start immediately.
7. During the update:
  - a. A status bar will show the progress.
  - b. The PDU status LEDs will flash red then begin to boot normally.
8. When completed the PDU network card will reboot, and automatically reconnect to the network as configured before.

### MCU Firmware Update:

Time for update to apply: 2-4 Minutes

**Note: This update WILL reset power to the controlled outlets.**

1. Obtain the Firmware update file from either [Etherealpro.com](http://Etherealpro.com) website or from the technical support team.
2. Open a web browser (all browsers supported as of this writing, we recommend Google Chrome, Firefox, or Microsoft Edge.)
3. Type the IP address of the PDU into the address bar of the browser followed by “/upload”
  - a. Example: **192.168.1.47/upload**
4. Choose the file for the firmware update by selecting the button “Choose File” then navigating to the location of the firmware update file on your PC or Mobile device.
5. Once the file has been selected, click the “Upload File” button.
6. During the update:
  - a. The webpage will load a “Upload complete” message
  - b. There will be a long delay while the firmware is being written to the MCU with no indicator of status.
  - c. You will hear the internal relays click on the PDU then it will appear to shut down momentarily.
  - d. The PDU status LEDs will flash red then the unit will begin to boot normally.
7. When completed the PDU will automatically reconnect to the network as configured before.

For additional assistance with the update process, please reach out to our technical support team at the phone number or email below.

Thank you!

Ethereal Technical Support Team

386-492-8584

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