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Instruction Manual

Casambi Online Upgrade Guide

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1. Introduction

1.1 Purpose

To ensure your device always operates with the latest features and optimal performance, we offer two official upgrade methods. Please choose based on your specific needs:

Utility App (Advanced Tool Application)

• This professional application requires you to log in with your Casambi account.

• It provides advanced upgrade capabilities : It supports batch upgrades for multiple devices and allows you to re-flash the latest firmware version . It is the ideal tool for installers and professional users for deployment, commissioning, and mass maintenance.

Casambi App (Daily Management Application)

• This convenient mobile application is designed for daily device management.

• It provides standard upgrade functionality: It can easily upgrade a single device to the latest official firmware. However, it does not support batch operations nor re-flashing the firmware.

Please select the most appropriate tool based on your scenario. This manual will provide detailed step-by-step instructions for both upgrade methods.

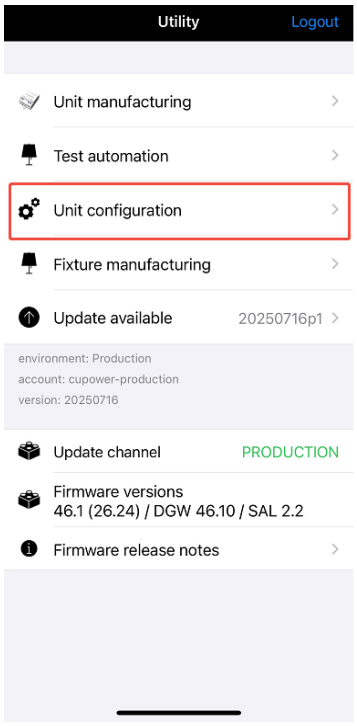
This guide uses the ECSCB 42 TW and IC EC BLE CH CS W Test model as examples. The general steps apply to other compatible devices controlled via the Utility or Casambi App software.

2. Professional Upgrade and Batch Management with Utility App

2.1 Wireless Upgrade & Re-flash Guide for a Single Device

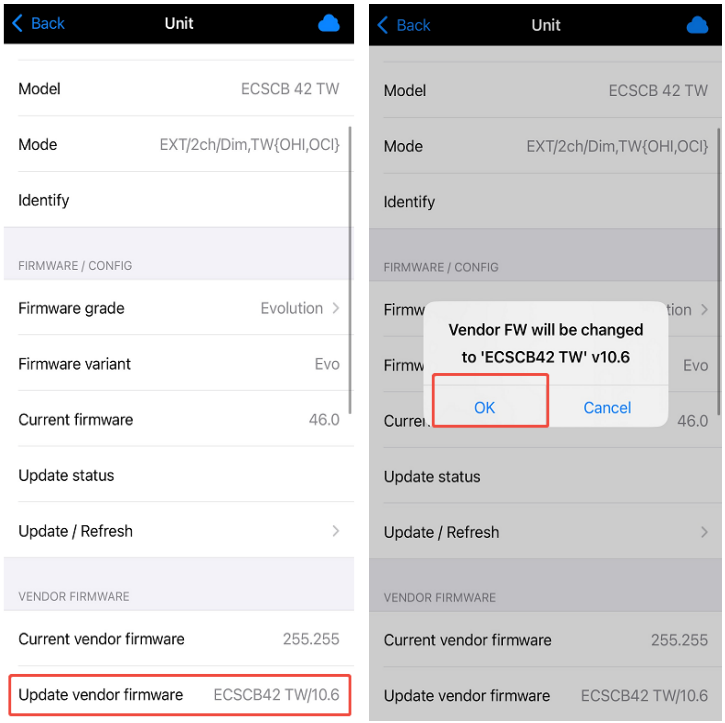
2.1.1 Connect Device & Access Configuration Page

• Launch the Utility software and log in with your account credentials.
• Click the " Unit configuration " button on the main interface.
• Locate the target device in the device list (verify based on device identification information), thenclick to enter its details page.



2.1.2 Check & Initiate Firmware Update:

• On the device details page, scroll down to find the " Update vendor firmware " option.
• Important: Before proceeding, click the cloud refresh icon ☁(typically located in the top-right corner of the Utility interface). This action synchronizes the firmware available on the cloud server with your local Utility software and ensures you see the latest available version.
• Click the " Update vendor firmware " option (or similar explicit label).
• A confirmation window will appear. Click " OK " to start the online upgrade.



2.1.3 Monitor Upgrade Process (Critical Step)

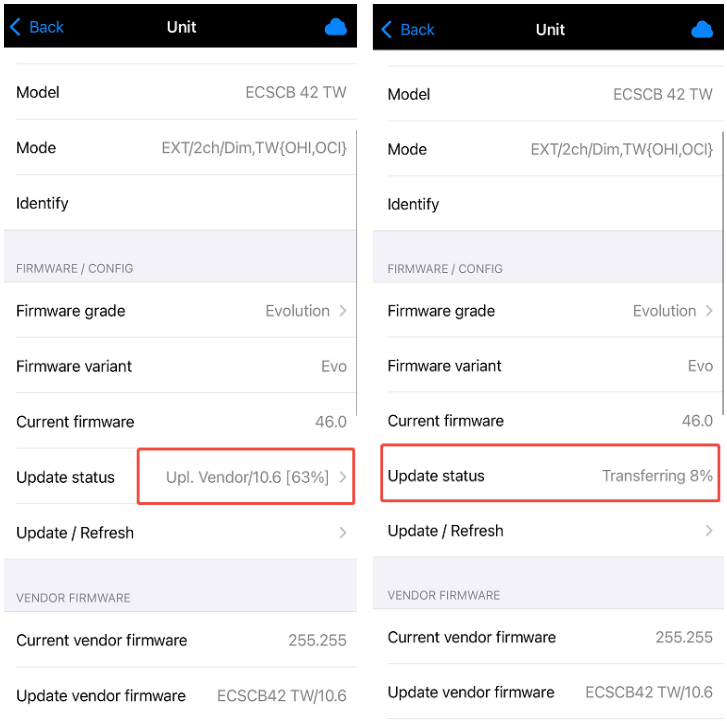
• The online firmware upgrade process consists of two distinct phases:

Phase 1: Bluetooth Download (Upl.Vendor): Utility fetches firmware files from the cloud via Bluetooth.

Phase 2: Bluetooth Transfer & Flashing (Transferring): Utility transmits the firmware to the device's MCU via Bluetooth for burning.

During Phase 2 (Transferring), the luminaire's output will turn off. This is a normal and expected part of the firmware flashing process.

WARNING: Ensure stable Bluetooth connectivity throughout the process (especially during Transferring). ABSOLUTELY avoid power cycling or closing the software! The luminaire turning off is normal— refrain from taking any action.



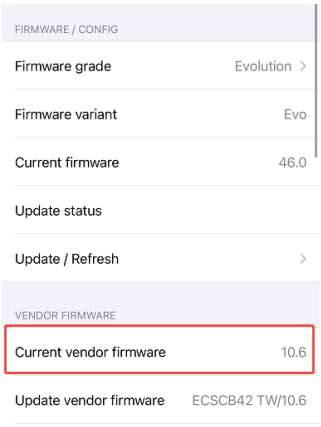
2.1.4 Confirm Successful Upgrade

• After full completion:

The " Current vendor firmware " version on the details page will update to the new version (e.g. "10.6").

The luminaire will relight. (This is the final and reliable indicator of success.

• The device firmware is now successfully upgraded to the new version (e.g. "10.6")



2.1.5 Handling Upgrade Failure

If the upgrade process fails (e.g., due to communication issues):

• Retry the Upgrade: Repeat steps 1-4 to attempt the upgrade again (max 3 attempts).

• Restart Software if Issue Persists: If the issue persists after retrying and the device indicates network connectivity, unpair the device to reset the connection, fully close the Utility software, and then restart it.
• Contact Technical Support: If the problem persists after restarting the software , please contact our Technical Support team immediately. Be prepared to provide details about the failure (e.g., error messages, device ID, steps taken).

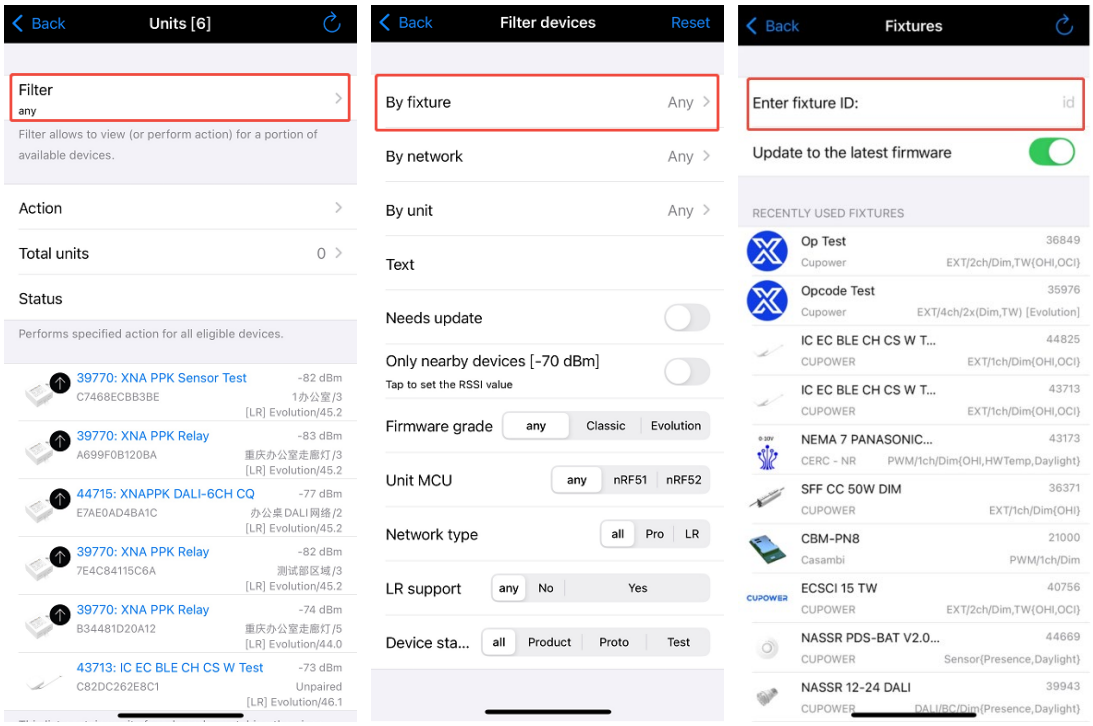
2.2 Performing a Batch Firmware Upgrade

2.2.1 Connect Device & Access Configuration Page

• Launch the Utility software and log in with your account credentials.
• Click the " Unit configuration " button on the main interface.

2.2.2 Filter Devices for Batch Upgrade

• Click the " Filter " button to precisely locate devices that require batch upgrading.
• On the filtering interface, select filtering criteria based on device attributes. For example, to filter by fixture ID:
Choose the " By fixture " option.
Enter the ID of the target device(s) and confirm your selection.



2.2.3 Perform Batch Firmware Upgrade

a) Initiate Batch Action
  • After selecting devices, return to the " Units " screen.

• Click the" Action " button to open the batch action menu.

b) Select Firmware Update

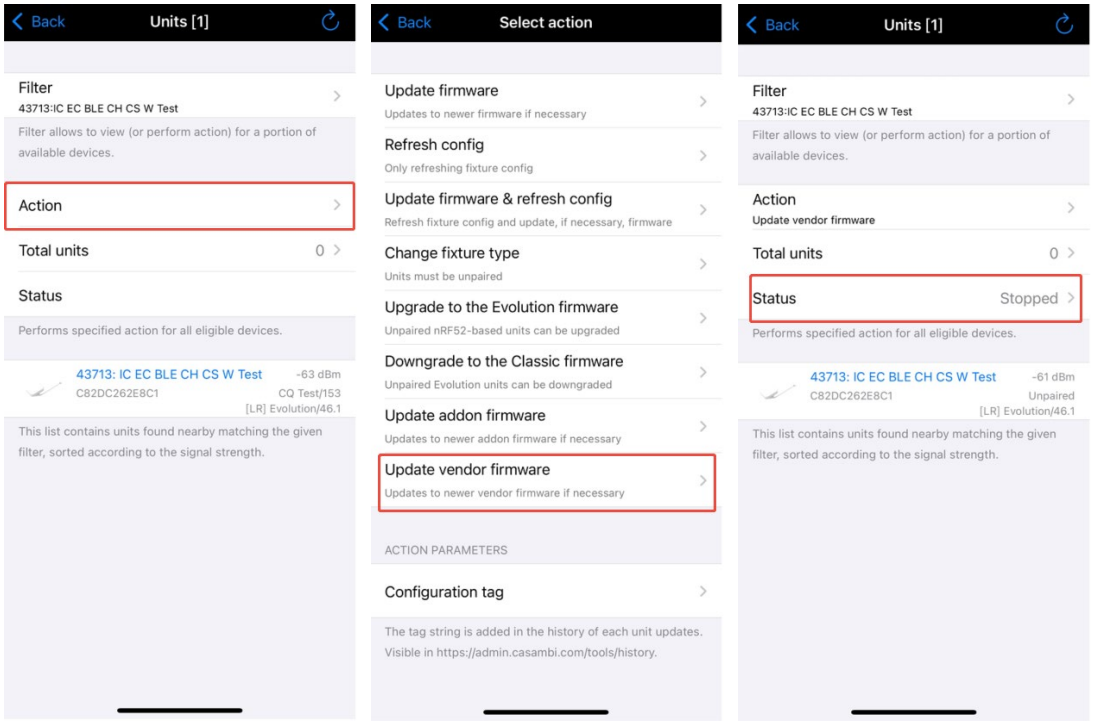
• From the action list, select " Update vendor firmware ".

• The devices chosen for batch upgrade will be listed below.

c) Start the Upgrade

• Review the device list to confirm accuracy.

• Click the " Stopped " button to initiate the batch upgrade process.



2.2.4 Important Notes

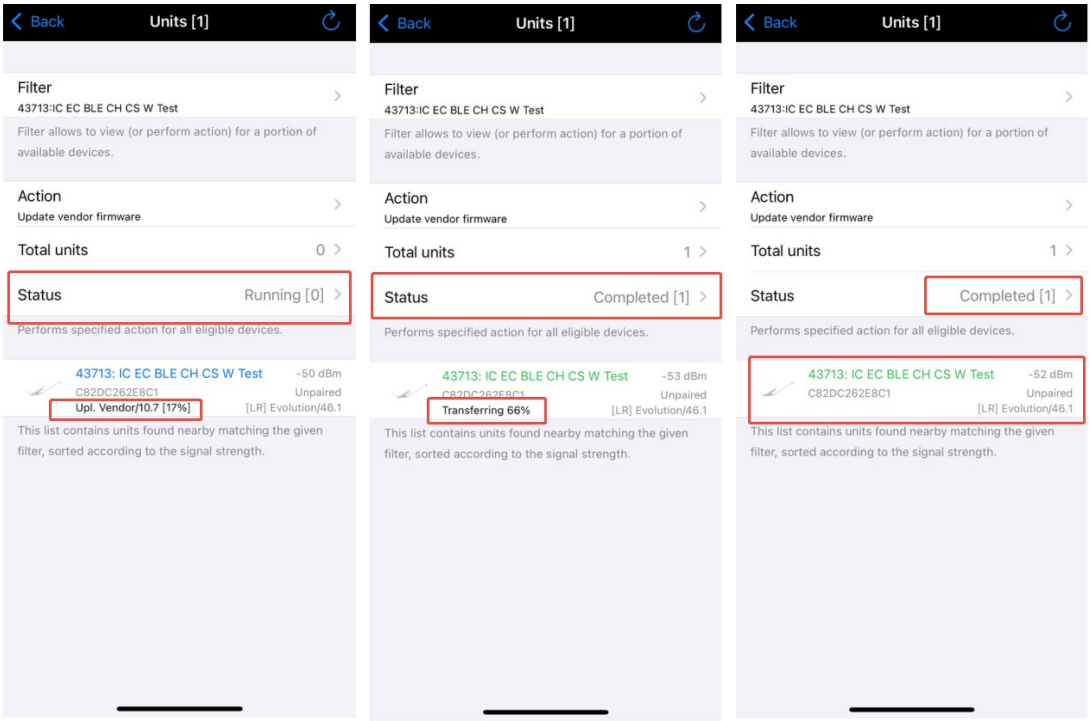
• The upgrade consists of two stages:

• Stage 1 (Fetch) : The firmware is retrieved from the cloud via Bluetooth. When completed, the status will show " Completed " along with a quantity. Note that the upgrade is not finished at this point.

• Stage 2 (Transfer): The firmware is written to the device's MCU. Keep the device powered throughout this process. The upgrade is complete only when the " Transferring " stage finishes and the device turns back on.

• Batch upgrade only works for devices with firmware versions older than the latest. If the device is already up-to-date, the upgrade will not proceed.

• Tore-flash the latest firmware, use the single-device upgrade method described in Section 2.1.


Back
Units [1]
Filter
43713:IC EC BLE CH CS W Test
Filter allows to view (or perform action) for a portion of available devices.
Action
Update vendor firmware
Total units
0
Status
Running [0]
Performs specified action for all eligible devices.
43713: IC EC BLE CH CS W Test
-50 dBm
C82DC262E8C1
Unpaired
Upl. Vendor/10.7 [17%]
[LR] Evolution/46.1
This list contains units found nearby matching the given filter, sorted according to the signal strength.
Back
Units [1]
Filter
43713:IC EC BLE CH CS W Test
Filter allows to view (or perform action) for a portion of available devices.
Action
Update vendor firmware
Total units
1
Status
Completed [1]
Performs specified action for all eligible devices.
43713: IC EC BLE CH CS W Test
-53 dBm
Unpaired
Transferring 66%
[LR] Evolution/46.1
This list contains units found nearby matching the given filter, sorted according to the signal strength.
Back
Units [1]
Filter
43713:IC EC BLE CH CS W Test
Filter allows to view (or perform action) for a portion of available devices.
Action
Update vendor firmware
Total units
1
Status
Completed [1]
Performs specified action for all eligible devices.
43713: IC EC BLE CH CS W Test
-52 dBm
C82DC262E8C1
Unpaired
[LR] Evolution/46.1
This list contains units found nearby matching the given filter, sorted according to the signal strength.

3. Convenient Upgrading with the Casambi App

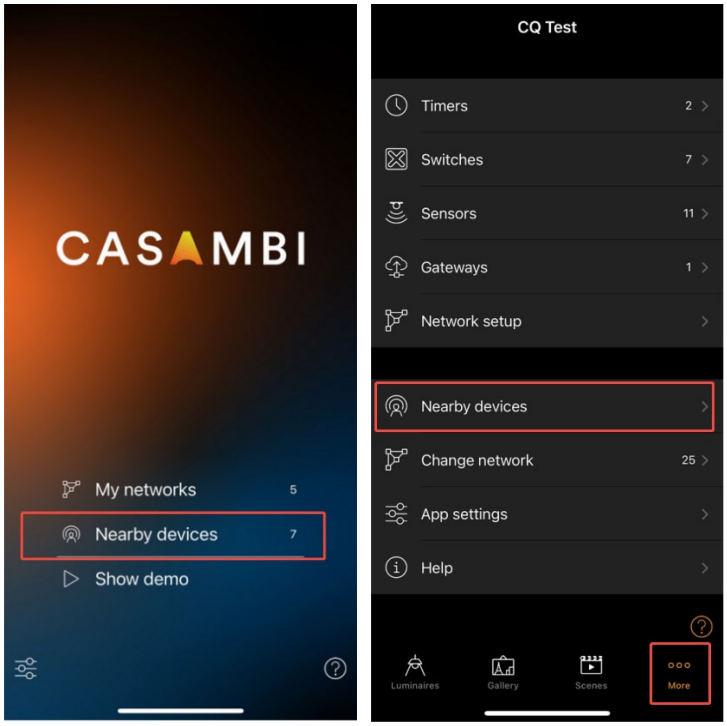
Note: Online upgrade functionality within the Casambi App is only triggered if a firmware version newer than the local device's MCU firmware is detected in the cloud. Refer to the following section for detailed procedures.

3.1 Wireless Upgrade Guide

3.1.1 Locate Device

To initiate an upgrade, you must first locate your device within the Casambi App:
1. If your phone is not connected to a network , the Nearby devices option is typically visible on the main screen.
2.If your phone is connected to a network and online devices are available, the app will often automatically open the device control interface. In this case:

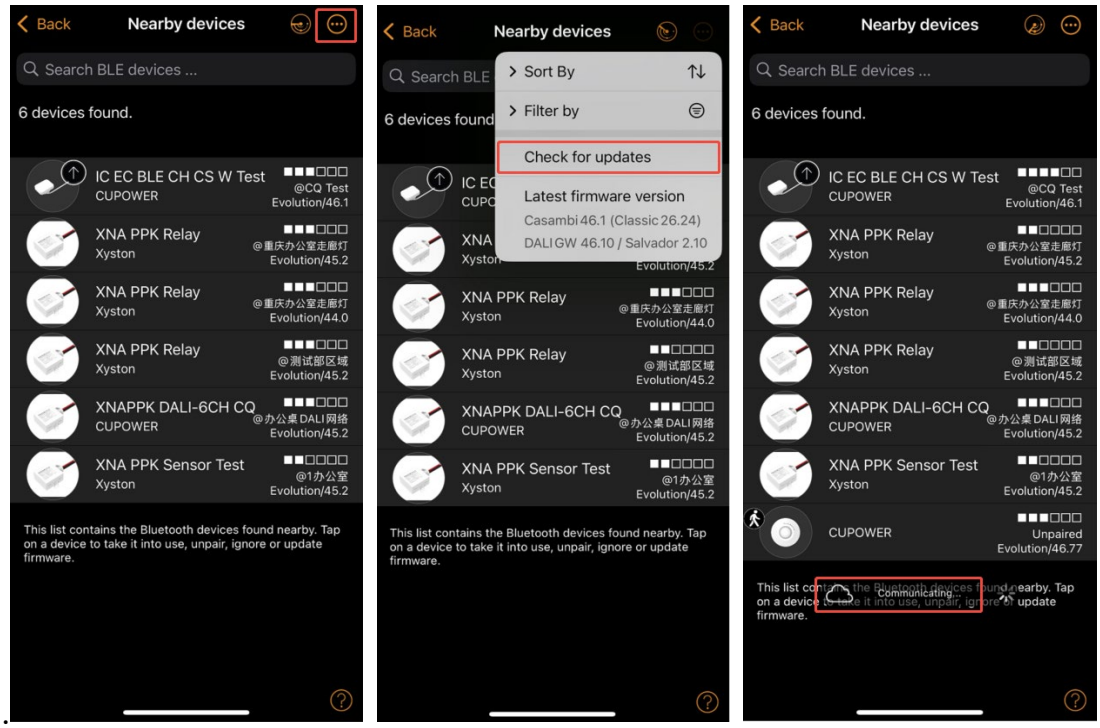
- Tap the More option
- Select Nearby devices from the menu to view all discoverable devices.



3.1.2 Manually Check for Cloud Updates

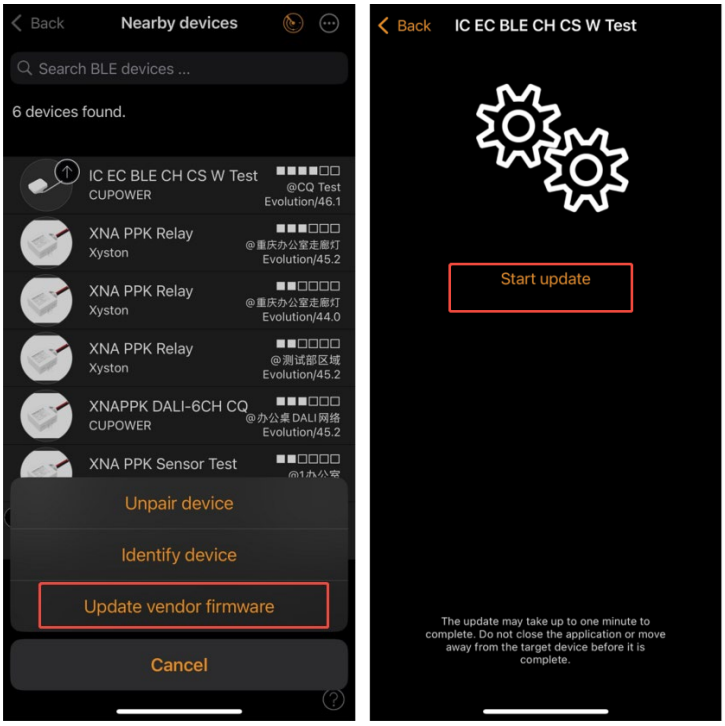
To ensure the app displays the latest available firmware and to prevent unexpected issues caused by network delays or caching, manually synchronize with the cloud by following these steps:
1. From the list of nearby devices, tap the Menu icon (•••) in the upper-right corner.

2. From the menu that appears, select the Check for updates option.
3. The app will begin synchronizing with the cloud server. During this process, a rotating "☁ Communicating " status indicator will appear.
4. Wait for the "☁ Communicating " indicator to disappear completely. This confirms that the synchronization has successfully finished and the firmware information is now up to date.



3.1.3 Initiating the Firmware Upgrade

To perform an online upgrade on a specific device, please follow these steps:
1. From the attached device list, select the device that requires a firmware upgrade.
2. Click on its entry to access the device menu, then select the " Update vendor firmware " option.
3. The firmware upgrade interface will appear. Click the " Start update " button to initiate the online upgrade process.



3.1.4 Casambi App Upgrade Process & Precautions

Similarly, the online upgrade process via the Casambi App consists of two distinct stages: Transferring and Updating.

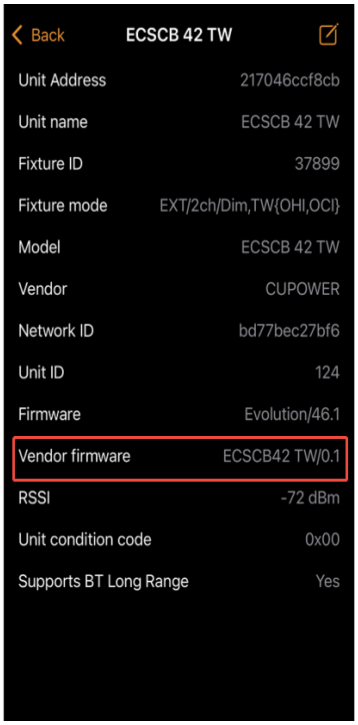
• The upgrade is only considered complete when the " Updating " stage finishes and the interface displays " Update succeed ", accompanied by the successful illumination of the light fixture.

• Crucial Warning: Do not power off the device at any point during the entire upgrade process! An interruption can corrupt the firmware, resulting in a non-functional device

• Recovery Procedure: If the MCU firmware is lost due to an accidental power outage, you must use the Utility App to restore the firmware and recover the device.

4. Note：Driver Firmware Validation

If driver malfunction occurs during firmware upgrade procedures (abort/fail states), immediately confirm the firmware version. Should the version display 255.255 or 0.1, this confirms firmware corruption or erasure. Perform an online recovery update using the Utility software. See the diagram below for interface locations of version information.



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