MAPLE IQ
Firware Update Guide

Features of the Maple IQ Control Unit

The following guide details how to complete a **Firmware Update** for the **Maple EC4 Control Unit.** The Maple EC4 Control unit is distinguishable by an OLED display featuring white output digits (see below for a visual representation).

Firmware updates are not required / compatible with previous versions of the Maple control unit – If you have any questions please contact the Maple AfterSales team.

Maple EC4 Control Unit
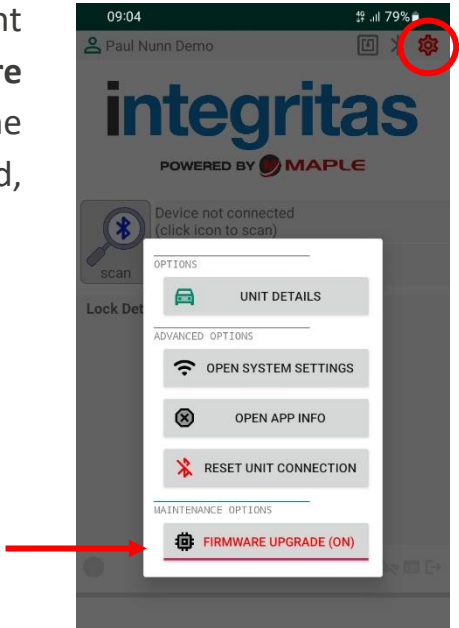
Completing Firmware Update via Android device

The Maple 'Integritas App' is available for download from the Google Play Store, for use on compatible Android devices. Only authorised users can login to the 'Integritas App.' Users will also require Maintenance Access to complete the firmware update. If you require further assistance, please contact Maple Aftersales.

1. Open the **Integritas App** on your Android device and login using existing **Integritas Web Portal** credentials.
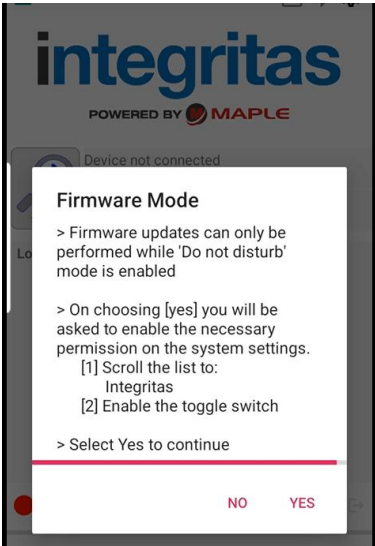
   *NB: The user can opt to use fingerprint authentication, To utilise this function, the user must have already enabled the feature on the Android operating system and have **Lock Screen** enabled. Follow the instructions on the app to **Associate Fingerprint.***

2. Once logged in, tap the **settings** icon in the top right hand-corner of the screen, then toggle the **Firmware Upgrade** option so it turns red and states **'ON.'** The **settings** icon should also be highlighted red, confirming the **Firmware Upgrade** option is enabled.

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3. To perform a **Firmware Update** the **Do Not Disturb** mode must be enabled for the **Integritas App**. Follow the on-screen prompts to grant the required permissions.

    Once the permission has been enabled you will be returned to the app's home screen. Check that the **Firmware Upgrade** setting is still enabled - If the settings icon is not highlighted red, tap again and toggle the option to **ON.**
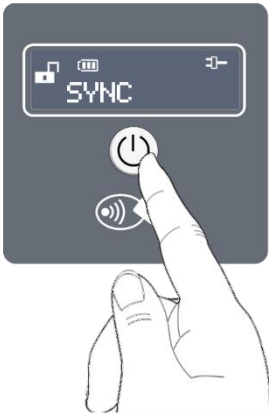
> ⚠ **IMPORTANT:** Do not navigate away from the update screen or accept any incoming calls once the firmware update has started. If the update is interrupted, restart the process from the beginning. Please note that the lock will be inoperable until the update is fully completed.

4. From the main screen, tap the **Bluetooth Scan** button. When the **Connect to Downloader** dialogue window appears, select **MK.4 Unit** from the options, then tap **SCAN.**
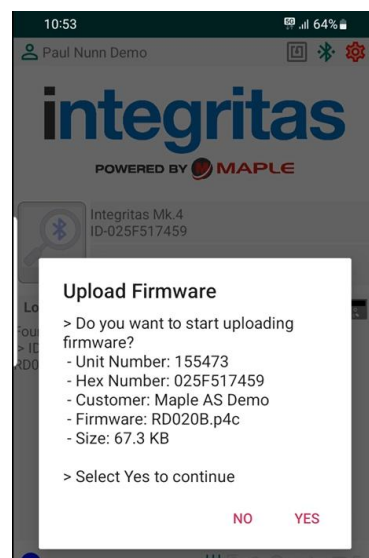
5. Ensure your Android device displaying the **Integritas App** is in close proximity to the Maple EC4 control unit.

    Then, on the Maple EC4 control unit, press and hold the white push-button until the message **SYNC** appears on the display, then immediately release the button.

6. Once the control unit connects to the Integritas Android App, you will be prompted to confirm the **Firmware Update** – tap **Yes** to proceed.

7. The unit details will appear within the **Integritas App** and the update will begin automatically, with a status bar indicating progress.

    IMPORTANT: Keep your device in close proximity to the Maple EC4 control unit throughout the update to maintain a stable connection.
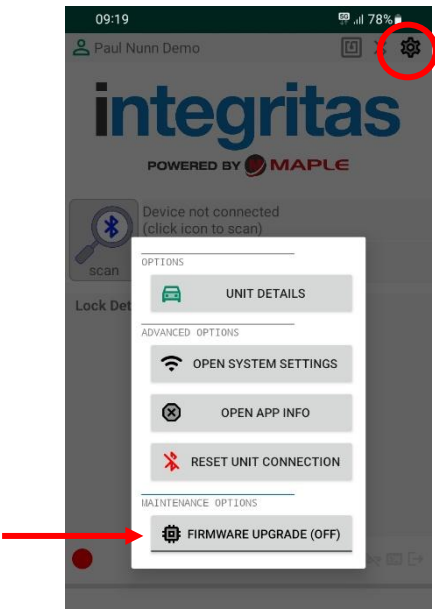
8. Once the update is complete, a green tick will be displayed in the app.

    With the Firmware Update complete, ensure the locking device is working as expected and user fobs remain active.

9.   Once the firmware update is complete, it is strongly recommended to perform a **data download**. This will provide verification on the database that the update was successfully applied.

To perform a **data download**, tap the settings icon then disable the **Firmware Upgrade** option by toggling it to **OFF,** the **settings** icon should appear grey when disabled. Now repeat steps 4 and 5 to complete the data download.

Contact Maple

AfterSales & Technical Support

If you require technical support or are experiencing any issues with Maple products, please contact the Aftersales Team for further assistance..

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