HARTMANN CONTROLS CORP.

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EZ-ACC Firmware Flash Procedure

To flash update the firmware for the EZ-ACC panel, download the properly addressed HEX file from the Hartmann Controls website, and/or if sent via email, save the file to the workstation and record the location.

⚠️ **Flashing of an EZ-ACC panel requires communication via a USB to RS-485-422 Converter (you cannot flash using a Serial to Ethernet eNet device).**

Identify via the EZ-ACC software (Configure Communication Channels in Technician Setup) or from the Windows Device Manager, the COM port assigned to the USB communication device.
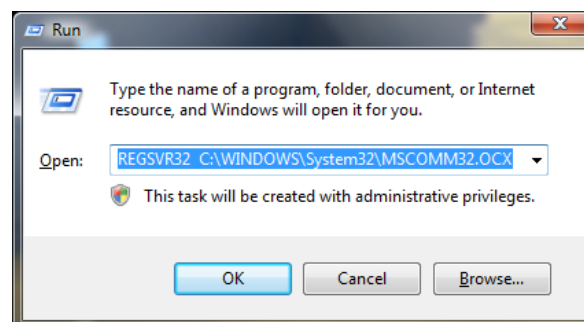
Make sure the EZ-ACC application is not running and it is recommended that **no other EZ-ACC panels are attached** to the communication bus. Also, temporarily remove the panel header blocks for peripherals such as readers, locks, exit buttons and door contacts and then follow the steps outlined below;

Ensure the EZ-ACC panel is powered and that a communication cable from the USB Converter to the panel is connected correctly (R's to T's and T's to R's and minimum length of Cat5 cable should be 6 feet). Disconnect any battery backup if so attached.

Using Windows File Explorer or via My Computer, browse to the following directory and file and double-click on the executable file:

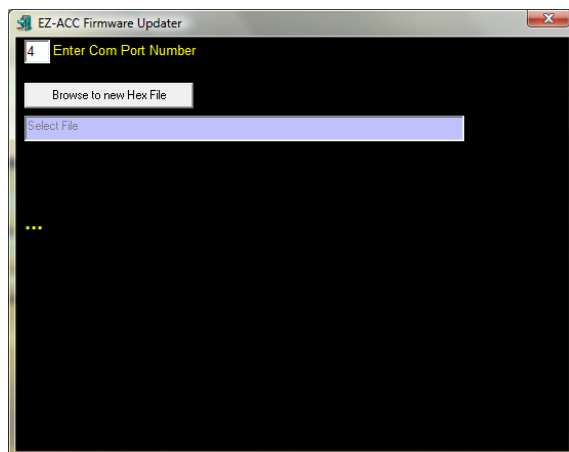**"C:\Program Files\EasyAcc\EZ-ACC – Flashloader.exe"**

If the application does not load and you receive an error message about MSCOMM32 file not registered or installed, you must acquire a copy of MSCOMM32.OCX (via Hartmann website or other operating system) and place it into the "C:\Windows\System32\" directory and then use the REGSVR32 command from the Run dialogue to register the file into the systems registry.
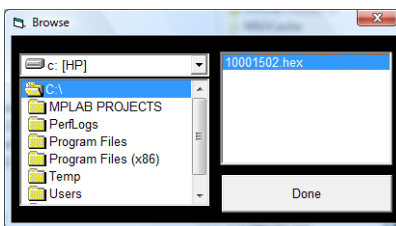

⚠️ *The EZ-ACC FlashLoader application and MSCOMM32.OCX file are not compatible on 64-bit Windows operating systems such as Vista 64-bit and Windows7 64-bit. Flashing a new HEX file to an EZ-ACC panel can be accomplished on Windows XP, Vista 32-bit and Windows7 32-bit operating systems only.*

With the MSCOMM32.OCX file installed and registered, you can then rerun the EZ-ACC – FlashLoader.exe program. The following window will open.
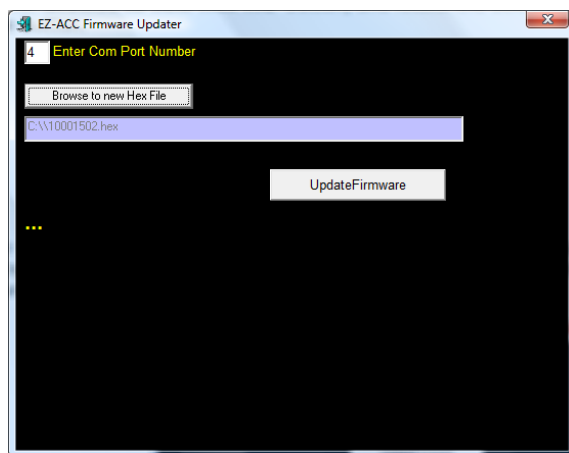

Enter the COM port identified earlier.

Now click on the '**Browse to new Hex file**' button, and locate the downloaded/saved HEX file. Click the Done button.
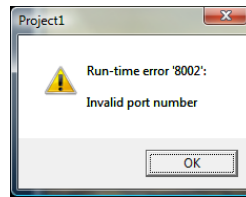

⚠️ This file name will be the same as the original 8-digit panel address for the panel currently being flashed. If instructed by Hartmann Technical Support, you may use an alternative addressed HEX file but must ensure the panel address is changed in the EZ-ACC software).
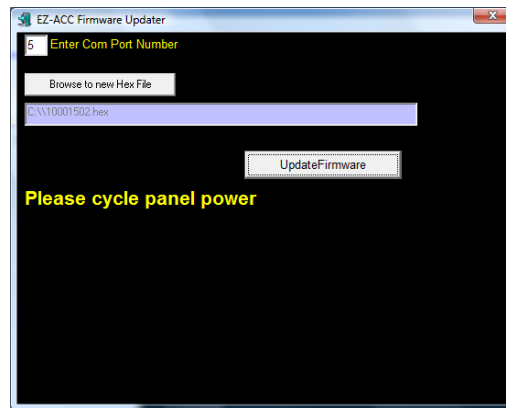

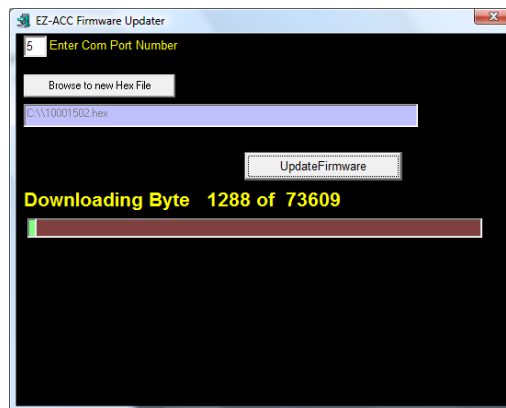Now click the '**UpdateFirmware**' button.

If the wrong COM port number is selected, you will get the following error message and the application will close.

If the COM port is correct, you will now be prompted to power cycle the EZ-ACC panel by removing the 12VDC power connecter from the panel. Leave disconnected for approximately 5 seconds and re-attach the power.

Within a few seconds, a status bar will appear indicating data is being updated to the panel (as shown below).

The complete flash process can take between 5 and 10 minutes to complete. When the flash is finished, the EZ-ACC FlashLoader program will close.

The EZ-ACC application can now be opened. Verify communication to the panel (and edit panel address if required) then click on Update Panels and perform a Full Download.

If you encounter any problems, perform the process again from the beginning. If you are still encountering issues, contact Hartmann Controls Technical Support at 1-877-411-0101 for further assistance.