

# Technical information

## Customer Care

### Firmware Update LUISA (LM 150TD)

#### The LUISA firmware can be updated as follows

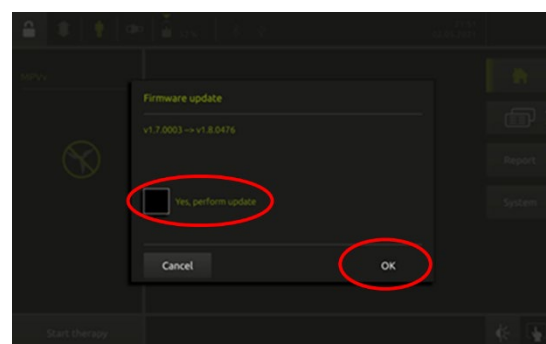
1. Download the new firmware file from the website of the manufacturer.

You can find the current firmware on the manufacturer's website in the login area for download.

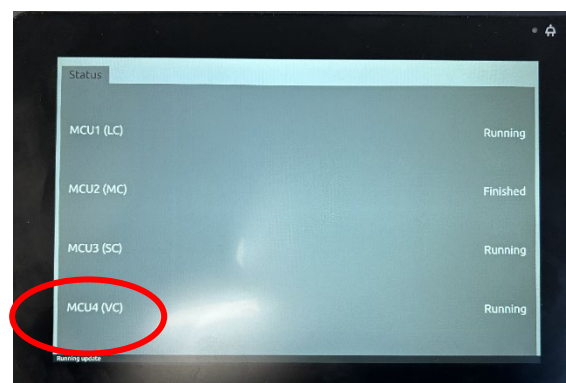
Save the firmware-file (.hex-Datei) without changing the name of the file on the USB-C-Stick included with the LUISA.

2. Connect the LUISA to the power supply.
3. Connect the USB-Stick to the LUISA.
4. The device will automatically detect the new firmware file and a prompt will appear [it may take a few seconds]. Check the "Yes, perform update" box and click the "OK" button.

This will start the firmware update.



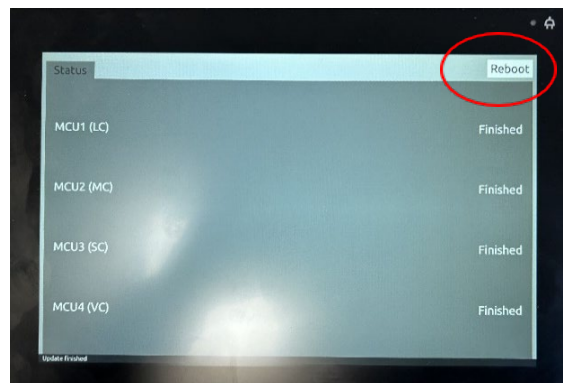
5. "Running update" will be displayed on the screen.



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6. As soon as the update is completed, the button "Reboot" will be displayed top right of the screen.  
**REMOVE THE USB-STICK**  
and press button "Reboot".

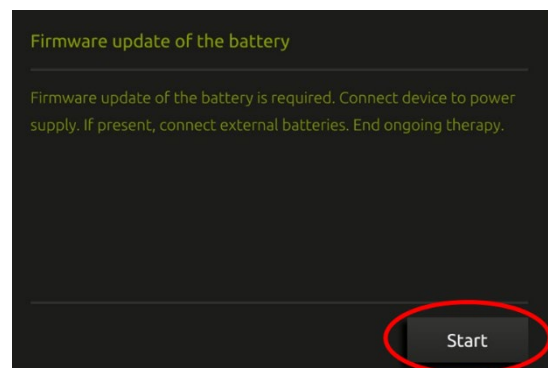


### Important:

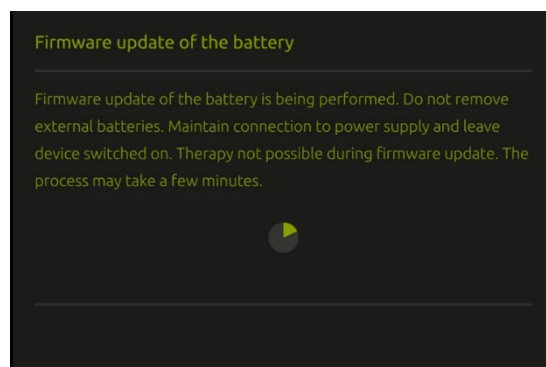
To start the battery firmware update, you must have the LUISA connected to power and also connect external batteries (if available) before clicking "Reboot".

In the next step, the firmware of the internal battery and any external batteries will be updated.

7. When the LUISA is connected to power, the "Start" button will appear at the right of the screen.  
Press "Start" and follow the instructions on the screen.



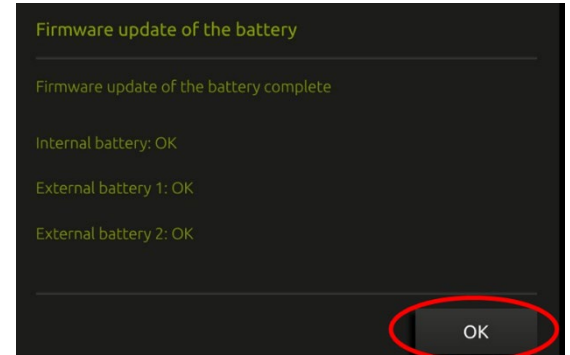
8. The notification "Firmware update of the battery" appears.



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9. After the battery firmware update is completed, "Internal Battery OK" and if connected, "External battery 1 OK" und / oder "External battery 2 OK" will be displayed.  
By confirming the information with the "OK" button the device returns to home screen.



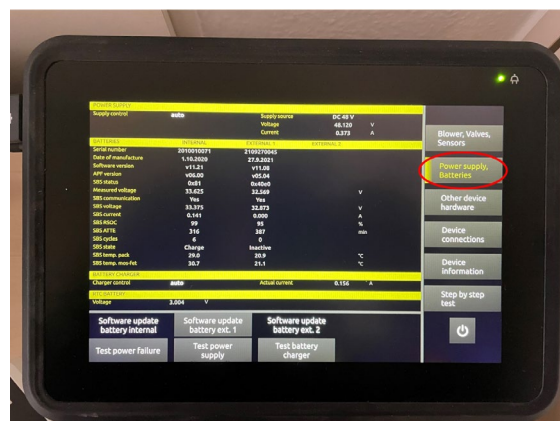
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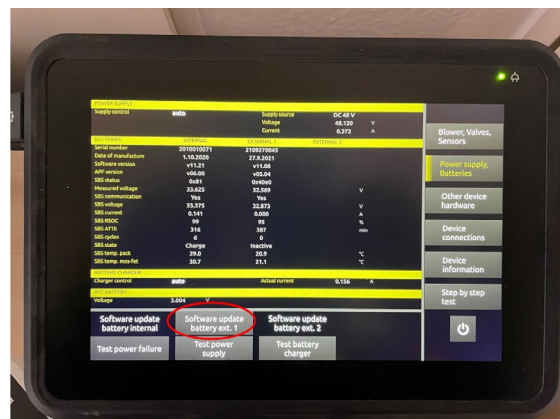
### Further batteries can be updated as follows:

Requirement: Access to the service menu (**for trained and authorized technicians only**)

1. Choose **Power supply, batteries** into the service menu.  
Make sure the power supply is connected and the green LED flashes.  
Connect external batteries.



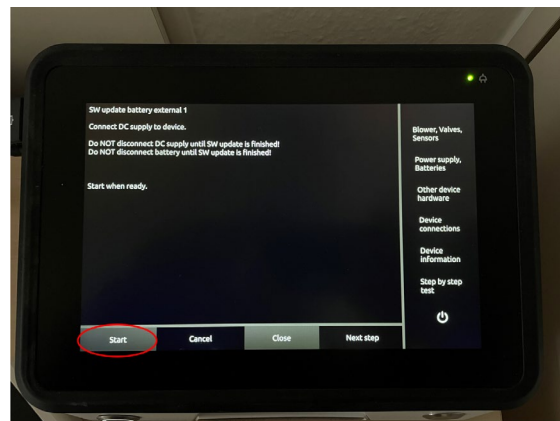
2. Choose **Software update battery ext. 1** to update the battery on E1.



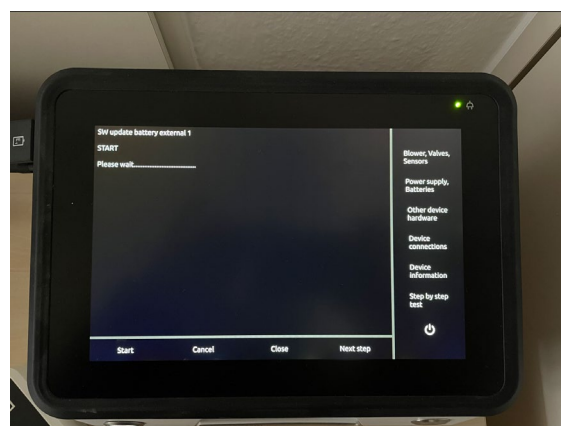
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3. Press **Start** to perform update.



4. During the update neither the power supply nor the batteries may be disconnected.



5. As soon as **PASSED** occurs, the update of the external battery is done. Press **Close** to go back to service menu and update other external batteries.

