

# **KeContact**

**P30**

**x-series**

## **Software Update Instructions**

**Translation of the original instructions**



Automation by innovation.

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# 1 Introduction

This manual is valid for P30 x-series.

The user must ensure that this document is valid for his present product.

## 1.1 Representation of safety instructions

At various points in this manual, you will see notes and precautionary warnings regarding possible hazards. The symbols used have the following meaning:



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**DANGER!**

Indicates an imminently hazardous situation, which will result in death or serious bodily injury if the corresponding precautions are not taken.

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**WARNING!**

Indicates a potentially hazardous situation, which can result in death or serious bodily injury if the corresponding precautions are not taken.

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**CAUTION!**

Means that if the corresponding safety measures are not taken, a potentially hazardous situation can occur that may result in slight bodily injury.

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**Caution**

Means that damage to property can occur if the corresponding safety measures are not taken.

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**ESD**

This symbol reminds you of the possible consequences of touching electrostatically sensitive components.

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### Information

Identifies practical tips and useful information. No information that warns about potentially dangerous or harmful functions is contained.

## 1.2 Purpose of the document

This document describes how to perform a software update at P30 x-series. The software update can be installed on the charging station via the web interface, the OCPP backend or via USB.

The latest software is available on the KEBA website:

[www.keba.com/emobility-downloads](http://www.keba.com/emobility-downloads)

### Information

This document is an extension to the supplied manuals of KeContact P30.

**You must comply with all instructions and safety instructions in the supplied manuals!**

## 1.3 Requirements

This document contains information for persons who have technical knowledge in the field concerned and are qualified to carry out the necessary operations.

## 1.4 Warranty

Only general maintenance work that is expressly permitted by KEBA may be performed. Any other tampering to the device will result in a loss of the warranty claim.

A device with a broken manufacturer's seal or removed lead seal may no longer be put into operation. The necessary steps must be taken for having the charging station replaced or repaired by a specialist dealer or service partner.

## 1.5 Notes on this document

The instructions contained in this manual must be followed precisely. Failure to do so can result in the creation of potential sources of danger or the disabling of safety devices. Apart from the safety instructions given in this manual, the safety precautions and accident prevention measures appropriate to the situation in question must also be observed.

This document reflects the current state of knowledge at the time of publication. It is subject to changes in content due to technical developments. It is therefore recommended that you check regularly on the KEBA website to see whether a more recent version of the document is available for the product in question.

## 1.6 Further documentation

Manuals and additional information are available on our website:

[www.keba.com/emobility-downloads](http://www.keba.com/emobility-downloads)

## 2 About the software update

The update is available via the file `P30x_SW_[x_xx].keb`, where `[x_xx]` corresponds to the version number.

Example of an update file:

`P30x_SW_1_13.keb` or `P30x_SW_1_14_1.keb`

This update installs the current software version on the charging station. To install this update, the previous software version must be installed on the charging station.

### Information

No version can be skipped. If the software on the charging station is older, the update will fail.

### 2.1 Determine software version

Before updating, check which software version is on the charging station.

The current software version can be seen in the web interface of the charging station. The description for accessing the web interface can be found in the "Configuration Manual".

### 3 Update via web interface

The description for accessing the web interface can be found in the "Configuration Manual".

#### Information

To access the web interface remotely (e.g. via WLAN, mobile communications, VPN, etc.), port 80 must be available in the network.

If the mobile communications connection is weak, an update via mobile communications is not recommended due to the file size.

For a software update via the web interface, proceed as follows:

- 1) Open the page "**Software Update**" in the web interface. This page is located in the main menu under "**System**".
- 2) Using the button "**Choose a file ...**" select the file `P30x_SW_[x_xx].keb`.
- 3) Start the update process using the button "**Upload & Install**".

All software components are updated. The status can be seen in the web interface display. After a few minutes, the update process is indicated on the charging station by the LED bar pulsing orange.

After a successful update, the new versions of the installed software components are visible in the web interface. You can compare these versions with the information in the "Software Release Notes".

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#### Caution

During the software update, the power supply must not be interrupted under any circumstances and the charging station must not be restarted. Otherwise the software update will not be completed correctly and normal operation of the charging station is no longer guaranteed.

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## 4 Update via OCPP

For a software update via the OCPP backend the following FTP link is required:

```
ftp://keba-update:emobility@ftp.keba.com/P30x_SW_[x_xx].keb
```

### Information

The FTP link above cannot be accessed if the charging station is in a closed network and has no Internet connection.

### Information

Details on using the FTP link can be found in the OCPP backend manual or can be obtained from the OCPP backend provider.

For a software update via the OCPP backend proceed as follows:

- 1) Use the FTP link above.
- 2) Wait until all software components have been updated.  
After a few minutes, the update process is indicated on the charging station by the LED bar pulsing orange.
- 3) At the end of the update, the versions of the installed software components can be seen in the web interface. You can compare these versions with the information in the "Software Release Notes".
- 4) After the software update, the charging station restarts automatically.  
The LED bar flashes blue or green, depending on the authorization setting.

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### Caution

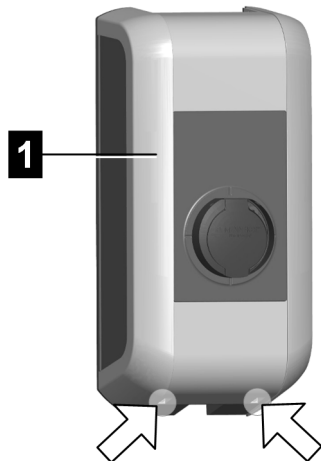
During the software update, the power supply must not be interrupted under any circumstances and the charging station must not be restarted. Otherwise the software update will not be completed correctly and normal operation of the charging station is no longer guaranteed.

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## 5 Update via USB

### 5.1 Remove covers

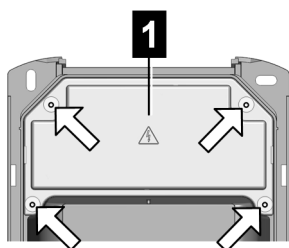
The USB interface is located in the connection panel of the charging station. To make the USB interface accessible, the housing cover and the connection panel cover must be removed. Proceed as follows:



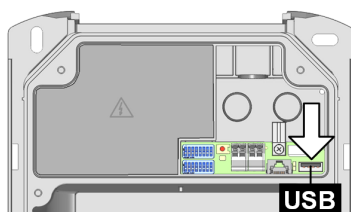
1) Unscrew the two screws on the bottom of the housing cover **1**.



2) Lift the housing cover at bottom max. 1 cm **1** and then push upwards **2**.



3) Unscrew the four screws of the connection panel cover **1** and remove the connection panel cover upwards.



The USB interface **USB** in the connection panel is now accessible.

## 5.2 Perform USB update (multi-version update)

### Requirements

- USB stick with a maximum of 32 GB (reformatted with FAT32 file system).
- Knowledge of the software version currently installed on the device.
- Access to the KEBA download area:  
[www.keba.com/emobility-downloads](http://www.keba.com/emobility-downloads)

### Download software update files

As a rule, all software updates starting from the installed version must be installed on the device one after the other.

- 1) Open the download area and download the appropriate [\*.keb] software update files (x-series) to your computer. Download all software versions starting from the version that is immediately after the currently installed version (e.g. if version 1.15.1 is installed → all versions from 1.16.1).

### Perform a software update

- 1) Create a new directory on the USB stick with the name "UPD".
- 2) Copy all downloaded P30x\_SW\_[x\_xx].keb software update files to the „UPD“ folder on the USB stick.
- 3) Connect the USB stick to the USB port of the charging station.
- 4) The update will start automatically. The message **"USB...Updating"** will appear on the display.  
After approximately 4 minutes, the status indicator will begin flashing orange. The individual update steps will be executed and displayed one after the other.
- 5) Once a software update is completed, the next update will be started automatically if there are multiple software update files on the USB stick.  
Duration per software update: **approx. 30 minutes**
- 6) Wait until all software components have been updated. Do not remove the USB stick until the message **"Remove USB"** appears on the display.
- 7) After the software update, the charging station restarts automatically.  
The LED bar flashes blue or green, depending on the authorization setting.
- 8) The versions of the installed software components are now visible in the web interface and can be compared with the information in the "Software Release Notes".

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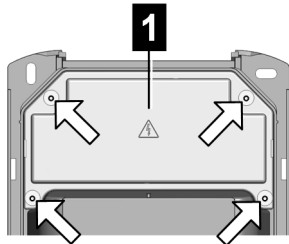
### Caution

During the software update, the power supply must not be interrupted under any circumstances and the charging station must not be restarted. Otherwise the software update will not be completed correctly and normal operation of the charging station is no longer guaranteed.

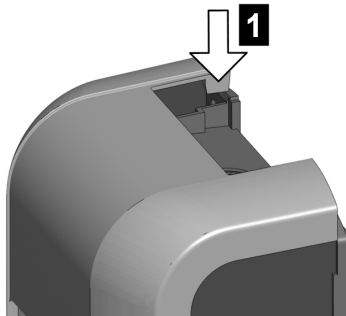
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### 5.3 Mount covers

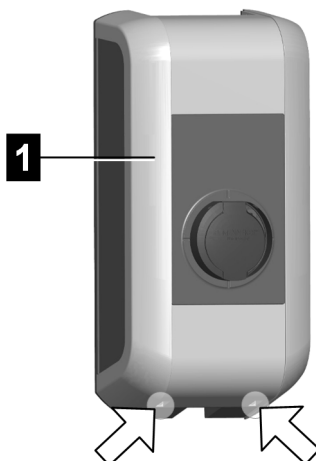
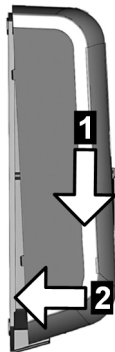
In order to operate the charging station correctly, all covers must be inserted and screwed tight. Proceed as follows:



1) Insert connection panel cover **1** and tighten with 4 screws with 2 Nm. The tabs on the connection panel cover must be flush with the enclosing housing. Only then will the device be properly sealed.



2) Hook in the housing cover at the top **1** and close it at the bottom **2**. The housing cover must glide into the guides without considerable resistance. The housing cover must be correctly seated in the housing guide on all sides.

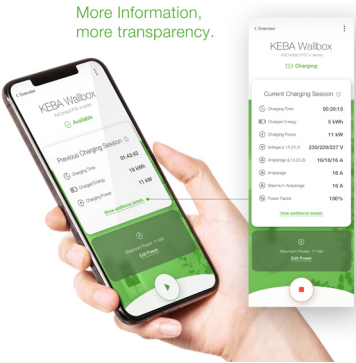


3) Fix the housing cover **1** with 2 screws at the bottom.  
4) Check that the charging station is functioning properly.

# 6 Update via eMobility App

The KEBA eMobility App is an extended user interface for the charging station and is available for compatible KeContact P30 device variants (for details see <http://www.keba.com/emobility-app>).

The KEBA eMobility App can be used for the following applications:



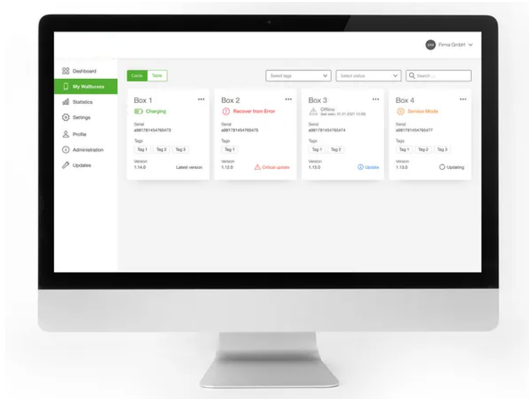
- View the current status.
- Start and stop charging processes.
- View information on past charging sessions.
- Set the charging power.
- Use comprehensive configuration options.
- Manage RFID cards.
- Perform a software update.

| Downloading the app                                                                                                                                                                                                      |                                                                                                                                                         |                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <br>Download page of the manufacturer                                                                                                  | <a href="http://www.keba.com/emobility-app">http://www.keba.com/emobility-app</a>                                                                       |   |
|                                                                                                                                       | <a href="https://play.google.com/store/apps/details?id=com.keba.emobility-app">https://play.google.com/store/apps/details?id=com.keba.emobility-app</a> |  |
|                                                                                                                                       | <a href="https://apps.apple.com/us/app/keba-emobility-app/id1614805616">https://apps.apple.com/us/app/keba-emobility-app/id1614805616</a>               |  |
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## 7 Update via eMobility Portal

The KEBA eMobility Portal (<https://emobility-portal.keba.com>) is next to the KEBA eMobility App the digital interface between you and your charging station or entire charging networks.

The portal is available for compatible KeContact P30 device variants. Once logged in, you can use a variety of functions on your PC or tablet:



- Management of charging stations at different locations
- View details of connected charging stations (charging sessions)
- One-click software update
- Planning charging time windows with defined maximum power (charging profiles)
- RFID card management
- Filter charging sessions by RFID cards, charging stations, etc.
- Creating reports and statistics
- Automatic charging reports via email
- Advanced configuration options
- Invite additional users with different roles and rights

For details on registering and using the charging station in the KEBA eMobility Portal see „Configuration manual“.





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