NetZero Plus Firmware Upgrade Notes
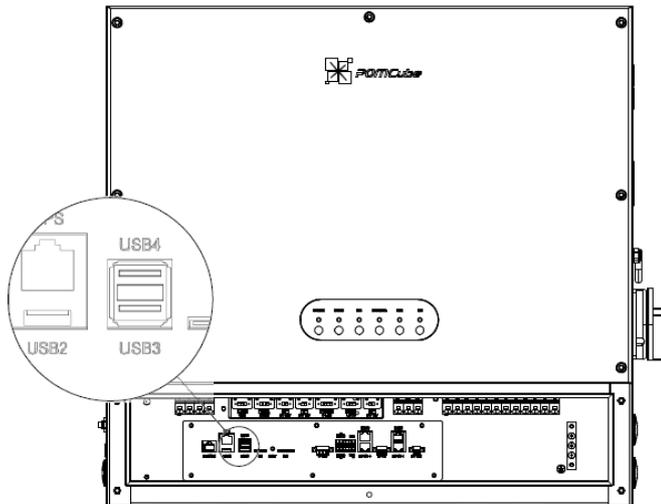
Online OTA Upgrade：

If your iCAN NetZero Plus is online, please contact POMCube to schedule an online upgrade. Send a note to service@pomcube.com with your Serial Number, time and date you wish to upgrade. A POMCube engineer will contact you shortly.

1. An upgrade will take 10 minutes or longer;
2. Upgrade may make a few interruptions, and may cause the device to stop working in very small probability;
3. iCAN NetZero Plus must be online during the whole upgrading process. It would be better to connect the internet router to a solid power source.

USB Flash Drive(Disk) Upgrade：

If your iCAN NetZero Plus is not Internet connected, please use a USB Flash Drive to upgrade the firmware.

⚠ **CAUTION:** Run the system in off-grid mode by turning on battery only. (Please make sure battery is adequately charged, and please switch off the PV, Grid).

1. Prepare the file with PC running Microsoft Windows
   a) Contact POMCube (service@pomcube.com) and send over the product SN to get the latest correct image files.

   ⚠ **CAUTION: There are two different images for PCS upgrade. 32xxx is for all the units manufactured before June 2021, and 33xxx is for all the units manufactured after August 2021. For all units manufactured in July 2021, please check with POMCube which image to use. (SN xx-xx-2107-xx-xxxx-xxx means the unit was manufactured in July 2021.)**

   b) The flash drive must be completely empty;

c) The name of the image file cannot be changed;

d) Copy the image file into USB flash drive, and label the flash drive, like **nzp，ARM，PCS，PV，DCM，BCMS**. (One image file for each USB flash drive. The file system of USB drive should be FAT32)

2. Upgrade the EMU
   a) Insert the USB Flash Drive labeled "**nzp**" to the USB port inside the wiring closet;
   b) Please wait for around one minute for the upgrade. Please remove the USB Flash Drive **in 10 seconds** after the NETWORK indicator turns "solid red color" ;
   c) When system completes the reboot (STATUS indicator turns solid green again), the upgrade is complete.

3. Upgrade the ARM
   a) Insert the USB Flash Drive labeled "**ARM**" to the USB port;
   b) The STATUS indicator will start to blink blue in around 20s. Please remove the USB Flash Drive after the STATUS indicator stops blinking blue;
   c) When STATUS indicator stop blinking blue, the upgrade is complete.

4. Upgrade the PCS
   a) Insert the USB Flash Drive labeled "**PCS**" to the USB port;
   b) The STATUS indicator will start to blink blue in around 20s. Please remove the USB Flash Drive after the STATUS indicator stops blinking blue;
   c) When STATUS indicator stop blinking blue, the upgrade is complete.

5. Upgrade the PV
   a) Insert the USB Flash Drive labeled "**PV**" to the USB port;
   b) The STATUS indicator will start to blink blue in around 20s. Please remove the USB Flash Drive after the STATUS indicator stops blinking blue;
   c) When STATUS indicator stop blinking blue, the upgrade is complete.

6. Upgrade the DCM
   a) Insert the USB Flash Drive labeled "**DCM**" to the USB port;
   b) The STATUS indicator will start to blink blue in around 20s. Please remove the USB Flash Drive after the STATUS indicator stops blinking blue;
   c) When STATUS indicator stop blinking blue, the upgrade is complete.

7. Upgrade the BCMS
   ⚠ **CAUTION:** **Switch on the PV and/or Grid to make sure there is solid external power source**.
   a) Insert the USB Flash Drive labeled "**BCMS**" to the USB port;
   b) The STATUS indicator will start to blink blue in around 20s. Please remove the USB Flash Drive after the STATUS indicator stops blinking blue;
   c) When STATUS indicator stop blinking blue, the upgrade is complete.

8. Check the device information through the APP, make sure all the version number shown on the App are the same as the number in the file name of the latest images.

NOTE: For upgrade from the ARM version released before May 2021, there will be an "EEPROM" fault generated. Please connect the system to internet, and contact POMCube to restore the system remotely.