

# Tech Tips

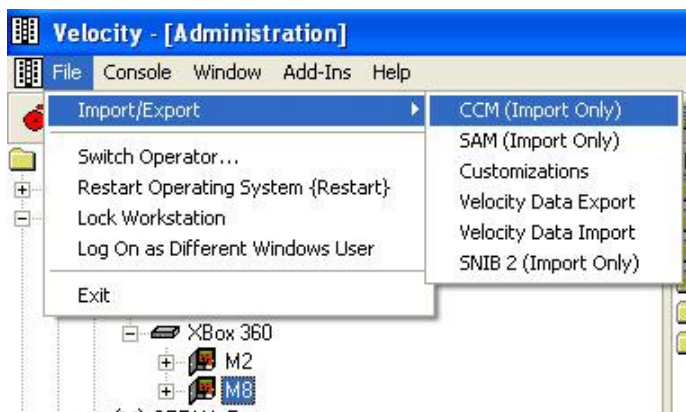
**Topic:** How to update CCM Firmware through Velocity

**Product:** Velocity

**Explanation:** Updating controllers CCM firmware can easily be done through Velocity software. CCM Bin files can be obtained through Hirsch-identive's website. The update process is called "Flashing" CCM.

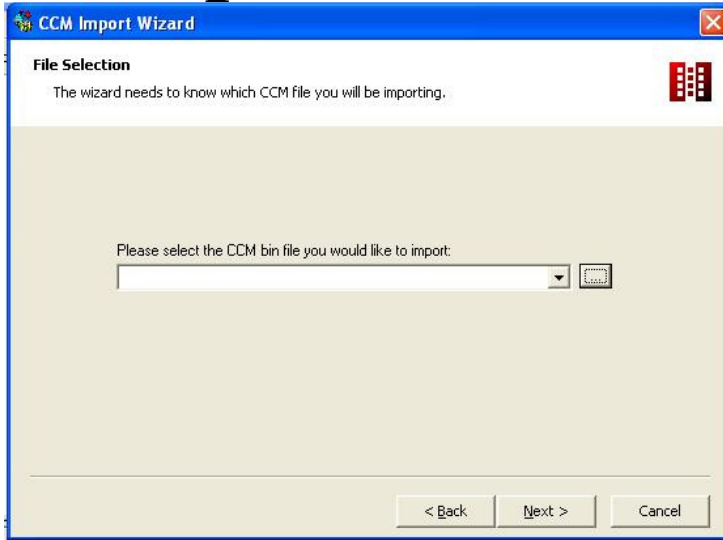
## Troubleshooting steps:

1. In order to update the CCM Firmware you will need to get the latest CCM bin file from the website :
2. From the Downloads page select the latest CCM\CCMx Firmware file and save it to a desired location.
3. Next you will need to import the new CCM\CCMx Firmware bin file using the CCM Import Wizard.



4. From the CCM Import Wizard select CCM bin file you would like to import.

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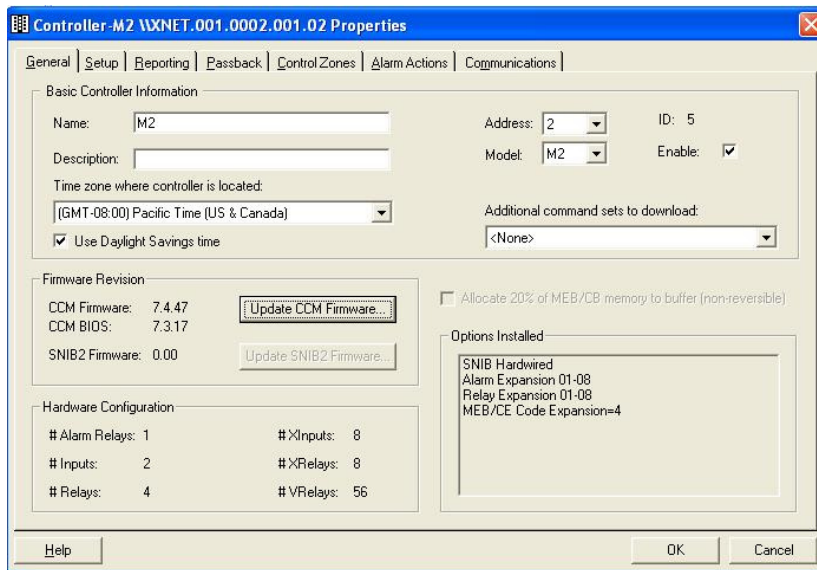


5. After selecting the file press the “**Next**” button to start the import process. When the process has completed successfully you will be prompted from the **CCM Import Wizard**. Click “**Finish**”.



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- Next you will need to access the Controller properties to update the CCM Firmware. To access Controller Properties page go to the Administration window Digi\*Trac Configuration\Expand port>Select Controller. At this point you can right click the controller you wish to update and select Properties. Click on **Update CCM Firmware**.



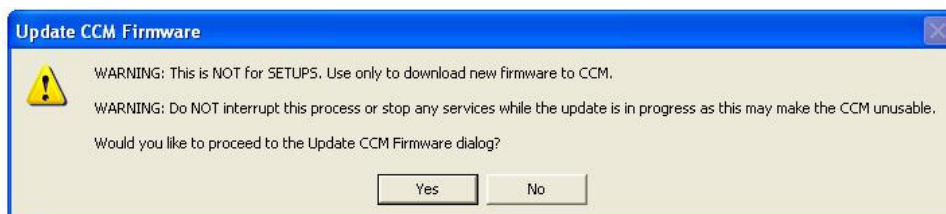
- You will be prompted with a **WARNING** message.

This is NOT for SETUPS: Use only to download new Firmware to CCM.

Do NOT interrupt this process or stop any services while the update is in process as this may make the CCM unusable

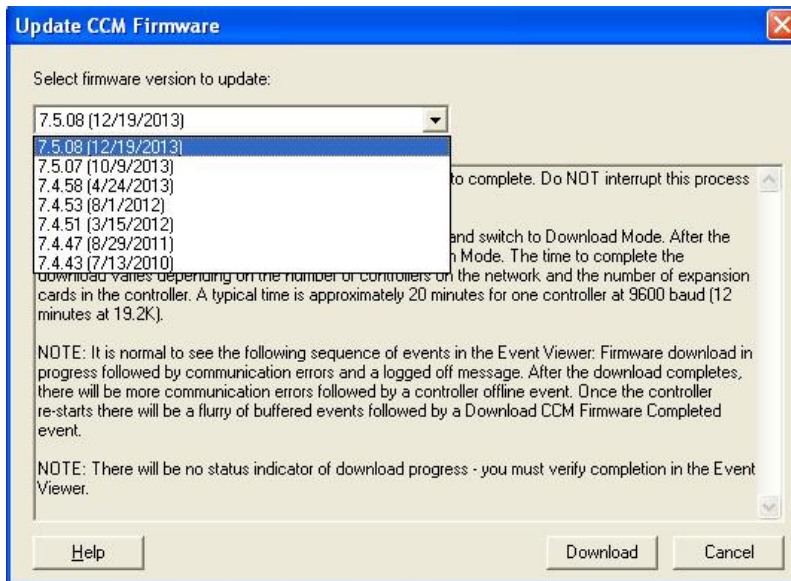
Would you like to proceed to the Update CCM Firmware dialog?

Click **“Yes”** to proceed.



- From the drop down menu select the latest firmware version and click **“Download”**. The update process will approximately take 20-40 minutes.

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9. The Update process is now complete. To ensure the update was successful go to the Controller Properties and check the CCM Firmware.

