

# IQ2020 (EAGLE/HAWK) CONTROL BOX - SOFTWARE UPDATE INSTRUCTIONS


## Preparing your USB Thumb Drive:

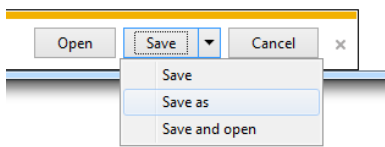
- Most all USB Thumb Drives are compatible with the control box, though there are rare exceptions.
- We recommend that a new USB Thumb Drive be obtained exclusively for this process.
- Format your USB Thumb Drive before you use it to program the Control box.
- In almost all cases the USB Thumb Drive formatting is the reason for incompatibility. You should reformat the USB Thumb Drive using FAT32 file format. **WARNING:** Reformatting your USB Thumb Drive will erase any files on the device prior to formatting. Remove and store any files you wish to retain from the device BEFORE you format it.
- Instructions on how to Format your USB Thumb Drive ([Click Here](#)).



**I. Software Download.** Before downloading the Control Box (CB) software update file, insert a USB thumb drive to your computer. See below for download instructions according to browser.


### Using Microsoft Internet Explorer:

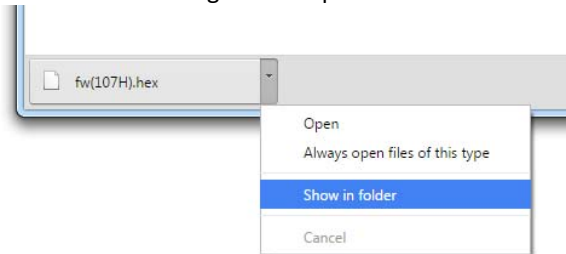
- Click the Software icon  of a control box software. A small screen appears to give you the option to Open or Save.



- Click the Save dropdown arrow and choose the *Save As* option. Save the file to the root folder of the USB thumb drive.


### Using Google Chrome:

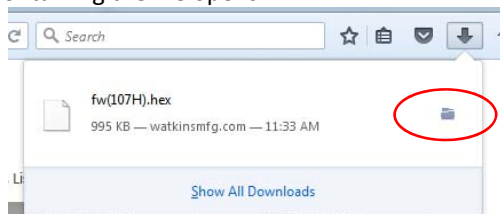
- Click the Software icon  of a control box software. A small screen appears at the bottom of the browser, showing the downloaded CB file.
- Click the dropdown arrow and select *Show in folder*. A window containing the file opens.



- Drag and Drop, or Copy and Paste, the file to the root folder of the USB thumb drive.


### Using Mozilla Firefox:

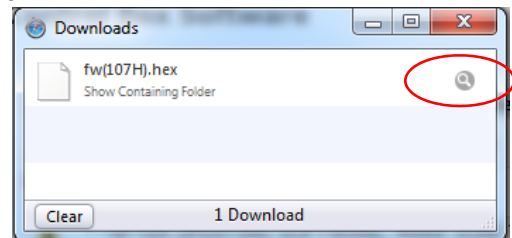
- Click the Software icon  of a control box software. A small screen appears to give you the option to Open or Save the file. Choose *Save File* and click OK.
- Click the down arrow icon, located at the upper right corner of the browser. The download window appears. Click the small folder icon. A window containing the file opens.




- Drag and Drop, or Copy and Paste, the file to root folder of a regular USB thumb drive.

### Using Apple Safari:

- Click the Software icon  of a control box software. A small screen appears to give you the option to Open or Save. Click *Save*. The CB file appears on the Downloads window.



- Hover over and click the small magnifying lens icon next to the file. A window containing the file opens.
- Drag and Drop, or Copy and Paste, the file to root folder of a regular USB thumb drive.

After downloading the update software, make sure to **EJECT** the USB Thumb Drive before unplugging it from the computer. This helps prevent file structure corruption, which can produce incompatibility. Right click the Devices icon , located in the lower right corner of the screen, and safely eject your USB Thumb Drive.



**II. Control Box Software Update.** Before updating the control box, please **POWER OFF** spa.

- a. Locate the USB port (located in the main PCB)



- b. Insert the USB Thumb drive, containing the downloaded software update file, in the USB port.
- c. **POWER ON** spa. The Power LED (Eagle), or the BUS LED (Hawk), light will flash while the software loads. When software loading completes, LED light turns solid Green. The control box will then begin to reboot.
- d. The software version will display in the control panel. Verify that the latest version of the software has been installed successfully.
- e. Before removing the USB Thumb drive, **POWER OFF** spa.
- f. Replace control box cover and compartment door.
- g. **POWER ON** spa.

**The software update process is complete.**