

Instrument Firmware Recovery Tool Instructions

Corrupt Firmware Recovery

If a monitor firmware has somehow been corrupted, it is indicated on the display of a POLI by a large block down arrow ↓, on a MUNI by the words “UPGRAD NOT OFF”, and on a NEO by the words “Firmware Upgrading...”. Typically the instrument will not respond to any key functions. In this situation, connect the instrument to a computer and use mPower Suite to upload the latest firmware. If this fails after a few attempts, use the Device Recovery Tool to re-set the monitor so it can accept a firmware re-load:

1. Download the Device Recovery Tool at [Software Downloads | mPower Electronics Inc.](https://www.mpowerinc.com/software-downloads) ([mpowerinc.com](https://www.mpowerinc.com)).
2. Connect device to a PC using the standard mPower data cable that came with the monitor.
3. Run the Tool application.
4. Click search.
5. Once the monitor is recognized, the tool will automatically reboot it and display “Device rebooted” if successful.
6. Turn the monitor power on and re-load the latest firmware using mPower Suite.

