



Doc. nr. R-36-02-01-A2

Letter to the Distributor: Software Upgrade Instructions

Micro Joystick R-net, Multi Joystick R-net, All-round Joystick (Light) R-net, Heavy Duty Joystick R-net

Dear customer,

We hope this letter finds you well.

In this letter, you can find the instructions to upgrade the firmware of the mo-vis R-net joysticks that are affected by the issue described in FSN R36-02-01-A3.

All mo-vis R-net joysticks with firmware version 2.3 and lower need to be upgraded to firmware version 2.6, to solve a possible error with the out-of-neutral functionality.

Affected Units

Product Code	Product Name	Serial Numbers
P002-52	Micro Joystick R-net	1000-1690
P002-62	Multi Joystick R-net	
P002-75	All-round Joystick R-net	1000-2647
P002-76	All-round Joystick R-net Light	
P002-77	All-round Joystick R-net Heavy Duty	

The affected units can be identified easily by using the serial number. For the Micro & Multi Joystick, these can be found on the Interface Unit. For the All-round Joysticks, these can be found on the bottom of the joystick.

Risk Assessment

If the user powers on the wheelchair while the joystick is out of neutral, this may lead to unexpected driving movement of the wheelchair. If the user does not release the joystick in time and does not use the required on/off button, this could lead to serious injury, for example driving into an obstacle or bystanders.

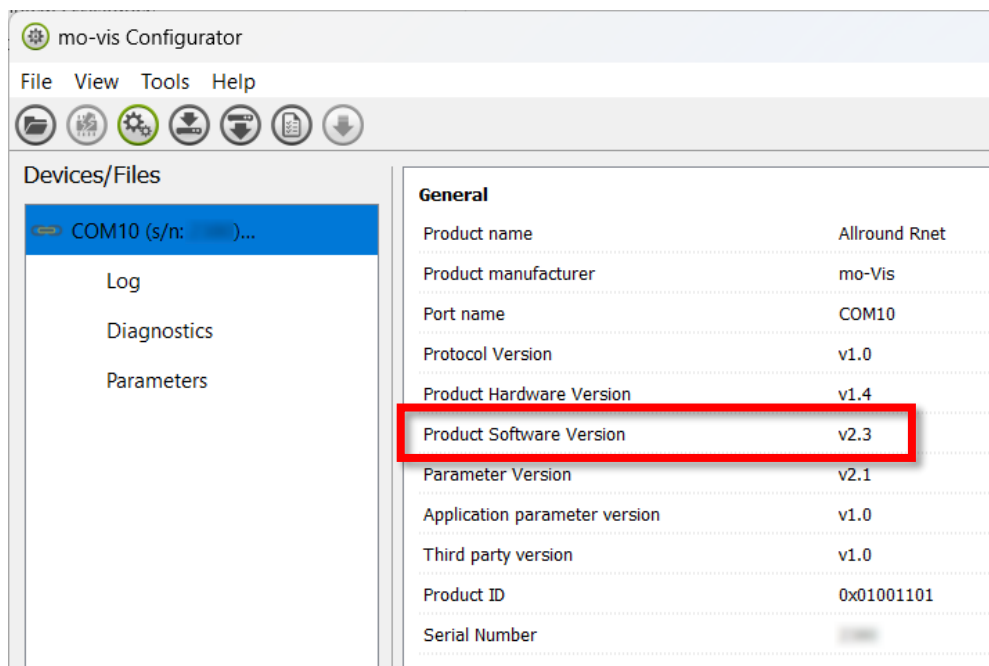
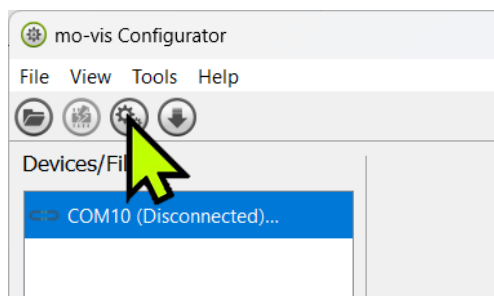
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Action required

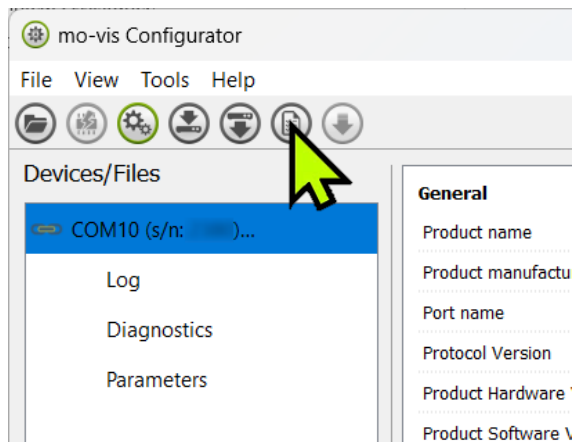
Firmware Update

- 1) Make sure that you have downloaded the latest version of the mo-vis Configurator Software on the website (v02.31 or higher).
- 2) Connect the product to a PC with a Mini-USB cable. Make sure that the device is powered.
- 3) Click on the 'Connect' button

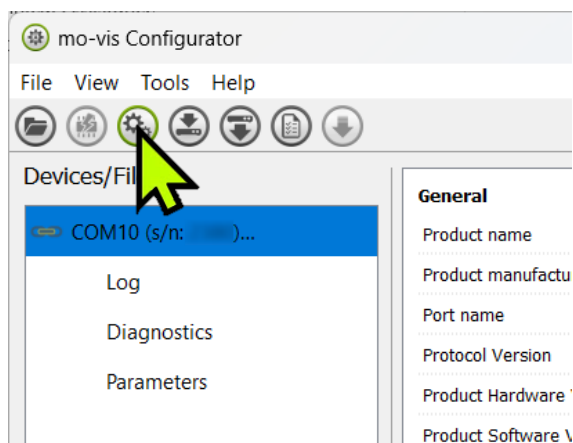




4) Click on “Save device’s summary” and save this file

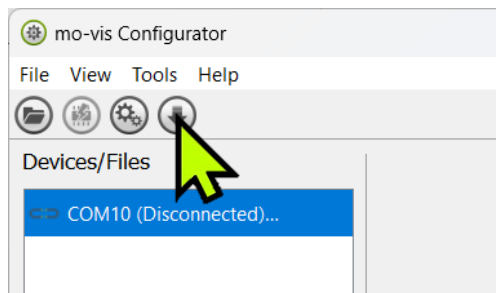


5) Click on the ‘Disconnect’ button

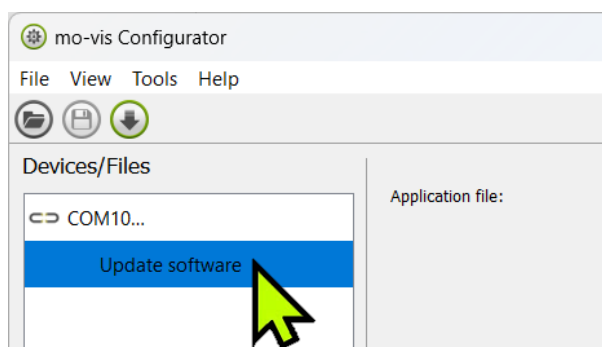




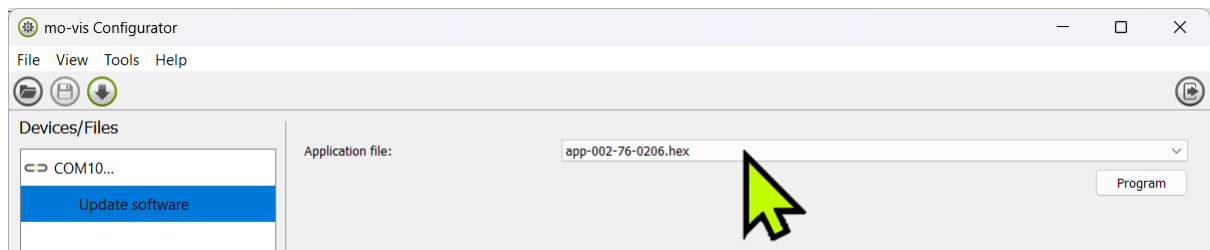
6) Click on the 'Load update mode' button



7) Click on 'Update Software'

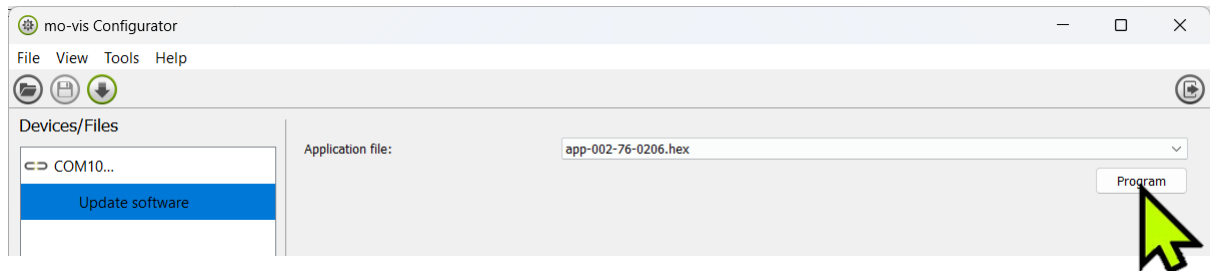


8) Choose "app-002-xx-0206.hex" as the application file





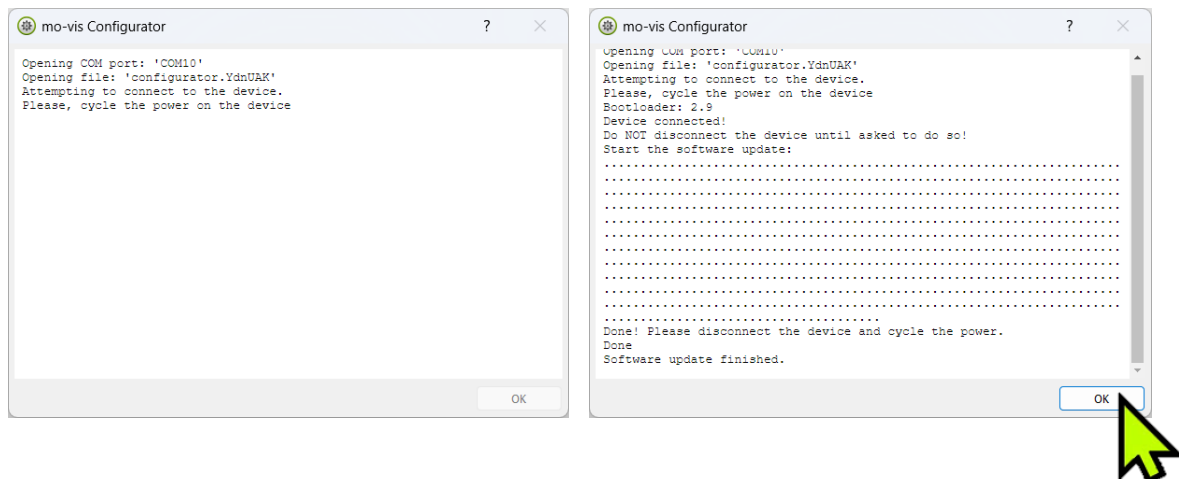
9) Click on 'Program'



10) A new window will appear with instructions to upgrade the device. Follow the instructions.

IMPORANT: For 'Please cycle the power on the device', make sure to use the on/off button of the CJSM controller and not the one connected to the product.

Once all the steps are completed (this takes 2-3 minutes), you will see 'Software update finished'.



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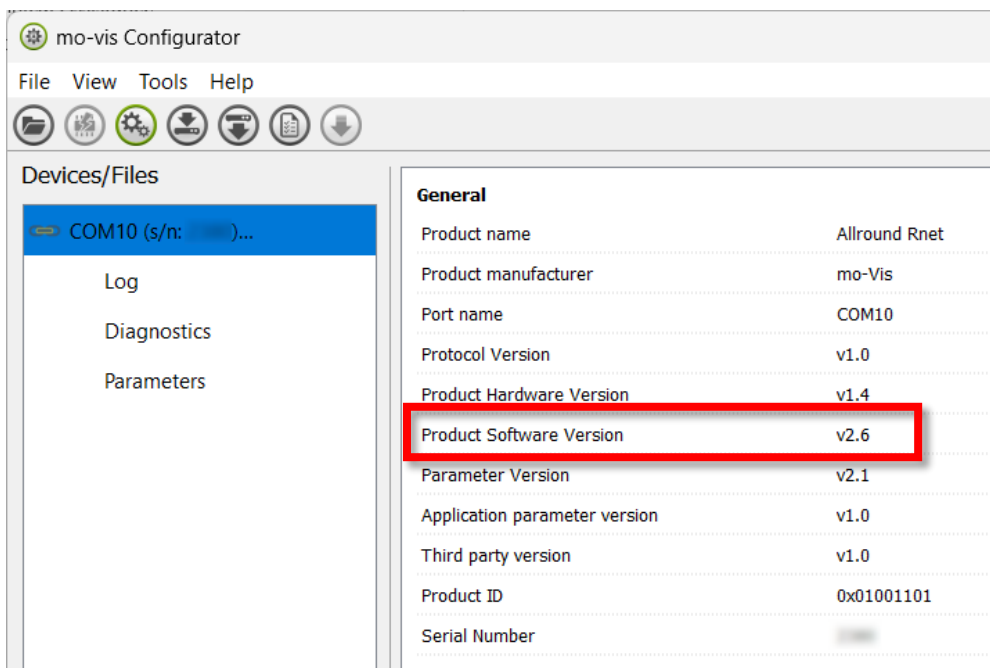
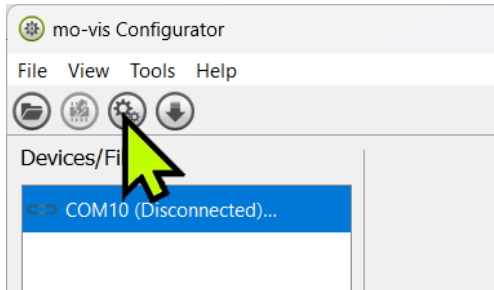
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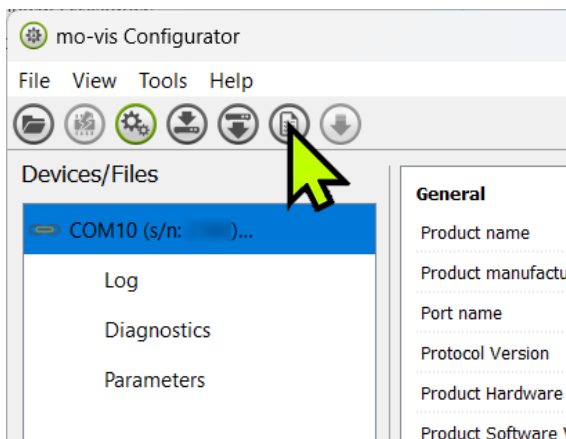
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11) To verify that the upgrade was successful, click on the 'Connect' button and check the software version. It should be **v2.6**.

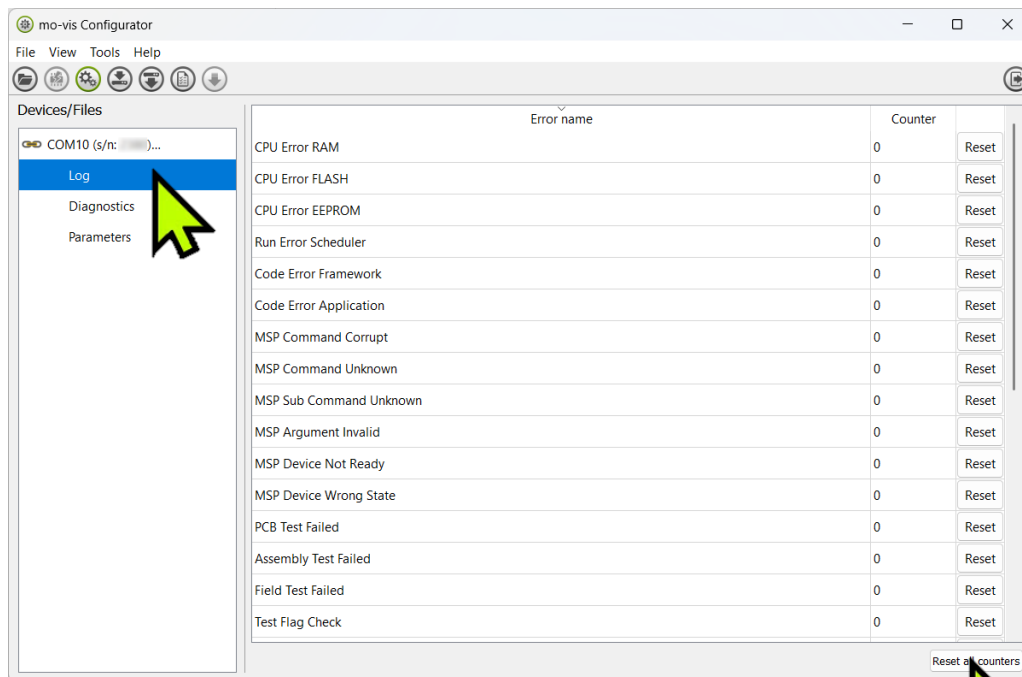


12) Click on "Save device's summary" and save this file as a record of the firmware update

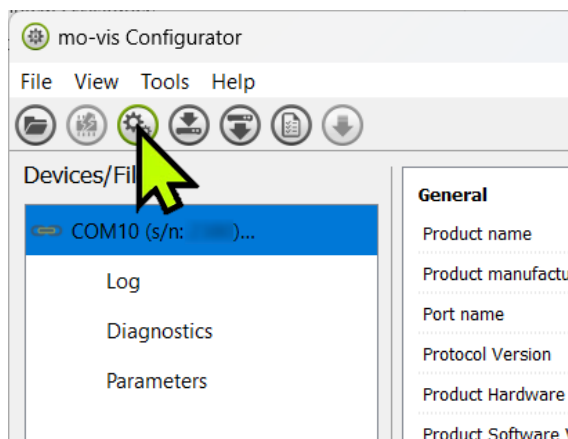




13) Make sure to clear the error logs. Go to 'Log' and click on 'Reset all counters'.



14) Click on the 'Disconnect' button



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Timeline

- Units in stock: before release into the market
- Units in the field: your customer may never experience the issue, but we advise you to proactively upgrade the devices during the next scheduled annual maintenance. If you cannot go to the client, you can also upgrade it remotely with programs such as Teamviewer for example.

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Support

Technical Assistance

mo-vis will offer all support needed throughout the update process. Please do not hesitate to reach out with any questions or concerns.

Customer Service Contact

Please contact us via contact@mo-vis.com with any questions about this notification.

We apologize for any inconvenience that this may cause and appreciate your cooperation in ensuring the continued performance and reliability of products.

Thank you for your attention to this matter.

Sincerely,

Rebecca Van Craeymeersch
Managing Director

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