



## Upgrade instructions V305

With the update to release 305, your Touch E3 will be connected to a new, more powerful server. That requires, that you **update your mobile app** as well to the

**CLEVERTOUCH** Gen.2 

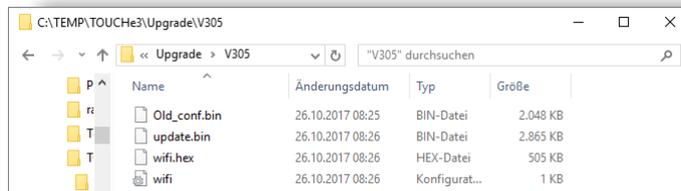
that you can find in your app-store.

If you want to access it via your web browser, please use

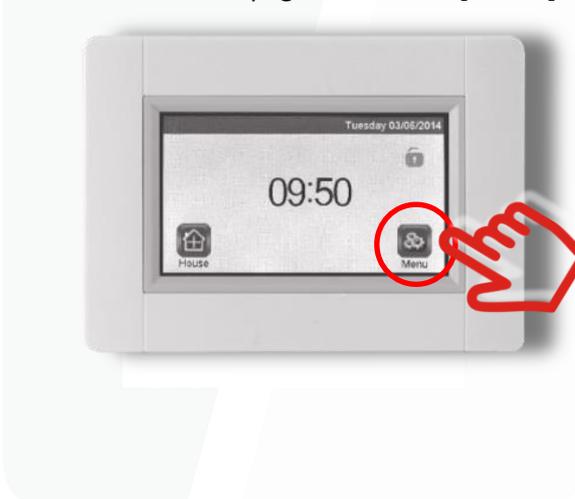
<https://e3.lvi.eu>

To upgrade your Touch E3, please follow the instruction below:

1. Use a **Micro SD card (max. 8GB FAT formatted)**
2. **Format** (Delete) the micro SD card.  
*Attention, that **deletes all data** on the SD card. Please make sure that data that you want to keep from the SD card is backed up before!!!*
3. **Download the new firmware** from  
<http://www.lvi.eu/downloads/software.htm>
4. **Extract (Unzip)** the downloaded file
5. **Copy all extracted files to your Micro SD card.** It has to contain 4 files
  - Old\_conf.bin
  - Update.bin
  - wifi.hex
  - wifi.ini



6. **Insert the Micro SD Card** to your Touch E3
7. ***Make sure your Touch E3 is securely connected to electricity. A power cut during upgrade might damage your device permanent!***
8. Go to the main page and choose **[MENU]**





- Choose **[Parameter]** by **press and hold** for min. 5 seconds:



- Choose **[Update Firmware]** from the menu



- Confirm with the **"Check mark"**  on the right bottom by **press and hold** it for min. 5 seconds



- The **upgrade could take some time** (up to 5 minutes). Depending on firmware release you had before, you will see between 1 to 3 upgrade cycles, where the TOUCH E3 is rebooting and upgrading automatically

***Do not disconnect from power or switch it off at any time during upgrade process.***

- Go to the main **[MENU]** and wait that your  **WiFi Icon turns blue (active)**



- Turn off your Touch E3, wait 30 seconds and turn it on again.**
- Go again to the main **[MENU]** and wait that your  **WiFi Icon turns blue (active)** again.
- Eject the SD card** from your Touch E3 after upgrade
- Reboot (Off / On)** your Touch E3 now again to finalize the process

*Your Touch E3 is now updated*

If you want to **update another device**, follow the instructions from the top again. Please make sure you **copy again and overwrite the downloaded files to the SD card**, as old configuration has been stored here.



## Trouble Shooting / Frequently Asked Questions

### **I have upgraded my Touch E3 but I cannot pair it with the app or webpage?**

*Please verify that you browse to the new **CLEVERTOUCH** Gen.2 web address <https://e3.lvi.eu> and that you have downloaded the new phone app "Clevertouch Gen.2" on your smartphone.*

*If you have done above please get a new pairing code from the webpage. The upgrade has deleted your pairing with the server, most likely for security reasons.*

### **I cannot see my touch E3, my rooms or radiators in the app or on the web page.**

*Please reboot your Touch E3. Please make sure that there is no SD card inserted into your Touch E3. With rebooting the Touch E3, it is synchronizing its entire data with the server and not only changes.*

### **My WiFi version seems not to be correct.**

*Please upgrade your Touch E3 again with the above written update procedure. Please make sure you copy the firmware newly to you SD card and not use any old files on there.*

### **When I try to upgrade or to close, the Touch E3 cannot find my sd card?**

*Please make sure, the SD card is according to its hardware specifications. Verify that it is not bigger than 8 GB and FAT formatted. If still not working please contact us.*

For any other question, please contact us.

