



TSD-4010  
August 1, 2021

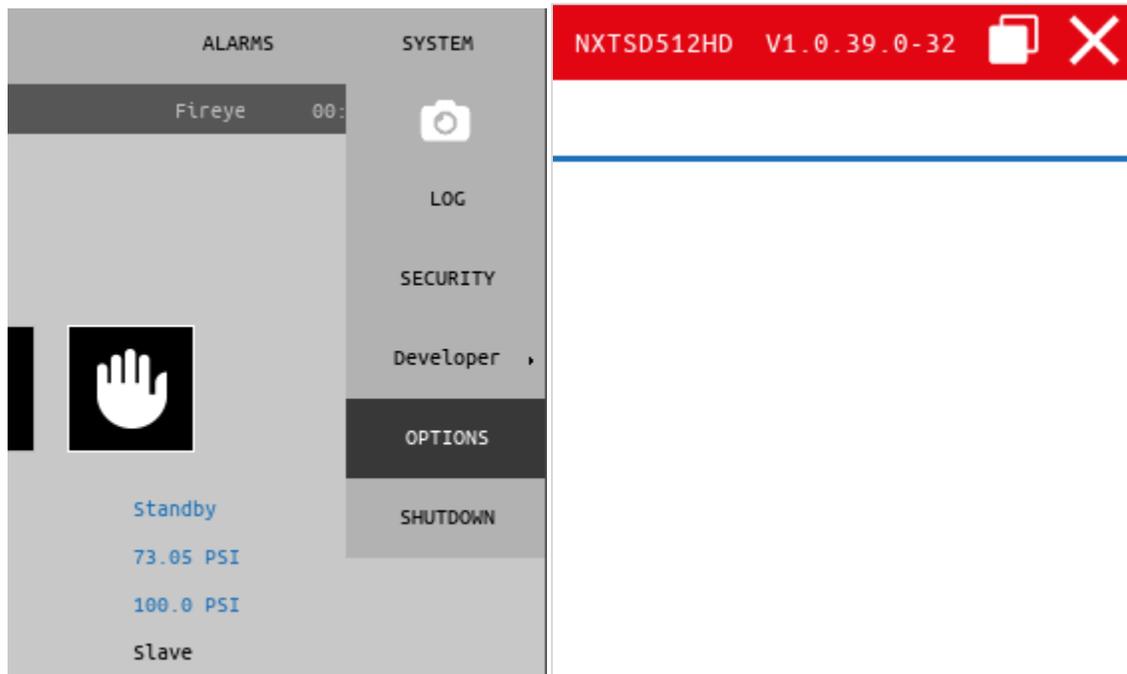
# NXTSD507HD, NXTSD512HD Touchscreen Interface Firmware Update Procedure



## DESCRIPTION

This bulletin describes how to apply a firmware update to the NXTSD507HD (7") or NXTSD512HD (12.1") touchscreen interfaces in the field.

The current firmware revision that is installed can be viewed by from the SYSTEM menu by clicking OPTIONS (Admin login is required). The currently installed firmware revision will be shown in the upper right corner.





## REQUIREMENTS

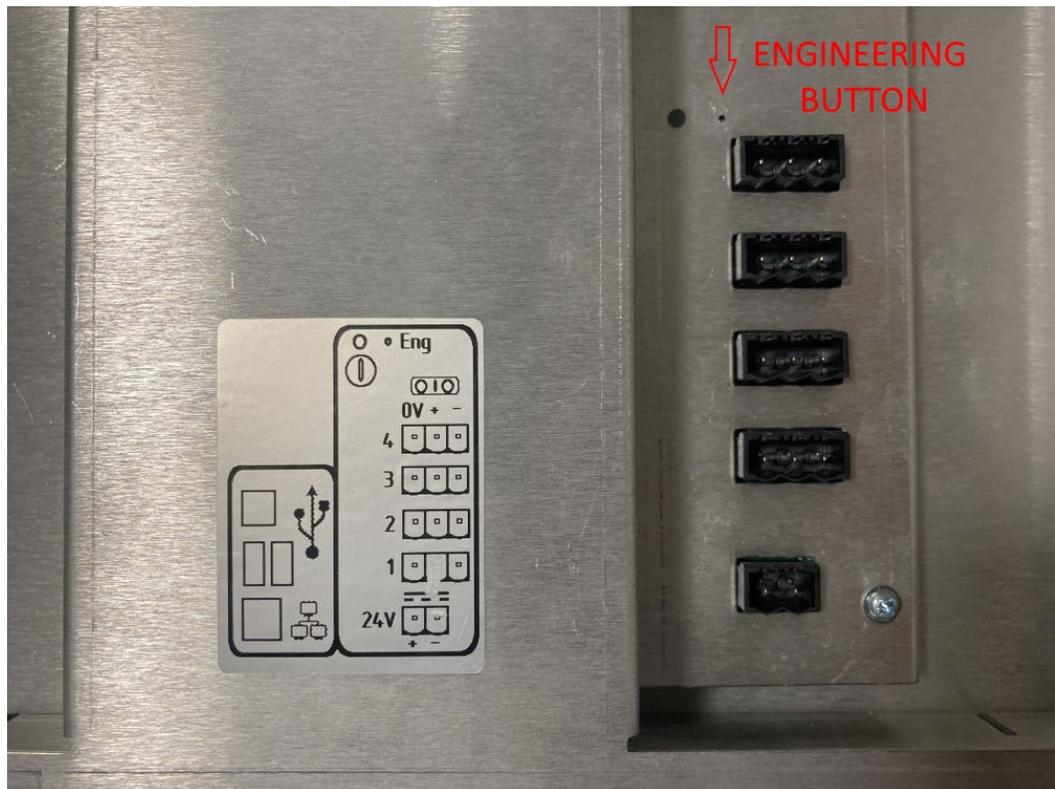
1. A PC running the Windows 10 or later operating system. While older versions of Windows may work, they have not been tested.
2. Download **Fireeye Flash Tool V1.2.0** software from the Fireeye website ([www.fireeye.com](http://www.fireeye.com)). This software can be found by clicking Documents & Resources on the menu bar, then Software. After downloading, unzip the contents of the folder then double-click to install the executable.

The screenshot shows the Fireeye website's navigation menu. The 'Documents & Resources' menu is open, and the 'Software' option is highlighted with a red arrow. Below the menu, a table lists software downloads:

SD Card File Reader 2.4	Software	SD Card File Reader 2.4. Click to download zip file.	<a href="#">Download</a>
Fireeye Flash Tool V1.2.0	Software	Firmware Software	<a href="#">Download</a>
NXTSD5xxHD V1.0.39.0-32	Software	Firmware Software. Click download to open zip file.	<a href="#">Download</a>



3. Download **NXTSD5xxHD V1.0.39.0-32** software from the Fireeye website ([www.fireeye.com](http://www.fireeye.com)) as described in the previous step. After downloading, unzip the contents of the folder then double-click to install the executable. Note that this file is large (around 600MB) so it is difficult to share via email or standard file sharing methods. If there is an error message that the file already exists (typically an older version), simply uninstall the older version by typing “uninstall” in the Windows search bar, then select “Add or remove programs”. Find the existing application starting with “NXTSD...” and click Uninstall. After that is done, the new version can be installed without error.
4. A small bent paperclip or similar tool for pressing the engineering button. This key is located near serial port 4 as shown in the image below.



5. A standard USB A to USB B male to male cable.

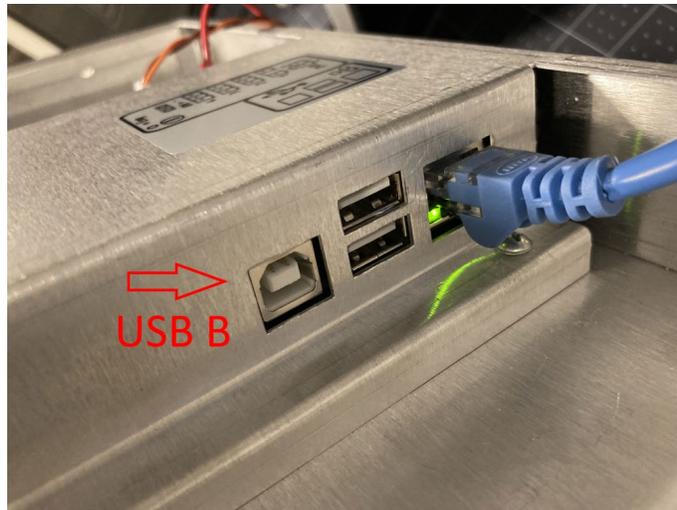




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## PROCEDURE

1. Connect the NXTSD507HD or NXTSD512HD to the PC using the USB cable. Place the USB B side (square male plug) into the touchscreen and the USB A side (rectangular male plug) into the PC. Make sure that the touchscreen is powered down as this process begins. The recommended method is to remove the power terminal block.



2. Run the newly installed application **Fireye Flash**. Click the forward arrow (next) to begin the process.



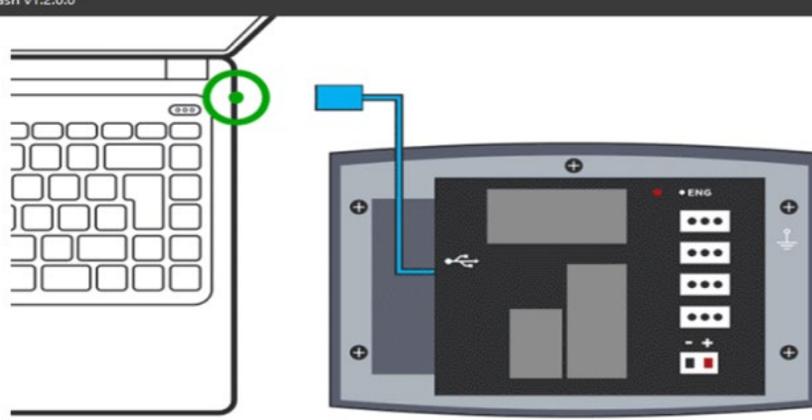


3. Select the correct touchscreen model under **Product** and the installed firmware under **Version**. If there are no options to select, ensure that the firmware file **NXTSD5xxHD V1.0.39.0-32** was downloaded and properly installed.

A screenshot of the "Fireeye Flash v1.2.0.0" application interface. The title bar at the top left reads "Fireeye Flash v1.2.0.0". The main content area has the heading "Select Your Product and Version". Below this heading are two dropdown menus: "Product" with the selected value "NXTSD512HD" and "Version" with the selected value "1.0.39.0-32". To the right of the dropdowns is a graphic of two interlocking gears. At the bottom of the interface, there is a red button with a white "X" on the left and a green button with a white ">" on the right.A close-up screenshot of the "Select Your Product and Version" form. It shows the "Product" dropdown menu with "NXTSD512HD" selected and the "Version" dropdown menu with "1.0.39.0-32" selected. The text "Select Your Product and Version" is visible at the top of the form.

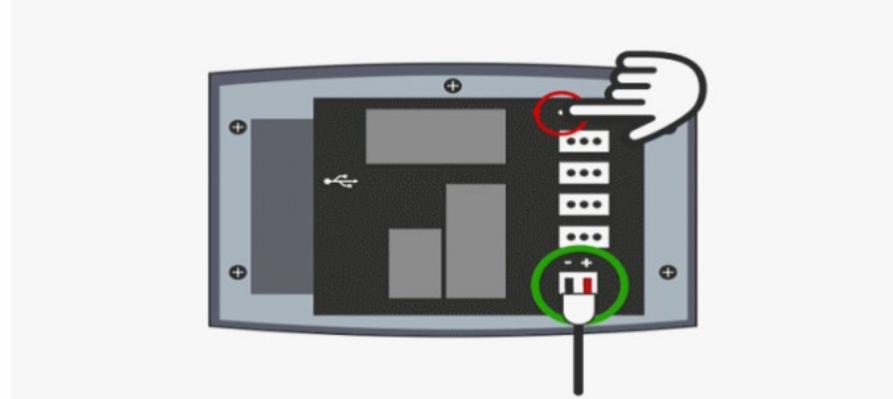
4. Follow the directions given on the screen.

Fireye Flash v1.2.0.0



Ensure the HMI is powered down. Connect the HMI to your PC as detailed above. Looking for the NXTSD512HD....

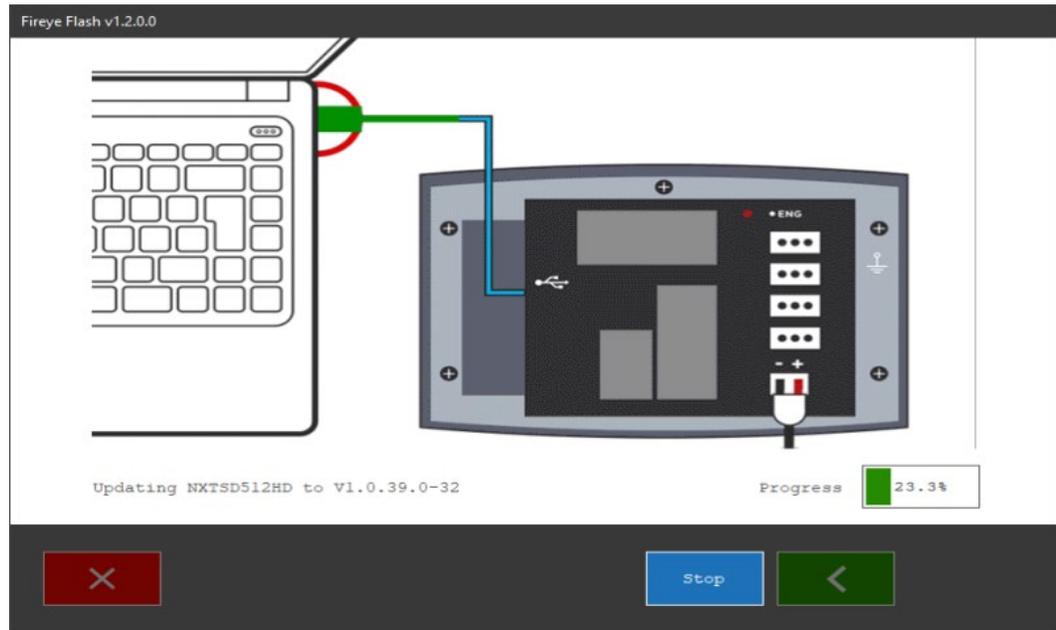
Fireye Flash v1.2.0.0



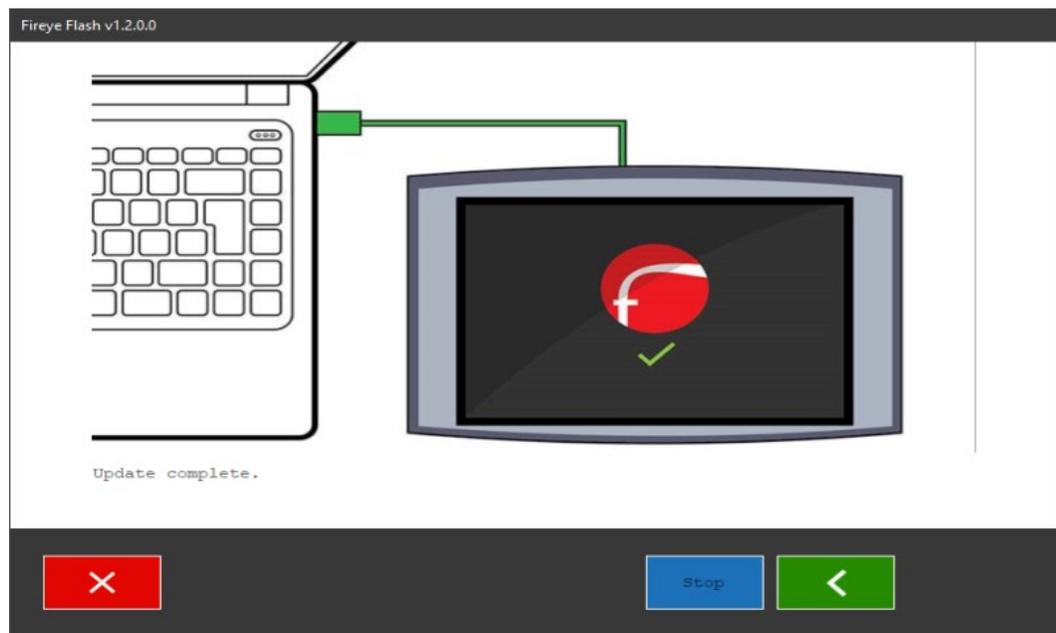
Hold the 'Engineering Mode' button down on the HMI whilst connecting power. Once your PC has detected the HMI, the 'Engineering Mode' button can be released.



Once the power terminal block is plugged in while the engineering button is held down, the unit will immediately begin downloading. Progress will be shown as this update occurs. Note that the progress may seem to stall toward the end, but this is normal. The update will take approximately ten minutes to complete.



5. When the update is complete, exit the application by clicking the red X button (exit).



Power cycle the NXTSD507HD or NXTSD512HD by removing and replacing the power terminal block. Verify that the unit is displaying the new firmware revision.



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6. If there is only one NXF4000 that will be connected to the NXTSD507HD or NXTSD512HD, no configuration needs to be done for that device to communicate if it still has the default node address of 247 and is connected to serial port 1. For any other connection scheme, refer to Fireeye bulletin *TSD-4001* dated August 1, 2021 or later for detailed instructions on adding devices.