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e:cue SYMPL Core S(p)

Update Instructions

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e:cue SYMPL Core S(p) Update Instructions (original issue)

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Karl-Schurz-Strasse 38
33100 Paderborn, Germany

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Downloads and more information at:
www.ecue.com and www.traxontechologies.com

OSRAM GmbH
Sales Operations
Karl-Schurz-Str. 38
33100 Paderborn, Germany
+49 5251 54648-0
support@ecue.com
www.ecue.com

Head office / Zentrale:
Marcel-Breuer-Strasse 6
80807 Munich, Germany
Phone +49 89 6213-0
Fax +49 89 6213-2020
www.osram.com


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1 About this manual

Please read the update instructions carefully. This manual should be kept at a safe place and in reach of the SYMPL Core S(p).

1.1 Symbols


-  General hint, recommendation and information about handling and procedures for use of the device.

1.2 Support

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-  In case of questions or need of help, please contact support@ecue.com.
-


2 General update information

The e:cue SYMPL Core S(p) runs on an integrated firmware. The firmware is a specific SYMPHOLIGHT application.

-
-  It is recommended to update the firmware whenever a newer version is available.
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Depending on the installed firmware version, there are different ways to update the firmware:

1. Update via web interface (from v5.2 or newer) - see [page 03](#).
2. Update with a USB flash drive (from v5.2 or newer) - see [page 04](#).
3. Update with a USB flash drive (from older version than v5.2) - see [page 05](#).
4. Update via microSD card (from any version, last resort) - see [page 07](#).

-
-  When SYMPHOLIGHT v5.2 or newer is already running without errors on the SYMPL Core S(p), it is recommended to update via the web interface.
-

3 Update via web interface (from v5.2 or newer)

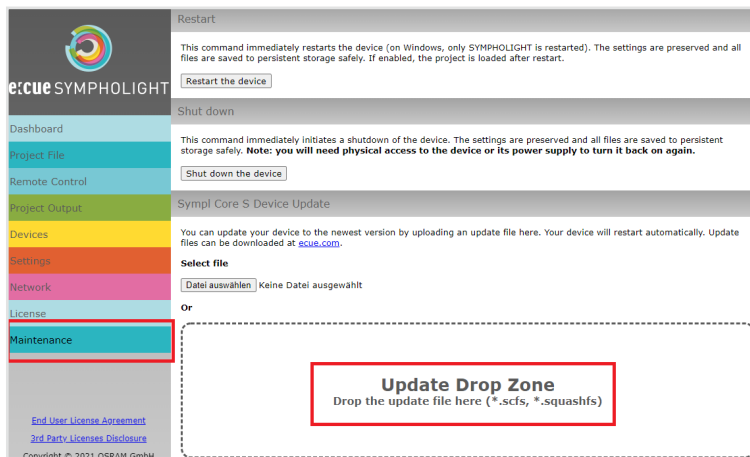
Update a SYMPL Core S(p) remotely using its web interface. This update way applies to devices with an installed SYMPHOLIGHT v5.2 or newer. The configuration, i.e. the settings, the SYMPHOLIGHT project file, and any media files, is preserved.

3.1 Prerequisites

- A computer with internet access and a supported web browser. Supported web browsers are: Google Chrome, Microsoft Edge, Mozilla Firefox, Safari.
- A stable network access of the computer to the SYMPL Core S(p). It is recommended to use a wired network connection.
- The SYMPL Core S(p) is running.
- On the SYMPL Core S(p) an installed SYMPHOLIGHT v5.2 or newer.
- The password to the web interface of the SYMPL Core S(p) is set.

3.2 How to perform the update

1. Download the new update file from www.ecue.com to the computer. The update file has the extension *.scfs and contains the new firmware.
2. Connect the computer to the same network as the SYMPL Core S(p).
3. Open the web interface of the SYMPL Core S(p).
4. Open the “Maintenance” page.
5. Drag and drop the update file onto the “Update Drop Zone”.



The update process starts. It will take some minutes, indicated by a progress bar.

- Do not leave or refresh the “Maintenance” page or hide the SYMPL Core S(p) browser tab while the update is in progress. This will lead to an incomplete update.
- In case of an upload error, try the update again from [step 4](#) onwards **without restarting** the SYMPL Core S(p).

At the end of the update process, the SYMPL Core S(p) restarts and resumes normal operation. When the Master/Slave LED of SYMPL Core S(p) lights in blue, the device has restarted and is operational. The update is now completed.

- Do not interrupt restart processes. This will lead to an incomplete update. Wait until the SYMPL Core S(p) resumes normal operation.

3.3 Troubleshooting

If the SYMPL Core S(p) does not restart properly after the update, try the other update options: First try [„4 Update with a USB flash drive \(from v5.2 or newer\)“](#) on page 04. As a last resort try [„6 Update via microSD card \(from any version\)“](#) on page 07.

4 Update with a USB flash drive (from v5.2 or newer)

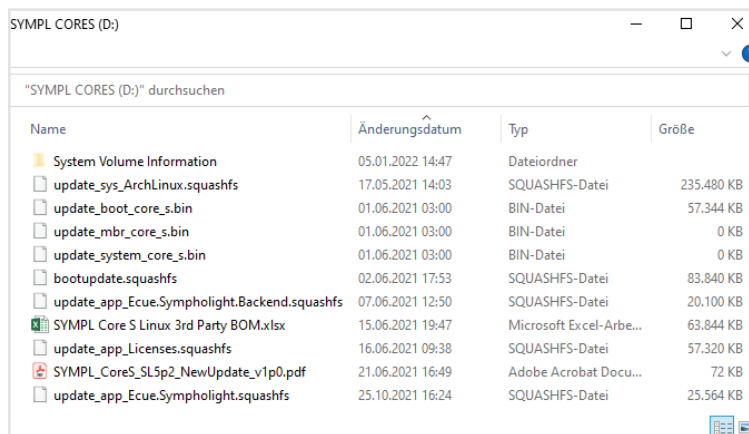
Update a SYMPL Core S(p) using a USB flash drive. This update way applies to devices with an installed SYMPHOLIGHT v5.2 or newer. The configuration, i.e. the settings, the SYMPHOLIGHT project file, and any media files, is preserved.

4.1 Prerequisites

- A computer with internet access and USB port.
- On the SYMPL Core S(p) an installed SYMPHOLIGHT v5.2 or newer.
- A USB flash drive with min. 4 GB storage capacity and file system FAT32, NTFS or exFAT.

4.2 How to perform the update

1. Connect the USB flash drive to the computer.
2. Download the new update ZIP file from www.ecue.com to the computer. The update ZIP file contains the new firmware.
3. Unzip the update file.
4. Copy all unzipped files to the root directory of the USB flash drive.



5. Use "Safely Remove Hardware and Eject Media" from the Windows task bar or "Eject" for Macs.
6. Unplug the USB flash drive from the computer.
7. Power off the SYMPL Core S(p).
8. Insert the USB flash drive into the SYMPL Core S(p).
9. Keep the Identify button pressed while powering the SYMPL Core S(p) up.
10. After ca. 7 seconds, the top two LEDs ("Master/Slave" in blue and "Error/Status" in green) will blink alternately. Release the Identify button now. The update process starts, it will take 5-10 minutes.



Do not release the Identify button while the LEDs are blinking simultaneously. This resets the SYMPL Core S(p) to its factory settings. To continue without a reset, keep the button pressed until the LEDs and the SYMPL Core S(p) are back to normal operation. Resume the update process with [step 9](#).

At the end of the update process, the SYMPL Core S(p) restarts and resumes normal operation. When the Master/Slave LED of SYMPL Core S(p) lights in blue, the device has restarted and is operational. The update is now completed.



Do not interrupt restart processes. This will lead to an incomplete update. Wait until the SYMPL Core S(p) resumes normal operation.

4.3 Troubleshooting

In case the update failed, try „6 Update via microSD card (from any version)“ on page 07.

5 Update with a USB flash drive (from v5.1SR1 or older)

Update a SYMPL Core S using a USB flash drive. This update way applies to devices with an installed SYMPHOLIGHT version v5.1SR1 or older.

- The settings and SYMPHOLIGHT project file on the SYMPL Core S(p) will be deleted in the update process. For their recreation after the update („5.3 How to restore the previous configuration“ on page 06), download the current project file from the SYMPL Core S to a computer and make screenshots from the Dashboard, Settings and Network pages before performing the update.

5.1 Prerequisites

- A computer with internet access and USB port.
- On the SYMPL Core S an installed SYMPHOLIGHT v5.1SR1 or older.
- A USB flash drive with min. 4 GB storage capacity.

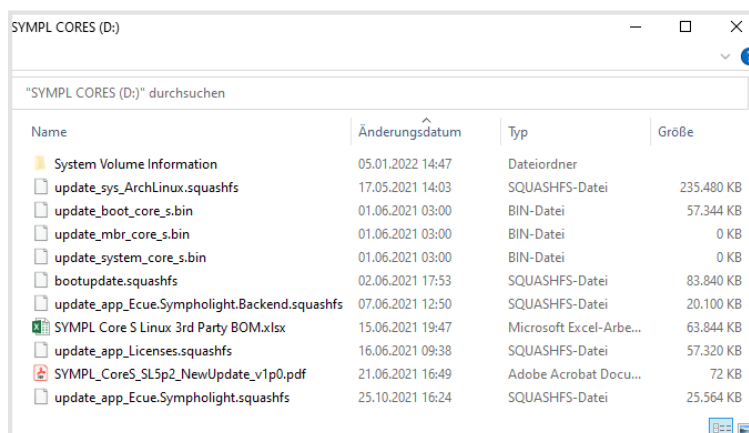
- The recommended maximum storage capacity of the USB flash drive is 32 GB. Windows does not format USB flash drives larger than 32 GB with FAT32. For a USB flash drive larger than 32 GB try another formatting tool like the “HP USB Disk Storage Format Tool”.
- The USB flash drive will be formatted during the update process. All previous data on the USB flash drive will be erased. Hence, it is recommended to backup the data of the USB flash drive.

5.2 How to perform the update

- Connect the USB flash drive to the computer.
- Format the USB flash drive. Select the FAT32 file system.

- Formatting will irreversibly erase all data on the USB flash drive.

- Download the new update ZIP file from www.ecue.com to the computer. The update ZIP file contains the new firmware.
- Unzip the update file.
- Copy all unzipped files to the root directory of the USB flash drive.



- Use “Safely Remove Hardware and Eject Media” from the Windows task bar or “Eject” for Macs.
- Unplug the USB flash drive from the computer.
- Power off the SYMPL Core S.

9. Insert the USB flash drive into the SYMPL Core S.
10. Hold the Identify button pressed while powering the SYMPL Core S up.
11. After ca. 7 seconds, the top two LEDs (“Master/Slave” in blue and “Error/Status” in green) will blink alternately. Release the Identify button now. The update process starts, it will take 5-10 minutes.

i Do not release the Identify button while the LEDs are blinking simultaneously. This resets the SYMPL Core S to its factory settings. To continue without a reset, keep the button pressed until the LEDs and the SYMPL Core S are back to normal operation. Resume the update process with [step 10](#).

The SYMPL Core S restarts several times during this update process. At the end of the update process, the SYMPL Core S resumes normal operation. When the Master/Slave LED of SYMPL Core S lights in blue, the device has restarted and is operational. The update is now completed.

i After the update, the SYMPL Core S's AutoDHCP mode is active: If an external DHCP server is available in the network, it assigns a network configuration to the SYMPL Core S. If no external DHCP server is available, an internal DHCP server starts using the network 192.168.123.0 and subnet mask 255.255.255.0. The SYMPL Core S assigns itself a free random IP address in that subnet. You may have to configure your computer to DHCP or automatically obtain an IP address.

When the network is set up correctly, the SYMPL Core S will show up in SYMPHOLIGHT.

When using a statically configured network (i.e. one without an external DHCP server), you can now configure the SYMPL Core S network settings.

Remember to reconfigure the computer network settings again, where applicable.

[↑ Content](#)

5.3 How to restore the previous configuration

In order to restore the previous configuration of the SYMPL Core S consider the following prerequisites:

- A computer with a supported web browser. Supported web browsers are: Google Chrome, Microsoft Edge, Mozilla Firefox, Safari.
- A stable network access to the SYMPL Core S. It is recommended to use a wired network connection.
- The downloaded project file and screenshots (see [information above](#)).

To restore the previous configuration:

1. Make sure the computer is connected to the same network as the SYMPL Core S.
2. Start SYMPHOLIGHT on the computer.
3. Wait until the SYMPL Core S appears in the “Setup” window → “Sympholights” tab.
4. Right-click on the SYMPL Core S and select “Open Remote Control in Browser”.
5. In the web interface, set the password, then authenticate and change the settings in accordance with the screenshots.
6. Upload the downloaded project file.

The previous configuration is now restored on the SYMPL Core S.

5.4 Troubleshooting

In case the update failed, try „6 Update via microSD card (from any version)“ on page 07.

6 Update via microSD card (from any version)

Update a SYMPL Core S(p) using the microSD card. This update way applies to all SYMPL Core S(p) with any installed SYMPHOLIGHT version. Use this as a last resort in case of failed updates using the regular update ways or when there is reasonable suspicion that the SYMPL Core S(p) does not operate properly.

i The settings and project file on the SYMPL Core S(p) will be deleted in the update process.

To restore the SYMPHOLIGHT project file and other settings after the update („6.3 How to restore the previous project file" on page 08):

- Try to access the web interface of the SYMPL Core S(p). Make screenshots from the Dashboard, Settings and Network pages. Download the current SYMPHOLIGHT project file.
 - When the web interface is not accessible, save the current project file during the update performance, see [information at step 3](#).
-

6.1 Prerequisites

- A computer with a microSD HC card reader.

6.2 How to perform the update

1. Power off the SYMPL Core S(p).
2. Unplug the microSD card from the SYMPL Core S(p).

i The SD card slots at the SYMPL Core S and the Core Sp are different:

- To unplug the SD card from the Core S, the card must be pressed, then it will eject.
 - To unplug the SD card of the Core Sp, the card must be pulled, there is no ejection mechanism.
-

3. Insert the card into the microSD card reader of the computer.

i

- To restore the SYMPHOLIGHT project file after the update, save the project file from the microSD card to the computer. The project file is in the folder “\data\SYMPHOLIGHT X\CurrentShow”.
- If you are updating because the SYMPL Core S(p) encounters problems, please make a backup of the “\data\logs” folder if possible and send it to support@ecue.com to help improving the system.

4. Format the microSD card.

i The SD Association provides a formatting tool for Windows and Mac, see <https://www.sdcard.org/downloads/formatter/>

5. Download the new update ZIP file from www.ecue.com to the computer. The update ZIP file contains the new firmware.
6. Unzip the update file.
7. Copy all unzipped files to the root directory of the microSD card.

i Do not copy the folder containing the files. Copy all files from within the folder.

8. Use “Safely Remove Hardware and Eject Media” from the Windows task bar or “Eject” for Macs.
9. Unplug the microSD card from the computer.

10. Insert the microSD card into the SYMPL Core S(p).
11. Power on the SYMPL Core S(p).

When the Master/Slave LED of SYMPL Core S(p) lights in blue, the device has started and is operational. The update is now completed.

i After the update, the SYMPL Core S(p)'s AutoDHCP mode is active: If an external DHCP server is available in the network, it assigns a network configuration to the SYMPL Core S(p). If no external DHCP server is available, an internal DHCP server starts using the network 192.168.123.0 and subnet mask 255.255.255.0. The SYMPL Core S(p) assigns itself a free random IP address in that subnet. You may have to configure your computer to DHCP or automatically obtain an IP address.

When the network is set up correctly, the SYMPL Core S(p) will show up in SYMPHOLIGHT.

When using a statically configured network (i.e. one without an external DHCP server), you can now configure the SYMPL Core S(p) network settings.

Remember to reconfigure the computer network settings again, where applicable.

6.3 How to restore the previous project file

In order to restore the previous project file of the SYMPL Core S(p) consider the following prerequisites:

- A computer with a supported web browser. Supported web browsers are: Google Chrome, Microsoft Edge, Mozilla Firefox, Safari.
- A stable network access to the SYMPL Core S(p). It is recommended to use a wired network connection.
- The saved project file, see [information at step 3](#), and, where available, the screenshots of the web interface.

To restore the previous configuration:

1. Make sure the computer is connected to the same network as the SYMPL Core S(p).
2. Start SYMPHOLIGHT on the computer.
3. Wait until the SYMPL Core S(p) appears in the "Setup" window → "Sympholights" tab.
4. Right-click on the SYMPL Core S(p) and select "Open Remote Control in Browser".
5. In the web interface, set the password, then authenticate and configure the SYMPL Core Sp. Refer to the screenshots, where available.
6. Upload the saved project file.

The previous configuration is now restored on the SYMPL Core S(p).

6.4 Troubleshooting

If the SYMPL Core S(p) still does not operate properly after updating via microSD card, the microSD card could be defective. Retry the update with a different microSD card. Any standard microSD HC card with 8 ... 32 GB should work - no guarantee. You can also contact your local e:cue partner or the e:cue support to receive a replacement microSD card.

If the problems persist after trying the update with a different microSD card, please contact support@ecue.com.

- End -

Thank you for choosing e:cue in your project.
 Downloads and more information at: www.ecue.com
 Problems or compliments? Please contact support@ecue.com