

# iOptron 8411 Handset Firmware Upgrade

To upgrade the 8411 handset firmware, you need the following software/hardware:

- USB cable with USB-C connector at one end
- iOptron Upgrade Utility Program for the mount, currently V3.25
- 8411 handset firmware
- PL2303 VCP (Virtual COM Port) driver if this is the first time connecting the mount to a computer.

## Step 1. Download files

Download PL2303 VCP driver, iOptron Upgrade Utility and firmware. Save them on your computer desktop or a designated folder.

## Step 2. Install PL2303 VCP driver

If this is the first time you connect the mount to a computer, please run PL2303 VCP installer. If you've done firmware upgrade before or run the mount via iOptron Commander, you may skip this step.

## Step 3. Find the COM port number

Plug USB-C plug of a USB cable into the USB port on the 8411. Plug the other end of the USB cable into any available USB port of the computer.

Click on Windows Device Manager to find the assigned COM port for the USB connection. Here the port # is COM5.

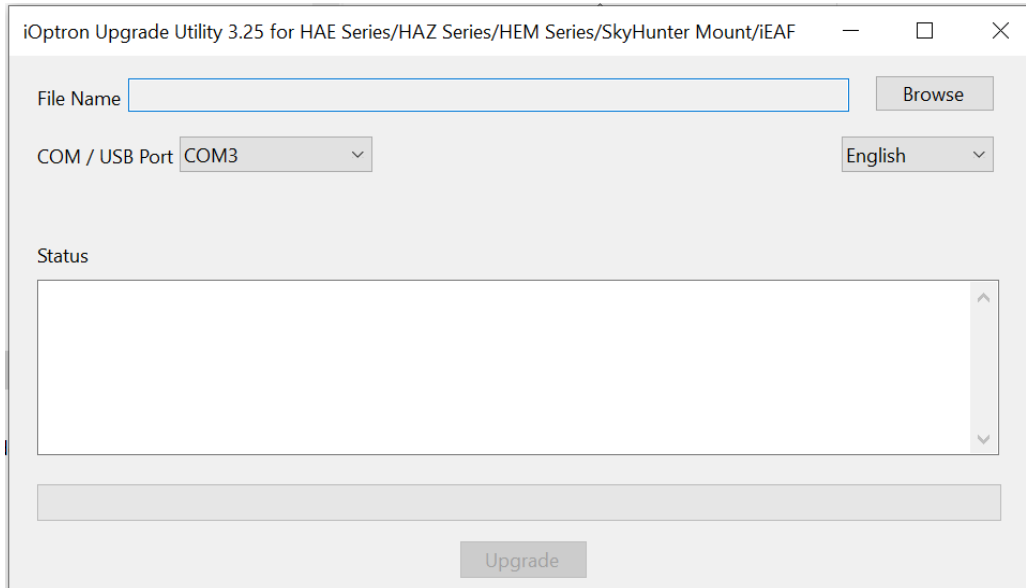


## Step 4 Upgrade main board firmware






(1) Locate downloaded software and click on ***iOptronUpgradeUtility325.exe***.

Name	Date modified
8411HC_HAEbc_V240510.bin	6/28/2024 8:46 AM
HAEbc_FirmwareVersionHistory.pdf	6/28/2024 9:00 AM
HAEbc_FW240510.bin	5/17/2024 9:48 AM
HAESerBC_FirmwareUpgradeInstruction.pdf	6/28/2024 11:58 AM
iOptronUpgradeUtility325.exe	4/22/2024 12:36 PM

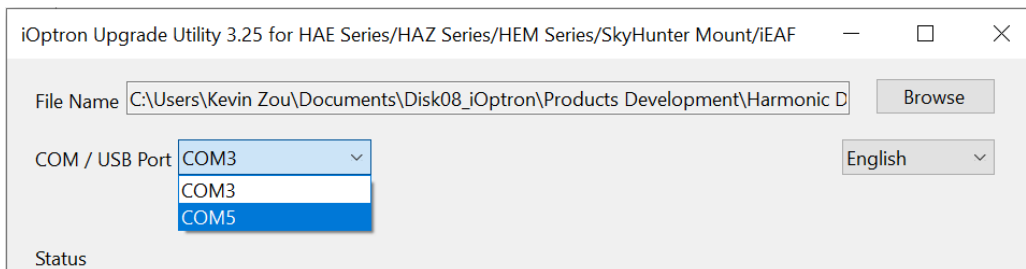
This will bring up the upgrade window:



(2) Click on **Browse** in iOptron Upgrade Utility window. Select the 8411 firmware, and click **Open**;

Name	Date modified
 8411HC_HAEbc_V240510.bin	6/28/2024 8:46 AM
 HAEbc_FirmwareVersionHistory.pdf	6/28/2024 9:00 AM
 HAEbc_FW240510.bin	5/17/2024 9:48 AM
 HAEserBC_FirmwareUpgradeInstruction.pdf	6/28/2024 11:58 AM
 iOptronUpgradeUtility325.exe	4/22/2024 12:36 PM

Select the COM5 from **COM/USB Port** pull down menu.



- (3) Click on **Upgrade** button to start firmware upgrade.
- (4) Power cycle the mount. Check your firmware version after firmware upgrade is finished by press **MENU→Firmware Information**.
- (5) Exit the **Upgrade Utility** program.

**Common errors during firmware upgrade:**

(1) COM port cannot be opened:

- Bad USB cable

- Wrong COM port is selected.
- A mount is not connected.
- Cable is not plugged in firmly.
- PL2303 VCP driver is not installed.

(2) Connection failed:

- Mount power is not turned on;
- Cable is not plugged in firmly;
- Malfunctioned control board;
- Wrong firmware selected.

(3) Upgrade stopped in the middle or failed:

- Cable is not plugged in firmly;
- Cable is moved during process;

Contact [support@ioptron.com](mailto:support@ioptron.com) for technical support.