Mercury2 Upgrade or Downgrade Activation

Spitronics are always improving their systems. The latest improvements in Ver 3.5E gives better support for remote customer activation and for rebranding. This improvement makes the activation codes more stable during electrical interference. It will be easier to recover mistakes made in the field. For new installations always load the E firmware. New Mercury2 devices are shipped with Ver E codes.

This process will require upgrade or downgrade firmware and the Hyperspace Device Manager 4.0.6 software which can be downloaded from our website under tuning software.

The upgrade is for old Ver 3.5A devices and it will required allow you to run the latest Mercury2 Ver 3.5E firmware. Once you have run the upgrade, the device will not work with previous releases up to Ver 3.5A. This process can be completed without the help from Spitronics Admin. This is possible if the device details and the portal details on the device correlates.

The downgrade will allow you to run the older Mercury2 Ver 3.5A firmware. This is recommended only if you need to run the Mercury2 on an old installation. Once you have run the downgrade, the device will not work with releases Ver 3.5E and higher. This process can be completed without the help from Spitronics Admin. This is possible if the device details and the portal details on the device correlates.

This firmware is also used as recover firmware should the need arise to change activation details. This will require confirmation from Spitronics admin person.

The firmware is also Simulator test firmware. **NB!** If you do this in a vehicle first disconnect all the connecters from the device except P1 and the Comms connector.

Upgrading a Device

First save your Map file onto the PC. The map memory is moved from the on-board Flash chip to the Micro or Processor memory space. You will have to load it back in later.

Load the upgrade file with the firmware programmer into the Mercury2 device.
Mercury2 DM4 Customer Upgrade Ver 3.5E 28_05_2019.HEX

Now connect the laptop with the USB Comms cable and switch the simulator on. Open Device Manager 4.0.6 or higher and it will connect with details explained below:
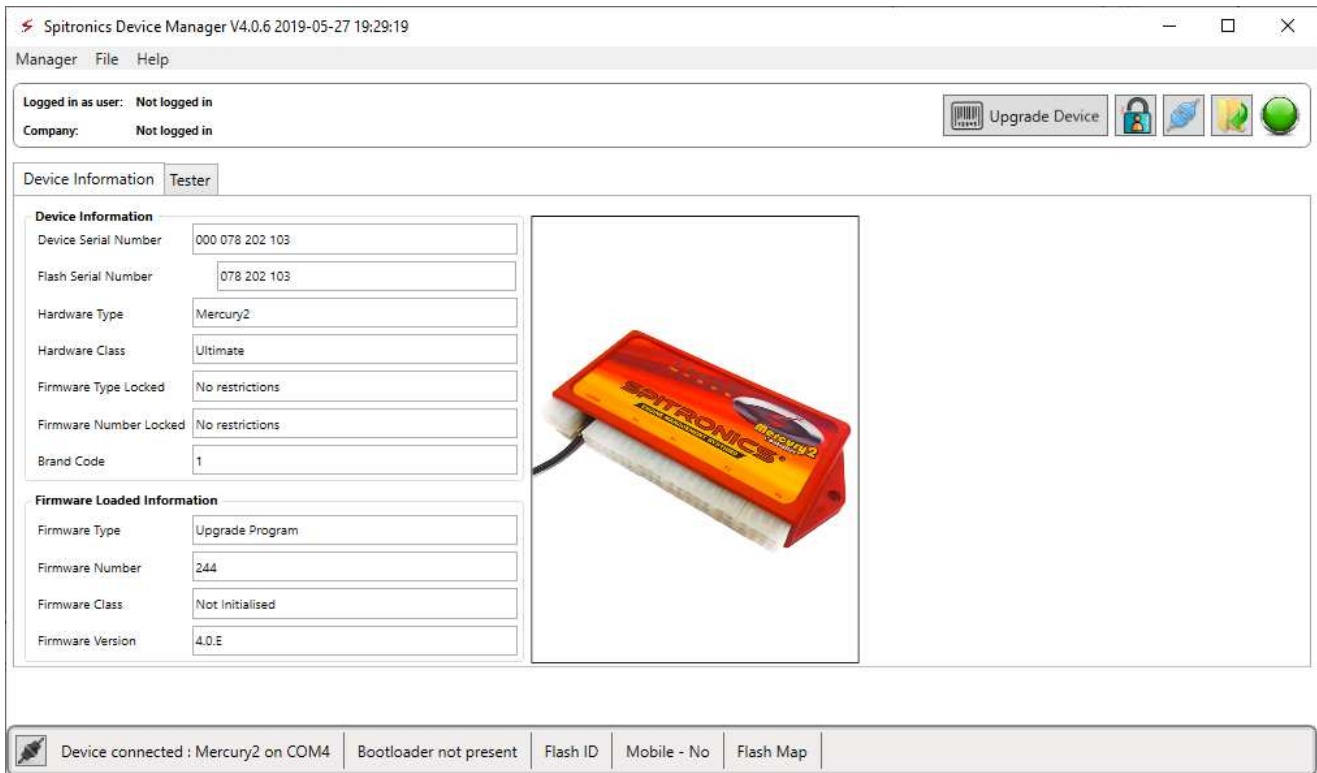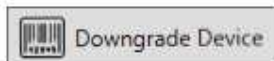
If your device had the old 6-digit serial number that is on the barcode label of your device, then it will be displayed in the *Flash Serial Number*. If it already has the newer serial number, the last 9 digits of the Device Serial Number will be displayed in the Flash Serial Number.

If these values tie up to the values on the Portal, then the Upgrade Device button will be visible.
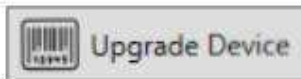
You may now click on the button and move the allocation details to the new space.

You may now load the new Ver 3.5E and onwards firmware on the web. Now open the Latest Software Ver 3.5.7 or later. It will ask for a Password. Click Cancel and the go to File Open and select the map you saved. Click Connect button and then Clone button. Now go through the entire map and set all the new values that was added to this software Version. Your device should now be functioning normal again.
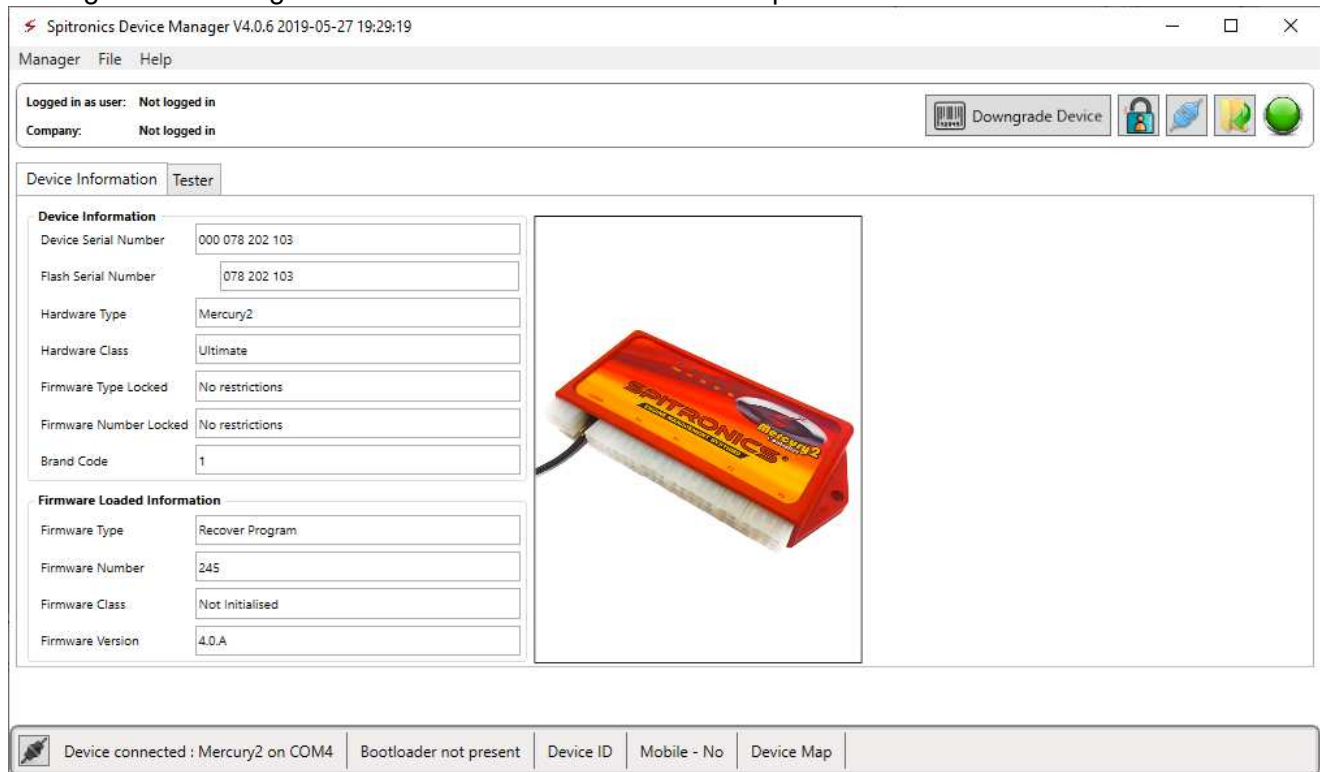
Downgrading a Device

First save your Map file onto the PC. The map memory is moved from the Micro or Processor memory space to the on-board Flash chip. You will have to load it back in later.

Load the downgrade file with the firmware programmer into the Mercury2 device.
Mercury2 DM4 Customer Downgrade Ver 3.5A 28_05_2019.HEX

Now connect the laptop with the USB Comms cable and switch the simulator on. Open Device Manager 4.0.6 or higher and it will connect with details explained below:
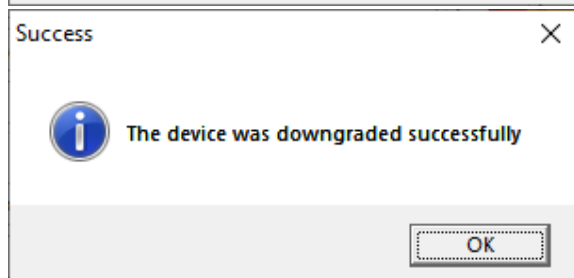

If these values tie up to the values on the Portal, then the Upgrade Device button will be visible.

You may now click on the button and move the allocation details to the new space.

You may now load the old Ver 3.5A firmware on the web. Now open the Latest Software Ver 3.5.7 or later. It will ask for a Password. Click Cancel and the go to File Open and select the map you saved. Click Connect button and then download button. Clone may not be operational on the old firmware. Now go through the entire map and set all the values that was changed to the right settings. Your device should now be functioning normal again.