mobileye™
An Intel Company

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Mobileye 8 Connect

ME 4G Firmware Update - User Guide v0.5

1. Introduction

The "ME 4G Update and fix Tool" (also known as FixAPN) is a dedicated tool to upgrade the Mobileye 8 Connect 4G unit (ONLY) firmware to the latest version manually and not over the cloud (OTA).

⚠️ Warning

  ✓ The ME 4G Firmware Update application is dedicated tool for Mobileye 8 Connect 4G only.
  ✓ Using this tool with Mobileye 8 Connect units with 3G modem is prohibited.

2. Installing & updating

The Application is standalone and not part of the Mobileye Installation Center and therefore should be downloaded separately.
To download, install and run the application, please follow the next steps:

1. Download the "ME 4G Firmware Update application".
   The application is available under Mobileye 8 Connect Software's at
   https://www.mobileye.com/support/

2. Run the "ME 4G Firmware Update.exe" file to install the application and click "NEXT/OK" to complete.

3. Double click the "ME 4G Firmware Update" shortcut on your desktop to run the application.

4. Login with your IC credential

> (i) Note
>
> Permission to use the ME 4G Firmware Update application are not granted by default to any user, and accsses will be granted by Mobileye Tech Support to relevant users upon special request.

ME 4G update and fix3.6.0.0   — □ ✕

Authenticating...

User name [   ]

Password [   ]

[Login]

5. To start the update process, make sure your Mobileye 8 Connect 4G unit is connected via EyeNET to your laptop and click the FW icon.

> ⚠ Warning
>
> ✓ During the Firmware update application, do not disconnect any of the unit components and/or turn Off the power sources.
> ✓ The application will be updated the 4G unit to the latest firmware revision and therefore there is no option to choose which version to update.

6. Upon successful connection, click the "Next" button to start the update

Connection status	Connected
Serial number	0121011070P01293
Firmware	4.20.5_RC7_v7.4.21_R6.7
Boot Manager	8.105.6
Board type	UNKNOWN
TLS Subject	2978e1c4-59fe-4a3c-ae76-0f13eb4be327
Gyro status	Test Skipped
GPS status	Test Skipped
Modem status	Test Skipped

7. A progress bar will display the upgrade status.

Upgrading Firmware in Unit.

Progress: 0%

8. In some cases, depending on the current unit firmware version, different pop-up messages will be displayed at this step with different instructions:
   If the message below displayed, please follow the instructions:
   - Turn Off the system power (vehicle ignition Off)
   - Disconnect the 4G Modem cable from the Modem unit (CAB000405) and wait 10 seconds.
   - Reconnect the Modem cable back to the modem unit and turn system Power back On
   - Press OK
   - additional pop-up message will be shown "**Turn Power On**"- make sure the unit power is On and press OK.
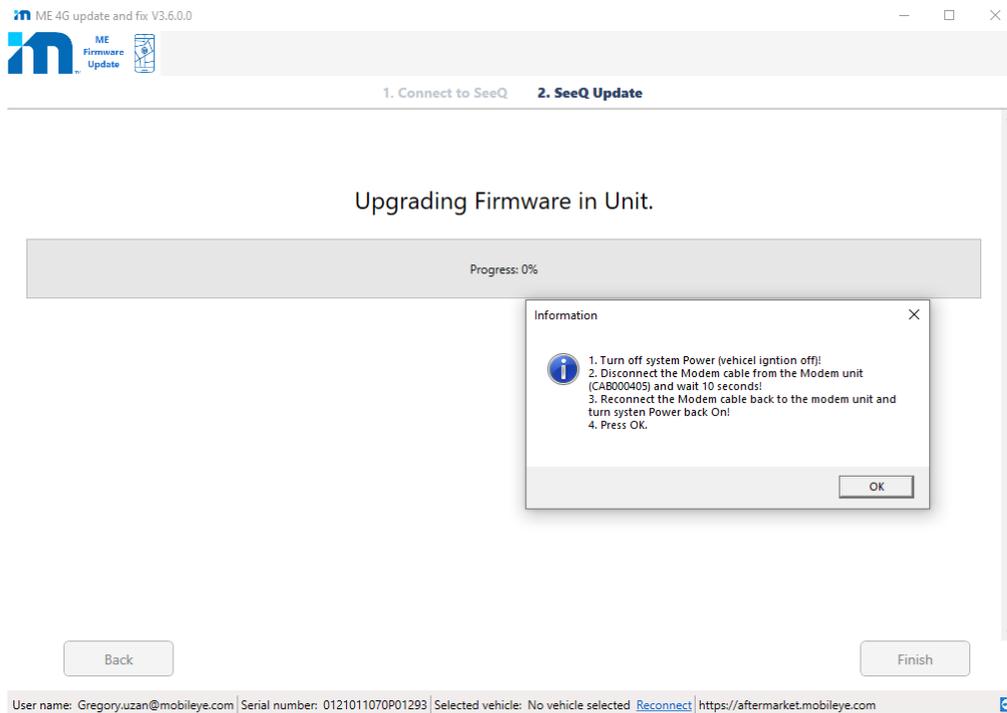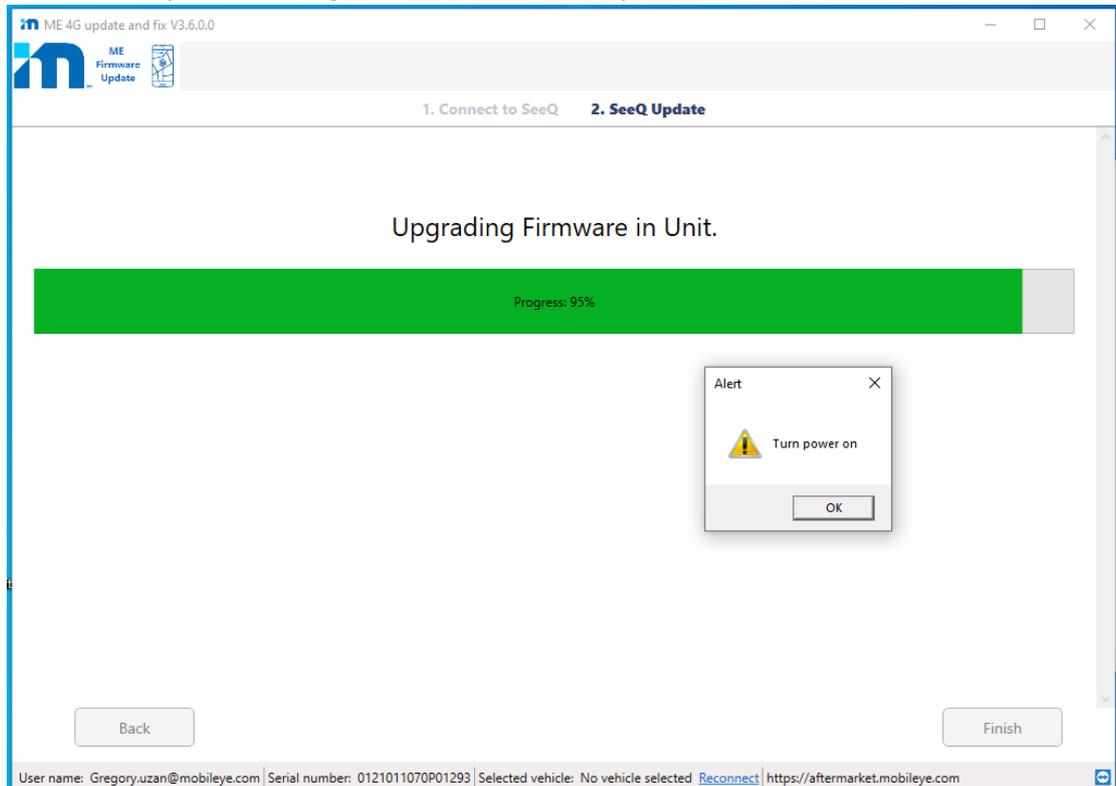

9. A pop-up message will be shown- "**Burn MEST in System – Successful**!", Press "Ok".
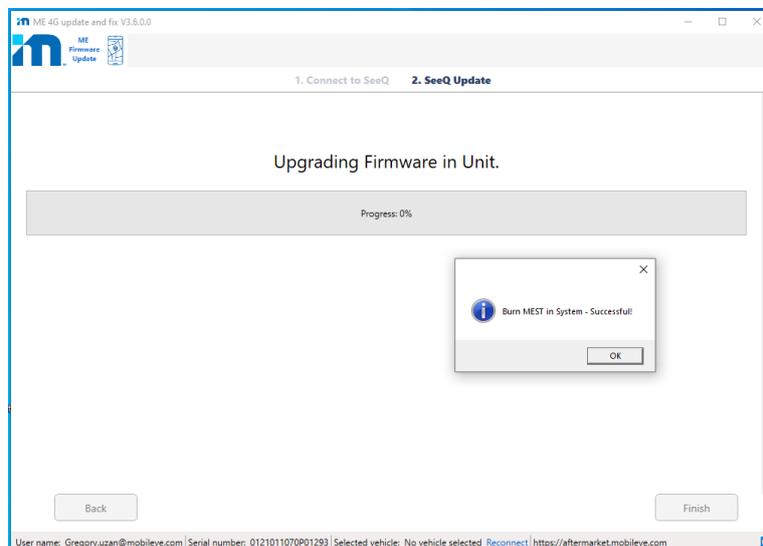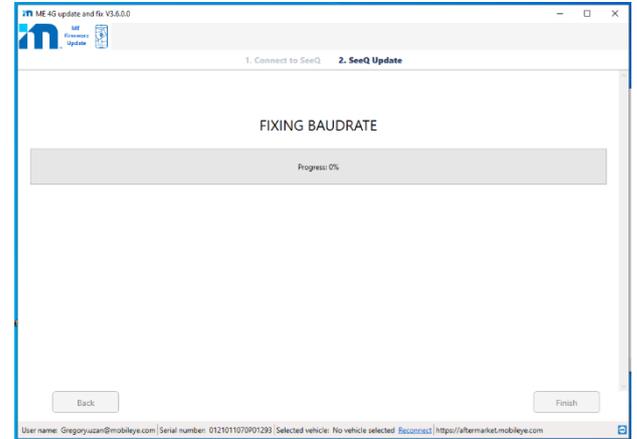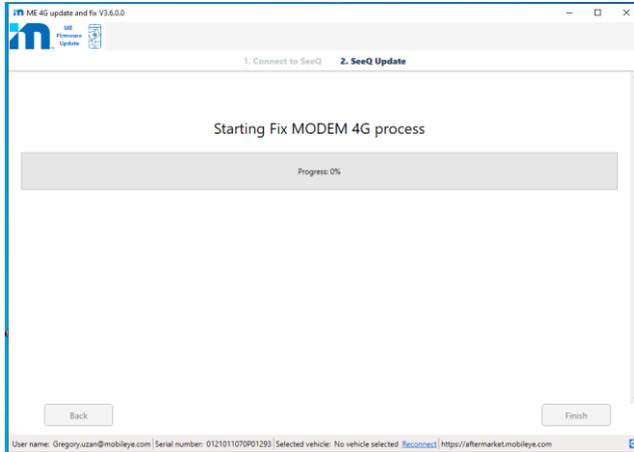
10. When the progress bar will reach 94%, a pop-up message will appear, asking you to **"Turn power off"** (unit power). Once the power is Off, press Ok.
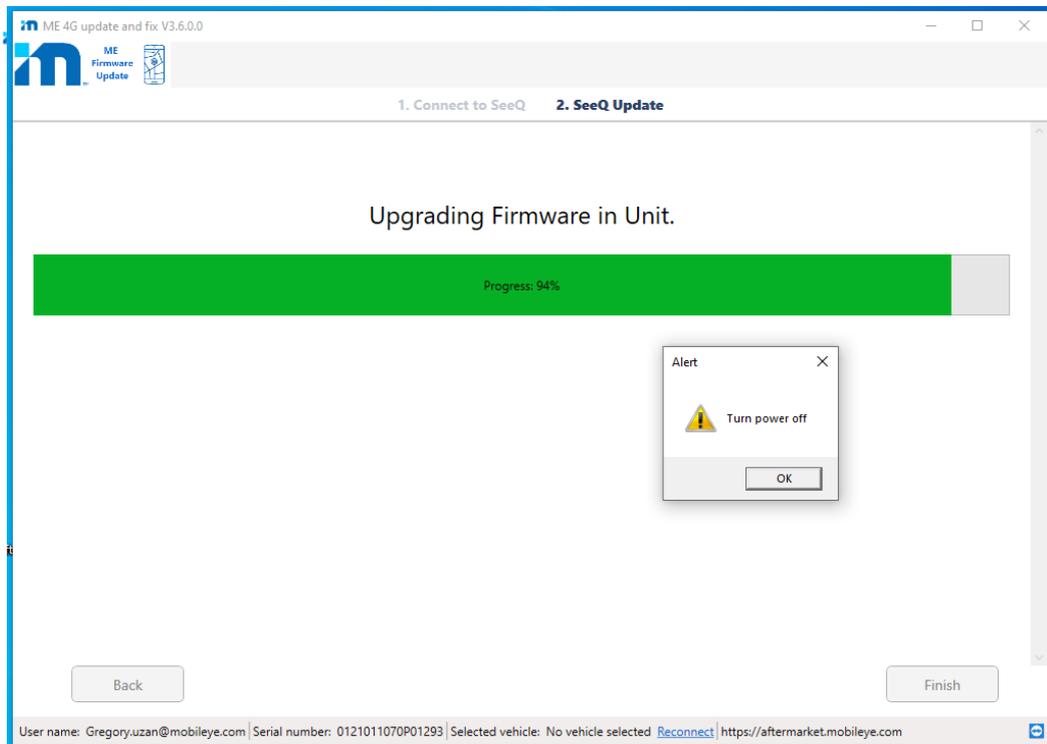
11. After 10 seconds, the pop-up message will be changed to "**Turn power on**", make sure the unit power is on again. Press Ok after unit power is back On

12. Once the Firmware update procedure completed the 4G Modem fix will run.

13. In some cases, when the progress bar will reach 90%, a pop-up message will appear, asking you to **"Turn power off"** (unit power). Once the power is Off, press OK.
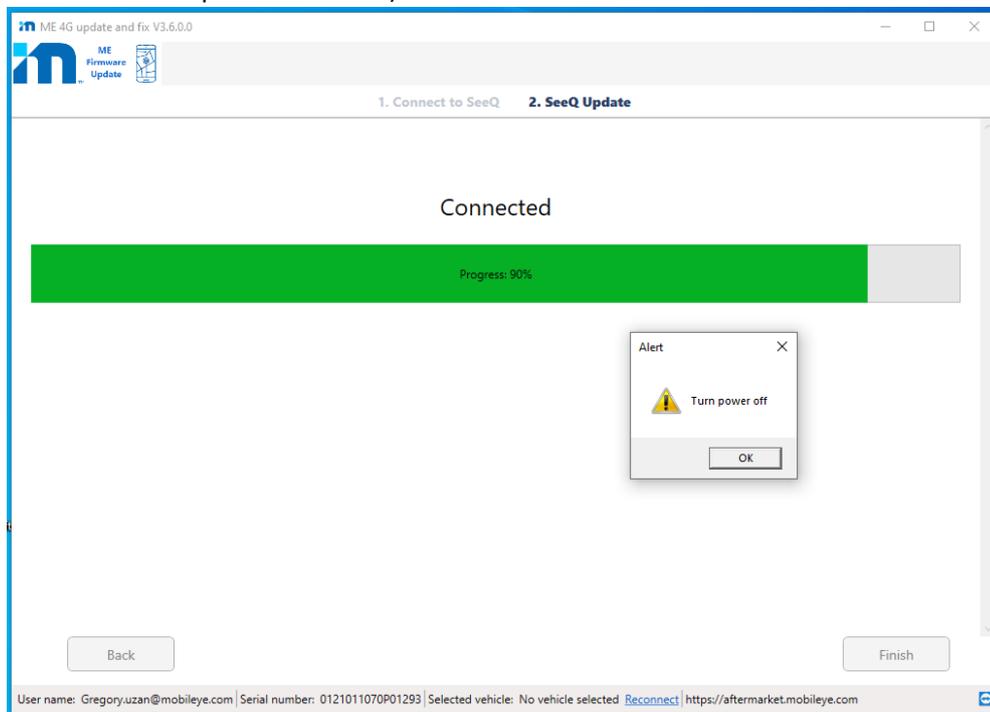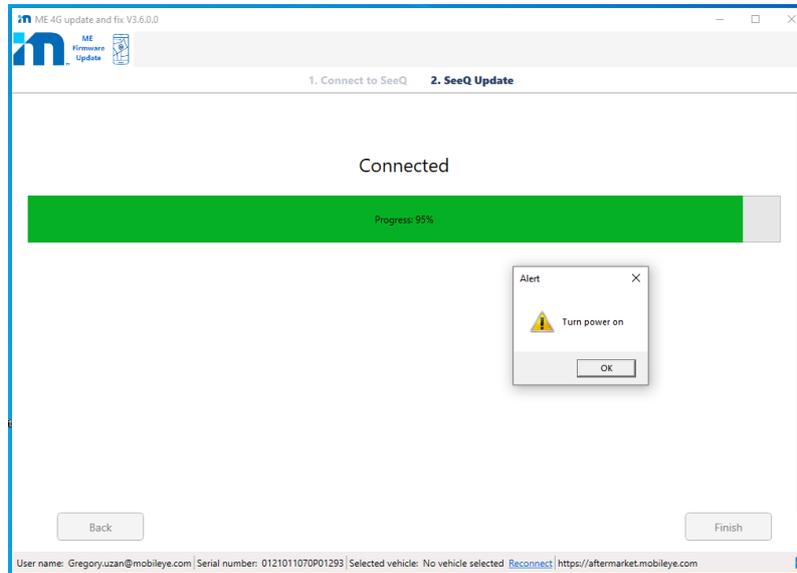The application will verify the unit power (average time is up to 1 minute but in rare cases can take up to 11 minutes)
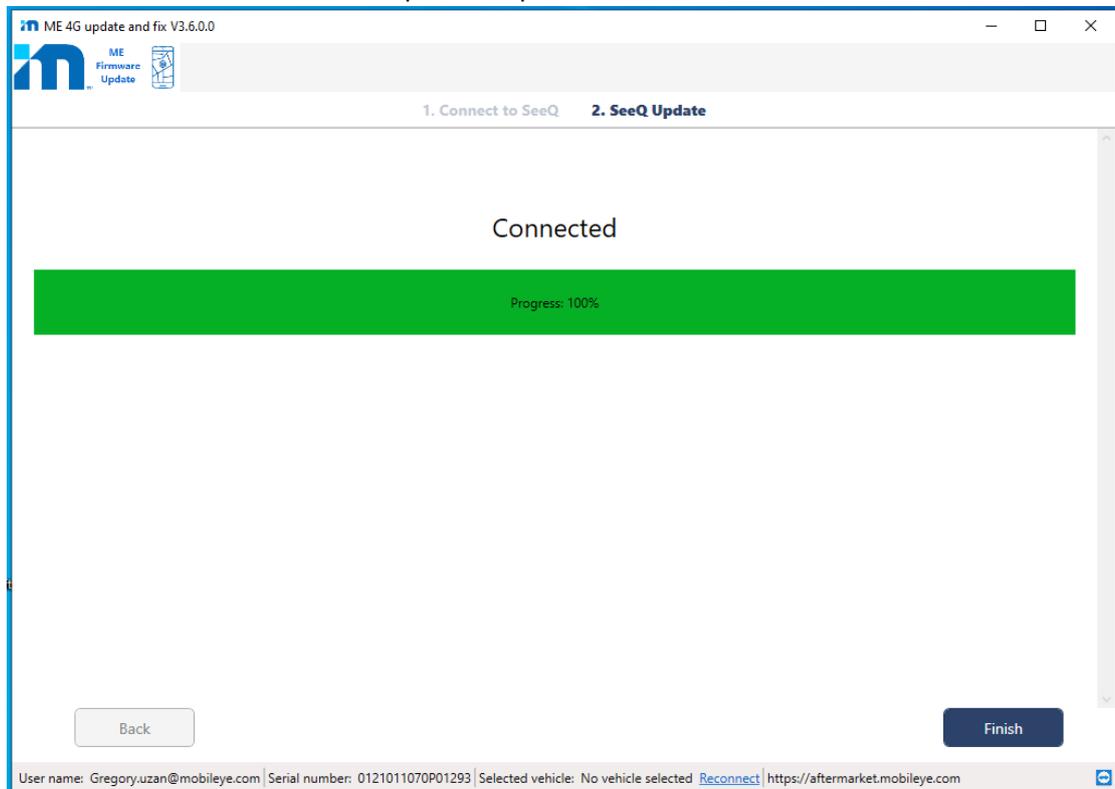

14. If, after 11 minutes, the application detect that the unit power is still On, a pop-up message will be shown and ask you if you want to wait for power Off.
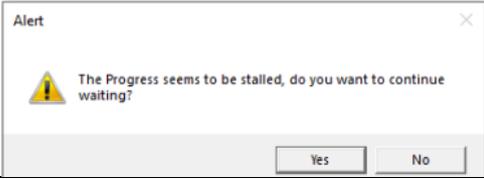
15. Pop-up message will be changed to "Turn power on", make sure the unit power is on again and press "Ok".

16. When the progress bar will reach 100%, additional pop-up messages will be shown "successfully fixed APN"- press "Ok".
17. The "Finish" button will be available for press.
18. Press the "Finish" button to complete the procedure.

3. Troubleshooting

Common Issue	Solution
Update process completed with error	Check your unit connection and power and run the application again
Restoring process did not complete successfully.	As the FW update tool keeps an encrypted backup file, you can run the tool again (using the same computer) to try again.
Update Complete and crash at the restore.	As the FW update tool keeps an encrypted backup file, you can run the tool again (using the same computer) to try again.
during the Firmware update the following pop-up message shown:	Press "Yes" to continue the procedure. If the message shown again, press "No", close and open the application and start the procedure from the beginning.
Modem fix failed.	Close the application and try again. Check the 4G modem connections. Verify the 4G modem led. Replace the 4G modem.