

Merlin Elite Pro Technical Bulletin

v01.02.211

Date: December 13, 2024
Subject: Stability Improvements
Product Line: Merlin elite Pro

Change Description

This release addresses the stability of the device when used with the next generation of Control Console, which has larger thumbwheels.

You can delete an individual picture, document, or book while viewing a saved image by simultaneously pressing and holding the Previous Line and Next Line buttons. A garbage bucket icon is displayed to indicate that the image has been deleted.

Also, the **Export All Pictures** option can be used when only one image is on the device.

Another stability improvement is that the device now powers up consistently when the new Control Console is attached and in Basic mode (with the cover on).



If you have any questions, comments, or concerns about the contents of this update, please contact Technical Support at (800) 440-9476 ext. 2 (international +001 714-465-3400 ext. 2), Monday through Friday, 9 AM to 7 PM Eastern time.

Installing Merlin elite Pro v1.02.211

To install the update, follow these steps:

1. Go to www.enhancedvision.com/support/software/Merlin-elite-Pro.html.
2. Choose each of the six links to download the zip files:
 - a. **Merlin elite Pro Camera Firmware Update**
([Merlin-Pro-Camera-Firmware.zip](#))
 - b. **Download Software Application**
([Merlin-Pro-Application.zip](#))
 - c. **Download Front Panel Firmware**
([Merlin-Pro-FP-Firmware.zip](#))
 - d. **Download I/O Firmware Update**
([Merlin-Pro-IO-Firmware.zip](#))
 - e. **Download OCR Firmware Update**
([Merlin-Pro-OCR-Firmware.zip](#))
 - f. **Download Voice Files Update**
([Merlin-Pro-Voice-Files.zip](#))

***Note:** If you have previously installed the voice files, you can omit the large Voice Files Update to save time. If you have any issues, including loss of voice files, you can add the package and repeat these steps.*

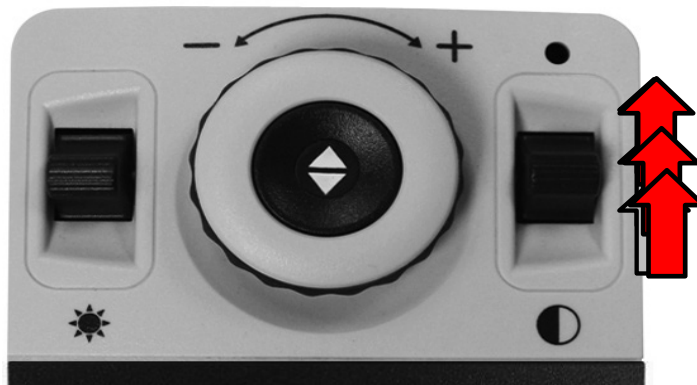
3. Connect your USB flash drive to your computer, and then download and extract the zip files to the USB drive.

4. Safely remove the USB drive from your computer, and then connect it to one of the open ports on your Merlin elite Pro hub. Connect the hub to the USB port on the back of the Merlin.

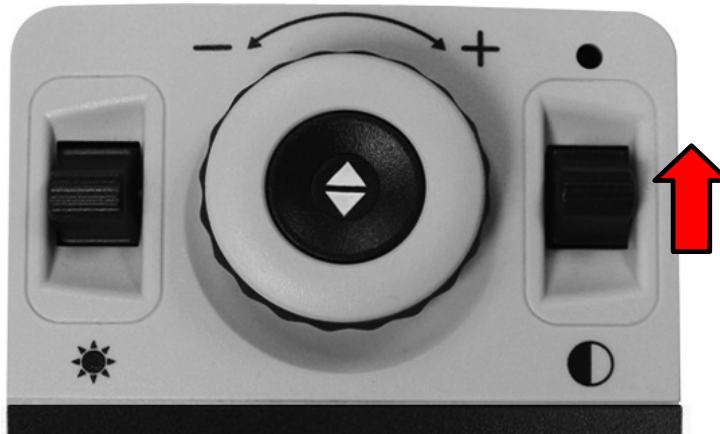
Note: The other port should connect the Merlin elite Pro control console.



5. Power OFF the Merlin elite Pro, and then power the device ON. After you see the Merlin elite Pro logo on boot up and this screen disappears, begin pumping the Color Mode button on your control console by repeatedly pushing it up.



- When you hear a system chime sound, stop the pumping motion and instead, continuously press up on the Color Mode button until the device fully powers on.



- If you were successful, the following screen is displayed. If you do not see this screen, then power down the Merlin elite Pro and try again.



Note: To move through the menu, rotate the Zoom wheel until the component you want to update is highlighted in red. Press the Find key to start the update.

8. Repeat steps 5-8 to perform the six updates in the following order, restarting the system and displaying the update menu each time. To see the OCR CAM F/W Upgrade option, you must perform the Software Upgrade.

Note: *If the update does not appear to be progressing (for example, the “Initializing” message is displayed for more than 10 minutes), contact technical support. You may need to manually unplug the device, wait 30 seconds, and plug it back in to proceed with the update.*

- a. Software Upgrade

Note: *The upgrade takes 5-10 minutes and should not be interrupted or restarted once initiated. If you have an issue with this upgrade, contact your technical support representative.*

- b. Camera MCU F/W Upgrade

- c. Front Panel MCU F/W Upgrade

- d. I/O MCU F/W Upgrade

- e. Updated Voice Files from USB (unnecessary if you previously updated these files)

- f. OCR CAM F/W Upgrade (displays after you complete the **Software Upgrade**)

Note: *If your unit is older than R03XXXXX, a status message will indicate that your firmware is already up-to-date, and this update is not required.*

9. When the update is complete, an animated gear is displayed with a success message.



Congratulations!

You have completed the updates and can resume normal operations.

[Part # DOC-001112 Rev A]