



SERVICE BULLETIN 2019-01-02

REVISED FEBRUARY, 2019

BT12 FIRMWARE UPDATE (US)

Service

Users have reported issues with awning operation when using Android devices. Carefree recommends a firmware update for the BT12 Control Module to resolve these issues.

The firmware update contains 2 important features:

- Increased usability of Android products; and,
- A slight modification to the functionality of the remote control. The extend button must be pressed twice before the awning extends. From a fully retracted position, when the extend button is pressed once the awning will beep to indicate the awning is ready to extend. When the extend button is pressed a second time the awning will extend to the fully extended position. All other remote functions remain the same.

NOTES ABOUT FIRMWARE UPDATES

- The update will reset custom settings to the factory default values (i.e. motion sensitivity and LED settings).
- After the update it will be necessary to pair all peripheral devices that may be installed or used with the module that is being updated (motion sensor, remote and app enabled devices). Follow the pairing procedure found in the BT Installation Manual or the Carefree Connects Mobile App Manual.

DOWNLOAD THE APP

This procedure uses the "Awning Updater" App. The app is available from Google play.

NOTE: The app only operates on Android devices



DOWNLOAD THE FIRMWARE FILE

There are two ways to download the firmware:

a) Use the QR Code:



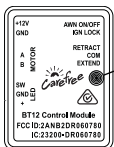
OR

b) Go to

<https://aed.sharefile.com/d-sce4fc54296d464f8>

c) Download the zip file BT12_2.1.19_US.zip and then return to home screen.

UPDATE THE FIRMWARE



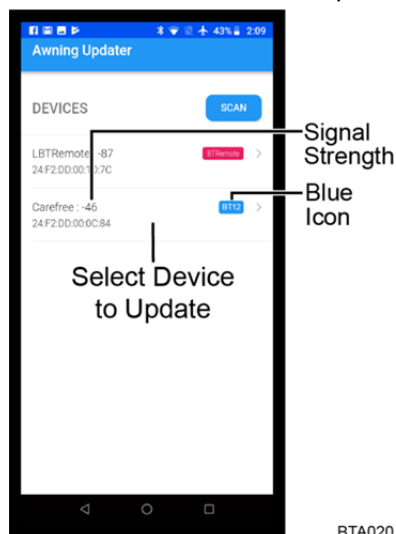
Indicator Light

1. Ensure that there is power to the BT12. The indicator light on the module is on when the module has power.



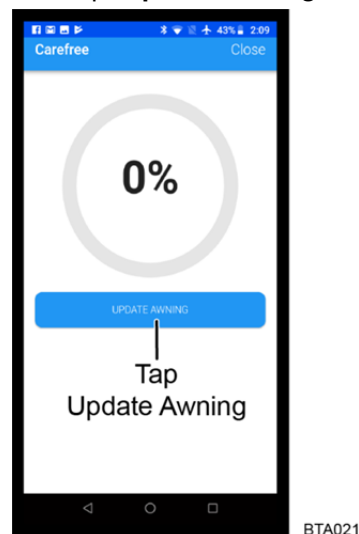
2. Open the Awning Updater App. BT12 modules in the area will appear on the screen and will have a blue icon.

3. Select the BT12 to be updated.



If more than one unit is in the area you can use the signal strength to determine which is closest to your mobile device.

4. Tap "Update Awning".



5. Select File.

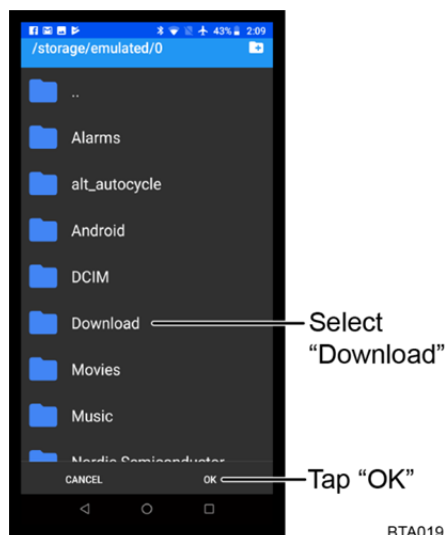
First Use:



Repeat Use:

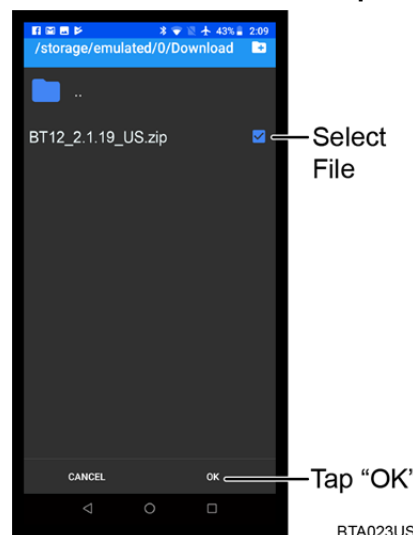


6. Select Download



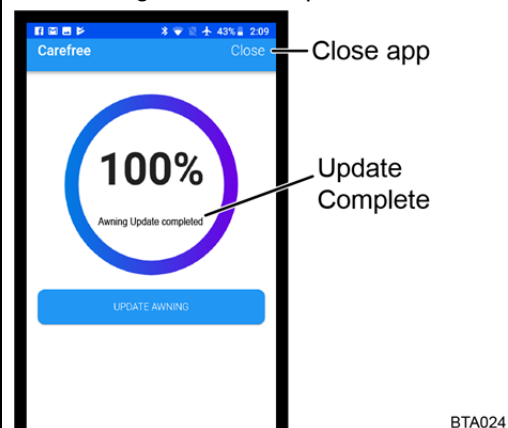
7. Tap OK.

8. Select BT12_2.1.19_US.zip



9. Tap OK.

10. Awning will start to update.



The progress bar moves from 0% to 100% as individual data packages are installed. When finished, the app will say "Awning Update Completed".

Error Message: If the module becomes disconnected during the upgrade, a message will appear on the app screen. If this occurs, close the Updater app and restart.

Tip: Move as close to the BT12 module as possible.

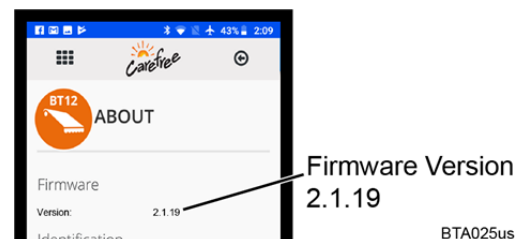


11. Close the Awning Updater App.

12. Open the Carefree Connects app.

13. Go to the "About Screen" and confirm that the firmware version is 2.1.19.

NOTE: Do NOT disconnect power to the BT12 module after the app says update is complete for a minimum of 2 minutes. This is to allow the update to finish processing the changes.



NOTE: After the update is complete, it will be necessary to pair the peripheral devices (i.e. remote, motion sensor). Follow the pairing procedure found in the BT12 Installation manual or in the Carefree Connects app manual.

If a device has trouble pairing: a) Remove the batteries from the device; b) Set the module into pairing mode; c) Install the batteries. The device should pair within 90 seconds.