

## ***SmartCNX™ h6.00 to h6.05 Firmware Update***

**OPERATORS:** SwingSmartCNX™ and SlideSmartCNX™

**DATE:** 09/01/2021

**SUBJECT:** Updating firmware from version H6.00 to H6.05

### **PROBLEM:**

When updating a SmartCNX controller from firmware version H6.00 directly to H6.05 (or later) there is a bug which causes the controller to display the error “Unable to Read” and the firmware update to be unsuccessful.

### **SOLUTION:**

First update the controller to firmware version H6.03, and then update to version H6.05 or later.

#### **NOTICE**

Only one firmware version should be on the USB flash drive at a time.

### **LINKS:**

The firmware files can be downloaded from the support centre here:

<https://support.hysecurity.com/hc/en-us/sections/360007535934-HySecurity-Software-and-Installer-App-for-SmartCNX>

The tech bulletins for each firmware version (including update instructions) can be found here:

<https://support.hysecurity.com/hc/en-us/sections/360007235893-Tech-Bulletins-HySecurity-Products>

A USB drive with the latest firmware pre-loaded can be purchased from Nice | HySecurity under part number MX5013 (this will contain only the latest CNX Firmware).

#### **NOTICE**

HySecurity always recommends installing the latest firmware on all gate operators, this ensures the most reliable and up to date features are present.

**Contact Information:** Visit <https://support.hysecurity.com/hc/en-us> for installation manuals, replacement part instructions, part diagrams and more. Qualified HySecurity distributors are experienced and trained to assist in resolving installation problems. For the name of a qualified distributor near you, call HySecurity at 800-321-9947. \*Before contacting your distributor or HySecurity Technical Support, obtain the serial number of your operator.