



Eco-eye Smart Commercial firmware November 2019

Firmware Version 5020 (Smart 300) and 5031 (Smart 3pA)

This firmware is to re-program Eco-eye Smart 300/600 or Smart 3pA

Smart 3pA for short to medium detailed analysis of the 3 phases for phase balancing or detailed investigation of individual circuits.

Smart 300/600 is for longer term analysis of the total use of electricity

Both versions are included in this update in separate folders.

Smart3pA contains firmware version 5031 for Smart3pA

Smart300 contains firmware version 5020 for Smart 300/600

The transmitter and monitor must both be programmed from the same folder.

The memory card must be initialised as the format is different for each version of the firmware.

Trax for Smart 300/600 and Smart3 for Smart 3pA can both be installed on a computer together but will only work with the appropriate version of the firmware.

It is important to follow these instruction carefully to avoid loss of data and functionality.

This upgrade is only for 64 bit Microsoft Windows, for other operating systems please contact Eco-eye support.

Programming requires the use of an Eco-eye USB cable included with Smart 300 and an option with Smart 3pA.

Unless you have recently replaced the batteries now would be a good time to put some new, good quality batteries into both the transmitter and the display.

Start here:

There are 5 steps to this process:

1. Install the firmware files on your computer
2. Find the port number for the USB cable
3. Install the transmitter firmware
4. Install the Smart monitor firmware
5. Test the installation

1. Install the firmware files:

Download smart3phase.exe from [www.eco-eye.com](http://www.eco-eye.com/support/downloads)\support\downloads

Run the downloaded smart3phase.exe.

Install to the default folder and if you already have Trax or Smart3 they will not be affected.

2. Finding the port number for the USB cable

Plug the cable into a USB port on your computer

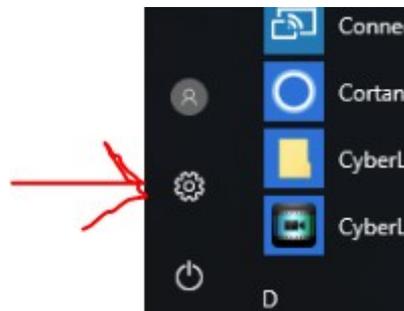
Windows 7

Go to Devices and Printers

Listed under unspecified there will be a "Prolific USB-to-Serial Comm Port" - its number is below the title.

Windows 10

Similar to Windows 7 but Devices and Printers may not be listed directly on the start menu.



Devices icon on the start menu

Go to Settings then Devices, Devices and printers or just start typing Devices and printers into the "ask me anything" or "Type here to search" box. You are looking for Bluetooth and other Devices.

Scroll to the bottom to see Unspecified

Note the number that has been assigned to it. In then example here it is 12.

It is also listed under Bluetooth and other devices:



Prolific
USB-to-Serial
Comm Port
(COM12)

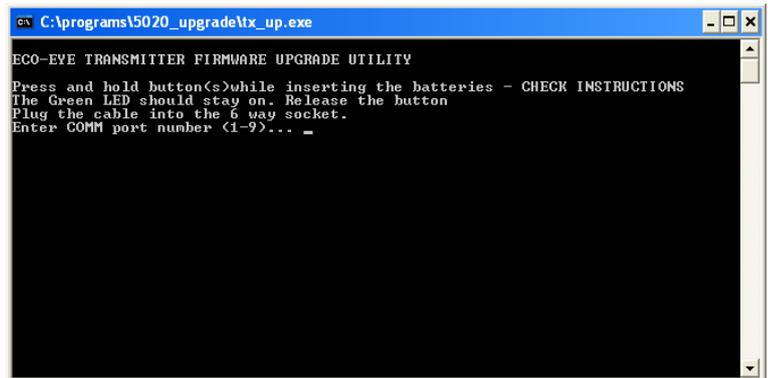
If you have more than one cable connected unplugging and plugging back in will show you the correct one.

3. Firmware installation – Transmitter:

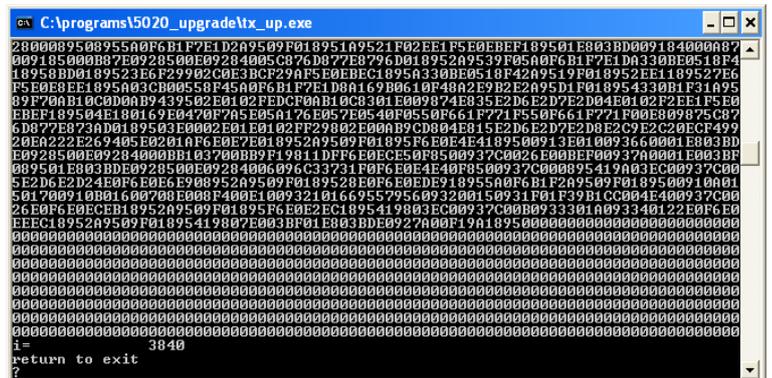
N.B. <folder> will be either Smart3pA or Smart 300 depending on the firmware you want to install.

- Disconnect the transmitter from the sensors and bring it to your computer
- Set the transmitter into upgrade mode.
 - depending on the version there are two possibilities.
 - Take a battery out.
 - First try holding the square button while reinstalling the battery.
 - If the green LED stays on your transmitter is now in programming mode so go to the next step
 - If it is not on, take a battery out again.
 - Press and hold both buttons while reinstalling the battery.
 - This time the green LED should come on and stay on when you release the buttons.
- Plug the USB end of the cable into your computer.
- Find the port number that windows has assigned to it (details in appendix 1)
- Plug the cable into your transmitter.
- Use My computer to open the folder C:\Eco-eye\smart3_firmware\<folder> and double click or run **tx_up.exe**

- You will get this screen:
- Enter the port number and press return



- Programming will start and at the end check that it does not say failed. It should look like this:



- Press return to exit.
- For Smart3pA, set the transmitter into 3 phase mode by pressing and holding the square button while putting the battery in.

