

KNX Multitouch PRO firmware update urgency (System M, System D)

MTN6215-0310 and MTN6215-5910



General Information

This application note informs you about a critical update available for your device. While support for various character sets like West Europe Latin, Chinese, Greek, Hebrew, and Cyrillic is present across different firmware versions, updating to the latest version (26.1 or higher) is strongly recommended to optimize performance and address potential issues specific to your current firmware.

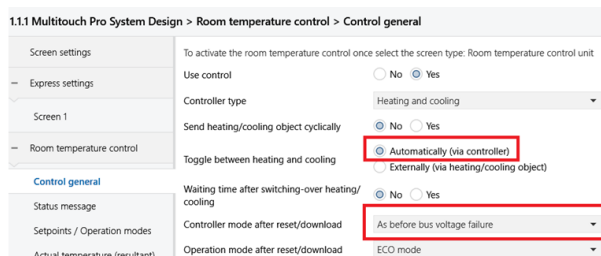
Firmware 26.1 issue

Topic: Under some circumstances it can happen that EEPROM memory can be damaged.

Conditions:

- Room temperature control Enabled
- Automatically (via controller)
- Controller mode after reset/download
- As before bus voltage failure
- Heating and cooling toggled automatically
- Controller mode after reset/download is set a before voltage failure

Result: Based on this configuration, under the above conditions (and only in this case), the EEPROM memory will be written cyclically and may cause the memory to be damaged.



Picture 1: configuration leading to the issue

To solve update firmware to version 29.3.

Additional character set - Western European Latin

Topic: Devices with firmware 25.1, 25.2, 25.3 to support the Western European Latin character set must be updated to firmware 25.5.

Compatibility has been checked with:

- ETS version 12
- File System 8
- Client 26

Additional character set - Western European Latin, Chinese

Topic: Devices with firmware 26.1, 26.2, 26.3 to support the Western European Latin, Chinese character set must be updated to firmware 29.3.

Compatibility has been checked with:

- ETS version 14
- File System 10
- Client 27

Additional character set – Greek, Hebrew, Cyrillic

Topic: Devices with firmware 26.3 to support the Greek, Hebrew, Cyrillic character set must be updated to firmware 30.7

Compatibility has been checked with:

- ETS version 14
- File System 12 (must be updated from file system 10)
- Client 27

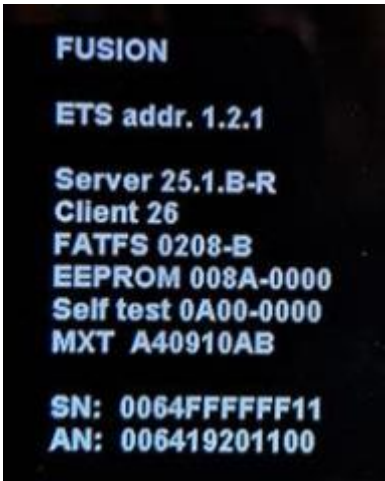
How to update File System

FS (File System)

- Connect Multitouch PRO via micro USB with your laptop / PC
- Check new disc FUSION_x
- Find root:\VERSION.FS -> open the file and read the version

Client version

- Connect KNX power to the Multitouch PRO
- Read information from welcome screen



Picture 2: Welcome screen with system info

Firmware compatibility matrix

FW version		character sets	Line	FS version	ETS version	Client version
original FW	Update to					
25.1 25.2 25.3	25.5	W	Latine Line	8	12	26
26.1 26.2 26.3	29.3	W, CN	Chinese Line	10	14	27
26.3	30.7	W,CN,GR,HB,CY	Cyrilic Line	12	14	27

Picture 3: Firmware compatibility matrix