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**DIGI
90002339
Connect
Sensor
Telit
Modem**



DIGI 90002339 Connect Sensor Telit Modem User Guide

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DIGI 90002339 Connect Sensor Telit Modem



Specifications

- **Model:** Digi Connect Sensor+
- **Description:** Firmware and cellular modem update guide
- **Supported LTE Modems:**
 - Telit LE910-NA1 AT&T – Revisions: 20.00.524.0, 20.00.525.2
 - Telit LE910-SV1 Verizon – Revisions: 20.00.012.3, 20.00.015.0

Product Usage Instructions

Update Process

The update process consists of two main steps:

1. **Update the Connect Sensor firmware:** This involves updating the current Connect Sensor+ firmware.
2. **Update the cellular modem firmware:** This step focuses on updating the cellular modem firmware over the air (FOTA).

Update Connect Sensor+ Firmware from Digi Remote Manager

This section guides you through updating the Connect Sensor+ firmware. It is important to update the Connect Sensor+ firmware before proceeding with the cellular modem firmware update. The update process is initiated from the Digi Remote Manager without requiring physical access to the device. A working cellular connection is necessary for this update.

FAQ

How do I troubleshoot the FOTA update?

If you encounter issues during the FOTA update process, follow these troubleshooting steps:

1. Ensure a stable internet connection is available.
2. Check the device's cellular reception and signal strength.

3. Verify that the correct firmware version is being pushed for update.
4. Contact Digi Technical Support if problems persist.

Digi Connect Sensor+ firmware and cellular modem firmware update

This document describes how to update Connect Sensor+ firmware and the cellular modem firmware to resolve cellular brown-out failures.

It applies to the Connect Sensor+ containing one of these LTE modems:

Model	Description	Revisions
Telit LE910-NA1	AT&T	20.00.524.020.00.525.2
Telit LE910-SV1	Verizon	20.00.012.320.00.015.0

Update process

The process is done in two steps:

Update the Connect Sensor firmware

In this step you will update the current Connect Sensor+ firmware.

- Update Connect Sensor+ firmware from Digi Remote Manager

Update the cellular modem firmware

In this step you will update the cellular modem firmware.

- Update the cellular modem firmware over the air (FOTA)

Update Connect Sensor+ firmware from Digi Remote Manager

This section describes how to update the Connect Sensor+ firmware. The Connect Sensor+ firmware should be updated before updating the cellular modem firmware.

The update process is initiated from the Digi Remote Manager. It requires a working cellular connection. It does not require physical access to the device.

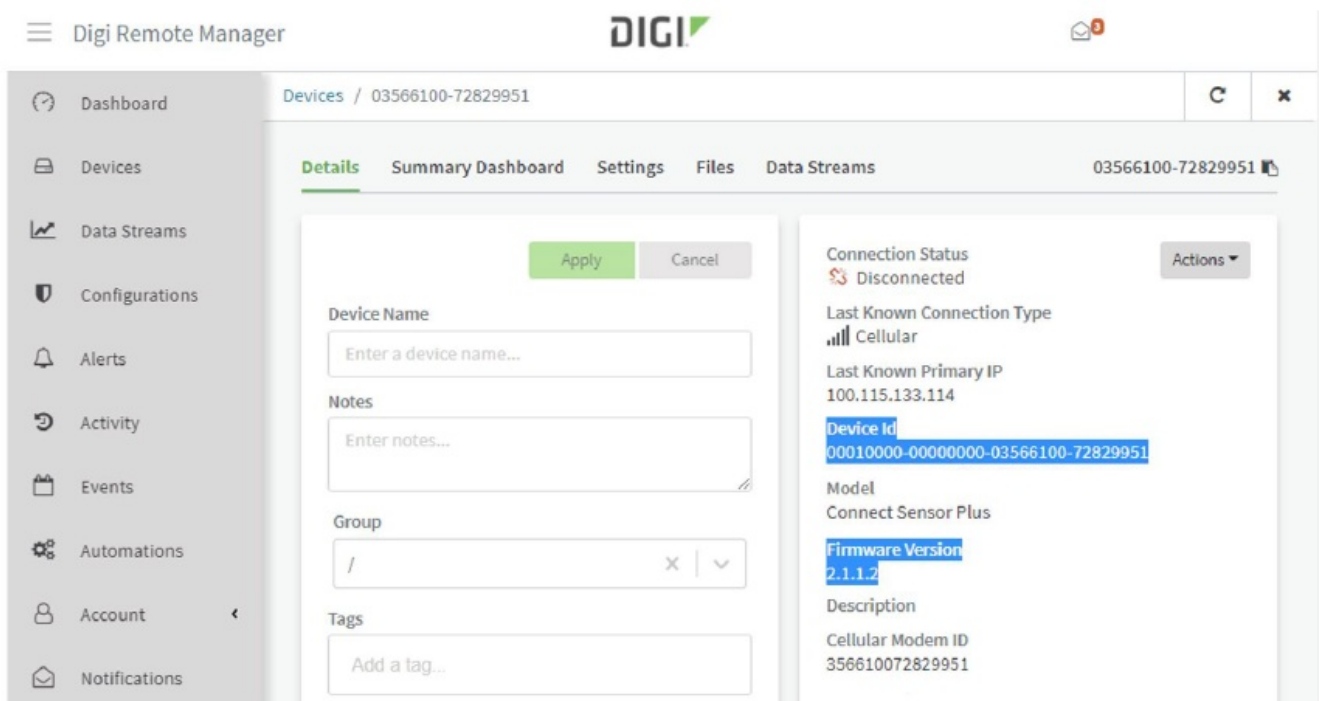
Prerequisites

- Remote manager account
- Device ID of the Connect Sensor to update
- Connect Sensor firmware update file
- Modem firmware update file name

Step 1: Open Remote Manager

1. Open a web browser and navigate to Remote Manager.
2. Log into your account.

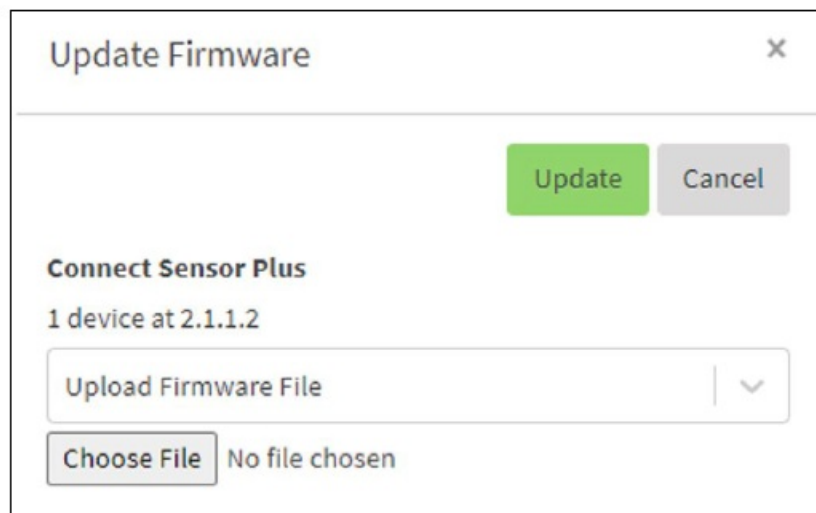
3. Click **Devices** in the menu on the left side.
4. Find the device ID for the **Connect Sensor+**.
5. Click the device ID to open your device. The Device ID looks like this string: 00010000-00000000-03566100-72829951.
6. Check the **Firmware Version** of the device. **Connect Sensor+** firmware version 2.1.1.3 or later is needed to update the modem firmware.
 - If the firmware version is 2.1.1.3 or later, you do not need to update the firmware. Skip to updating the cellular modem firmware: **Update the cellular modem firmware over the air (FOTA)**.
7. Review the Device ID, which looks like this string: 00010000-00000000-03566100-72829951. It contains the IMEI of the modem. Make note of the device ID. You will need the device ID later to start the modem firmware update process.



Step 2: Update the Connect Sensor+ firmware

This step is needed if the **Connect Sensor+** firmware is less than version 2.1.1.3.

1. Click **Actions > Update Firmware**. The **Update Firmware** screen displays.
2. Click **Choose File**.
3. Select the desired **Connect Sensor+** firmware update file and click **Open**.
4. Click **Update**.

A screenshot of a web-based dialog box titled "Update Firmware" with a close button (X) in the top right corner. The dialog contains two buttons at the top: a green "Update" button and a grey "Cancel" button. Below these, the text "Connect Sensor Plus" is followed by "1 device at 2.1.1.2". There is a text input field containing "Upload Firmware File" with a dropdown arrow on the right. At the bottom, there is a "Choose File" button and the text "No file chosen".

The next time the Connect Sensor+ is scheduled to connect to Remote Manager, it will start the firmware update process. To cause the device to connect immediately, press the Wake button on the device. Once started, the update will take a few minutes to complete. After the device completes the update, it will reconnect to the Remote Manager the next time it is scheduled to do so.

Update the cellular modem firmware over the air (FOTA)

The update process is initiated from the Digi Remote Manager. It requires a working cellular connection. It does not require physical access to the device.

Prerequisites

- Remote manager account
- Device ID of the Connect Sensor+ that you want to update
- Modem firmware update file name

Step 1: Open Remote Manager

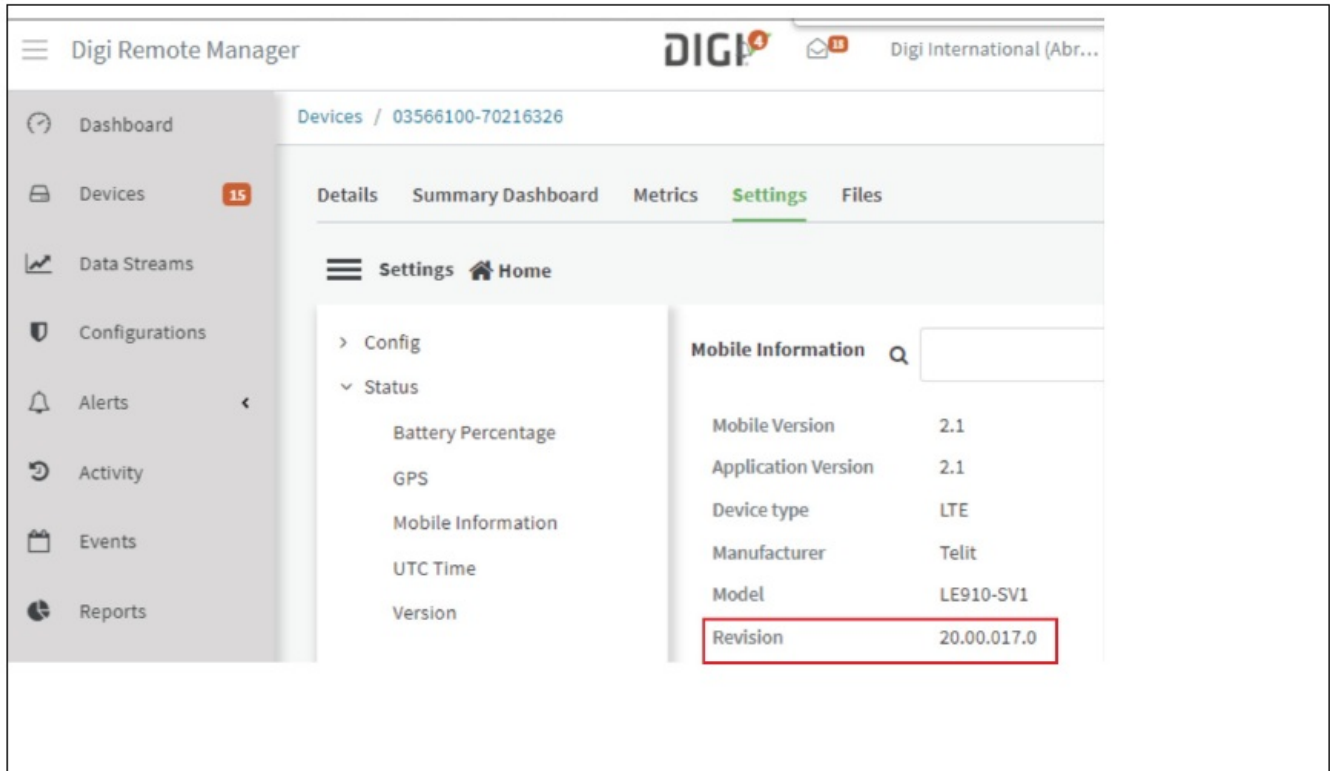
1. Open a web browser and navigate to Remote Manager.
2. Log into your account.
3. Click Devices in the menu on the left side.
4. Find the device ID of your device.
5. Click the device ID to open your device and review the device ID.

The Device ID looks like this string: 00010000-00000000-03566100-72829951. It contains the IMEI of the modem. Make note of the device ID. You will need the device ID later to start the modem firmware update process.

Step 2: Confirm the current firmware revision

1. Click Settings from the tabs at the top of the page.
2. Click Status.
3. Review the information in Mobile Information panel. Note the current revision in the Revision field.

The desired revision is 20.00.527.0 for AT&T modems, or 20.00.017.0 for Verizon modems. If the modem is already at this revision or later, no firmware update is needed.



Step 3: Determine the Update String

Find the firmware revision in this table, and copy the corresponding update string:

Model and string	Revision	Update file name	Patch size
LE910-SV1	20.00.012.3	UpdPkg_LE910_SV1_1G_20.00.012.3_20.00.017.0.bin	4,277,678
ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAdGVzdABzdXBwb3J0L3RlbGI0AFVwZFBzZ19MRtKxMF9TVjFfMUdfMjAuMDAuMDEyLjNfMjAuMDAuMDE3LjAuYmlu			
LE910-SV1	20.00.015.0	UpdPkg_LE910_SV1_1G_20.00.015.0_20.00.017.0.bin	506,950
ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAdGVzdABzdXBwb3J0L3RlbGI0AFVwZFBzZ19MRtKxMF9TVjFfMUdfMjAuMDAuMDE1LjBfMjAuMDAuMDE3LjAuYmlu			
LE910-NA1	20.00.524.0	UpdPkg_LE910_NA1_1G_20.00.524.0_20.00.527.0.bin	932,846
ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAdGVzdABzdXBwb3J0L3RlbGI0AFVwZFBzZ19MRtKxMF9OQTFFfMUdfMjAuMDAuNTI0LjBfMjAuMDAuNTI3LjAuYmlu			
LE910-NA1	20.00.525.2	UpdPkg_LE910_NA1_1G_20.00.525.2_20.00.527.0.bin	877,554

Model and string	Revision	Update file name	Patch size
ZnRwMS5kaWdpLmNvbQAYMQBhbm9ueW1vdXMAdGVzdABzdXBwb3J0L3RlbGl0AFVwZFBZ19MRTkxMF9OQTFfMUdfMjAuMDAuNTI1LjJfMjAuMDAuNTI3LjAuYmlu			

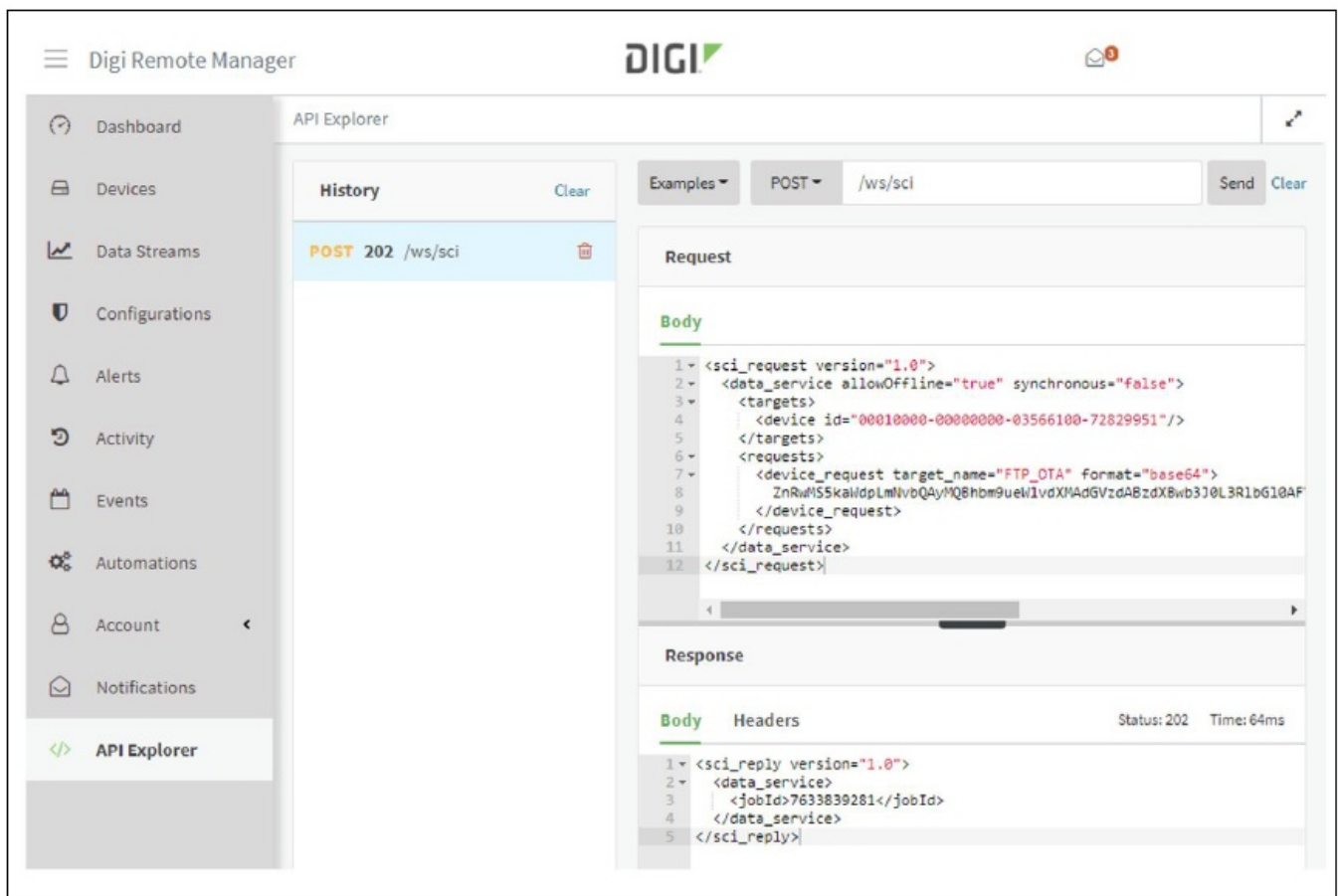
Step 4: Initiate the firmware update

1. In the Remote Manager, click API Explorer.
2. Select Examples > SCI > Data Service > Send Binary Request.
3. A template request (in XML) displays. Delete the template and replace with the XML below.

- Patch the #Device ID# with the correct value from Step 1.
- Patch the #Update string# with the value from Step 3.

```
<sci_request version="1.0">
  <data_service allowOffline="true" synchronous="false">
    <targets>
      <device id="#Device ID#"/>
    </targets>
    <requests>
      <device_request target_name="FTP_OTA" format="base64">
        #Update string#
      </device_request>
    </requests>
  </data_service>
</sci_request>
```

4. Click Send.
5. Enter your user name and password if prompted.



The next time the Connect Sensor+ is scheduled to connect to Remote Manager, it will start the firmware update process. To cause the device to connect immediately, press the Wake button on the device. Once started, the update will take a few minutes to complete. After the device completes the update, it will reconnect to the Remote Manager the next time it is scheduled to do so.

Updating multiple devices

The above example shows how to update a single Connect Sensor+. More than one device can be updated with a single Remote Manager request.

To update a list of devices, add their device IDs to <targets> in the request.

For example:

```
<targets>
<device id="00010000-00000000-03566100-79000697"/>
<device id="00010000-00000000-03566100-79000698"/>
<device id="00010000-00000000-03566100-79000699"/>
<device id="00010000-00000000-03566100-7900069A"/>
<device id="00010000-00000000-03566100-7900069B"/>
</targets>
```

To update all devices in a Remote Manager group, add the group name to <targets>.

For example:

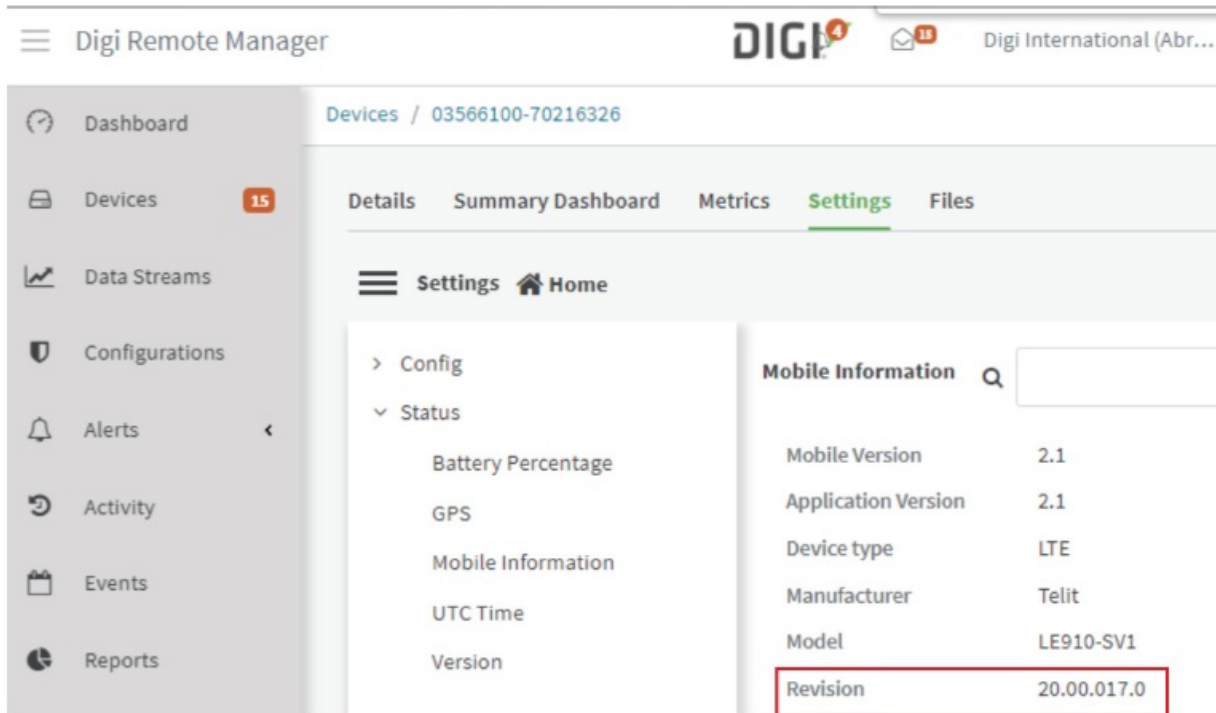
```
<targets>
<group path="my_group"/>
</targets>
```

All devices in the request must have the same modem revision and update string. Devices will individually connect as scheduled and perform the update.

See the Digi Remote Manager 3 User Guide for more information.

Step 5: Confirm the new firmware revision

1. In the Remote Manager, click Devices in the menu on the left.
2. Click on your device to open it.
3. Click Settings from the tabs at the top of the page.
4. Click Status.
5. Review the information in Mobile Information panel.
6. Click the refresh arrow at the top of the page to update the fields.
7. The new revision value displays the Revision field. It should now be 20.00.017.0 (Verizon) or 20.00.527.0 (AT&T).



Troubleshooting the FOTAupdate

If the device does not report the expected revision, follow these steps:

- Check if the device has connected to the Remote Manager since the firmware update was initiated. In Remote Manager, click Device to display the device page. Click Summary Dashboard.
- Repeat Step 5 to refresh the modem firmware revision on the device page.
- Try the FOTA update again.

Revision history—90002339

Revision	Date	Description
D	October 2024	Updated Tehcnical Support information.
C	November 2022	Documentation update.
B	February 2019	Additional edits.
A	February 2019	Initial release.

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Documents / Resources

	<p>DIGI 90002339 Connect Sensor Telit Modem [pdf] User Guide 90002339, 90002339 Connect Sensor Telit Modem, Connect Sensor Telit Modem, Sensor Telit Modem, Telit Modem, Modem</p>
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References

- [Technical Support | Digi International](#)
- [Digi Remote Manager](#)
- [Digi Remote Manager User Guide](#)
- [User Manual](#)

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