How to update the NGRM

NGRM500   NGRM550   NGRM700   NGRM750

2024-April-19   BU-I

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What you need

- Access to NGRM

- PC with ethernet connection

- appropriate update file (BUF)

First step

Cycle power to the NGR-Monitor by removing the power supply for at least 3 s

After reboot, you can start the update process.

NOTE: Cycling power to the NGRM may cause contacts may change over depending on ho the devices is integrated into your system.

Cycling power to the NGRM is important to ensure that the update is loaded correctly.
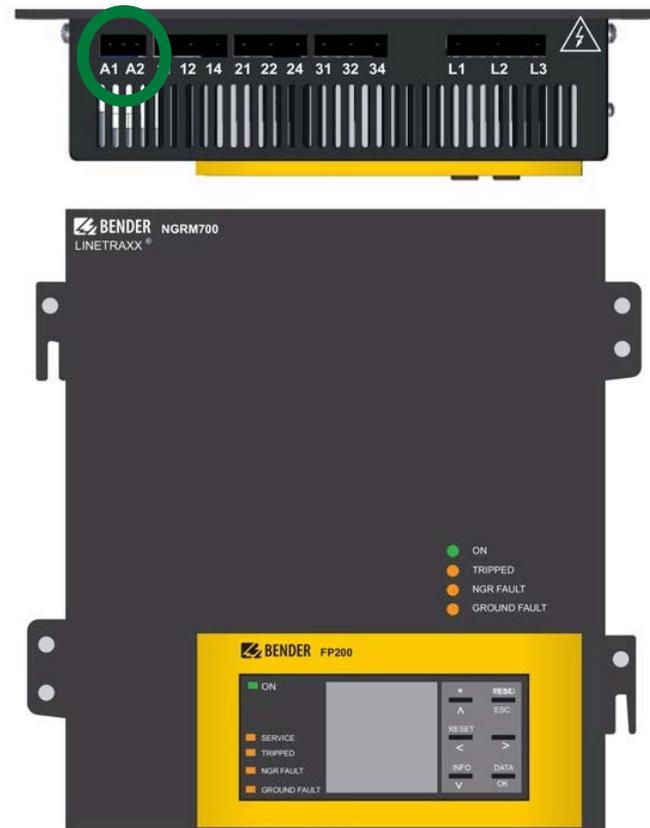
Connect to the NGRM device

Connect PC directly to the NGRM using an ethernet cable
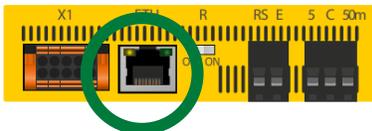
Connecting to NGRM5xx

Connecting to NGRM7xx
with FP200 attached
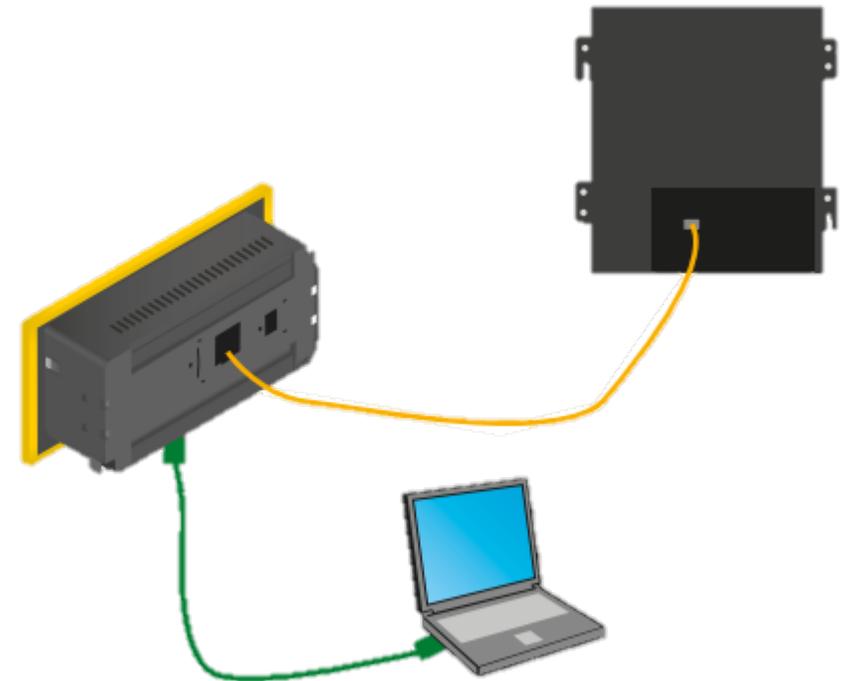
Connecting to NGRM7xx
with FP200 detached

Connect to the NGRM device

Open a web browser (chrome, edge, etc) for accessing the NGRM web server

Enter the NGRM IP address into the address field of your browser. The default address is 192.168.0.5

NOTE: You may need to modify your PC ethernet settings to access the NGRM web server. Please refer to the Troubleshooting section at the end of this guide.

NOTE: The device IP address may have been changed by the user. Please refer to the Troubleshooting section at the end of this guide.

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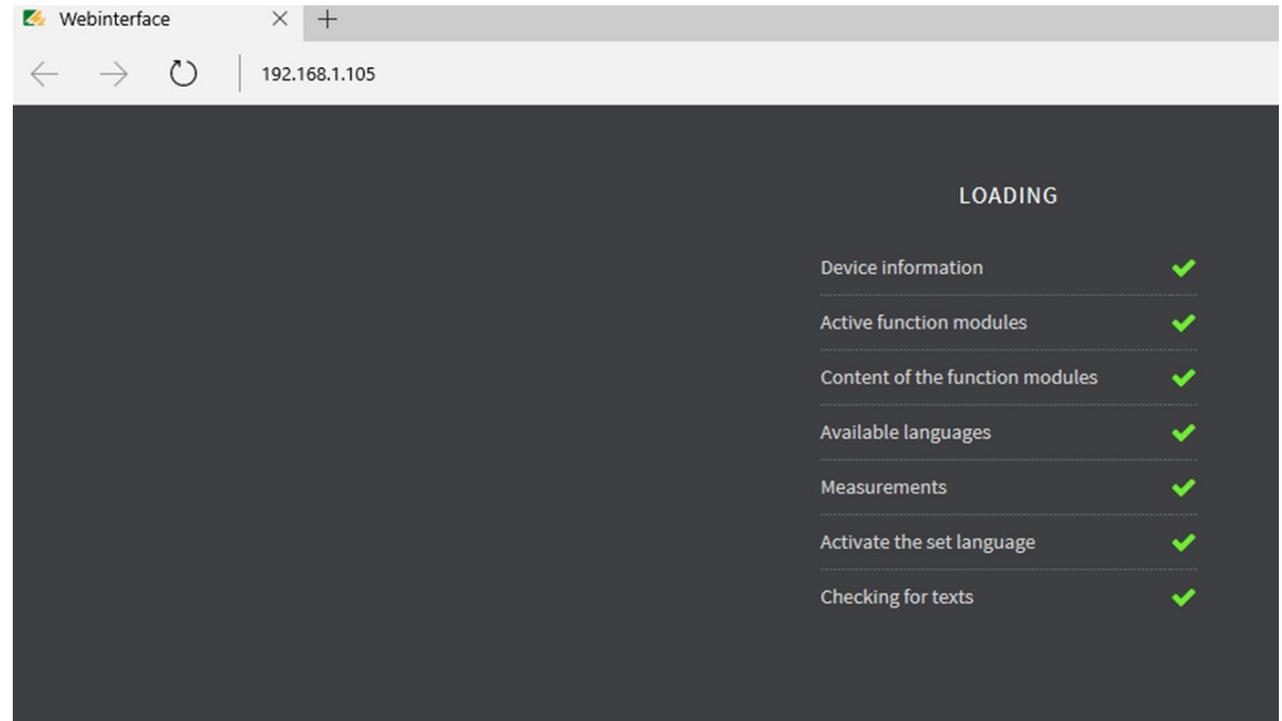
Backup Settings and History

Updating the NGRM should not affect any existing settings or history, but we recommend to back these up before making any changes to a device in the field as best practice.

Saving a backup of the current settings can be completed by navigating to "Device settings" and choosing the "Export backup" selection.
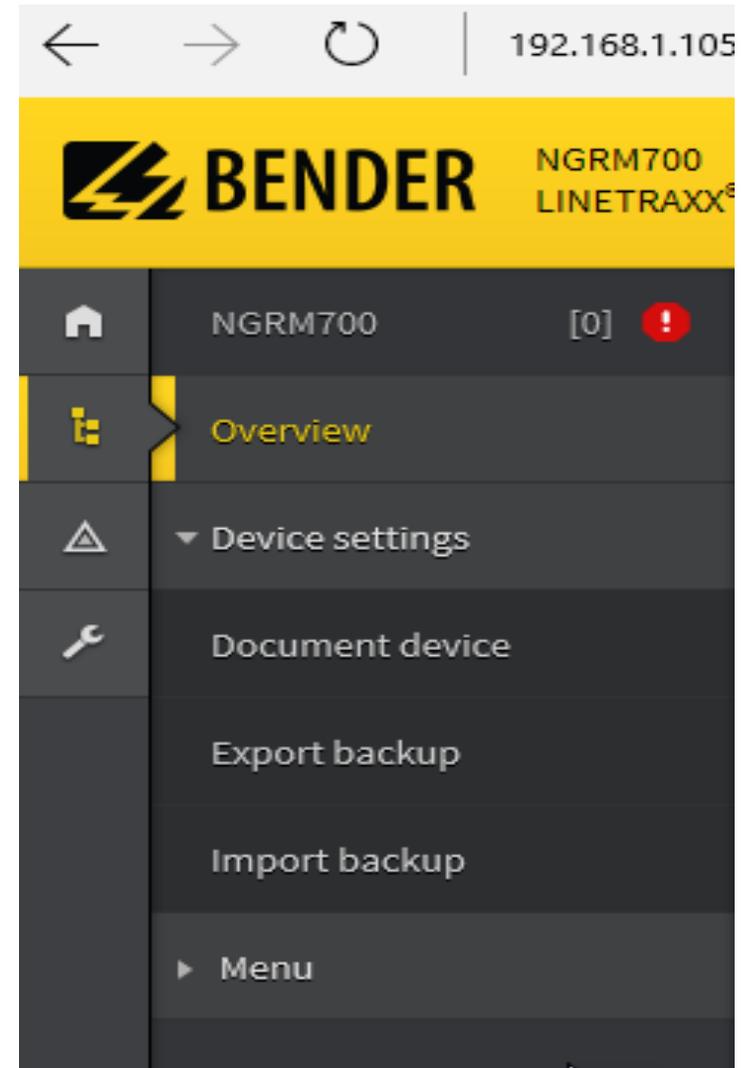
Select and update

select "Tools" – "Update"

Navigate to the file .buf for the specific NGR-Monitor

Each NGRM model (NGRM500, NGRM550, etc) has its own update file
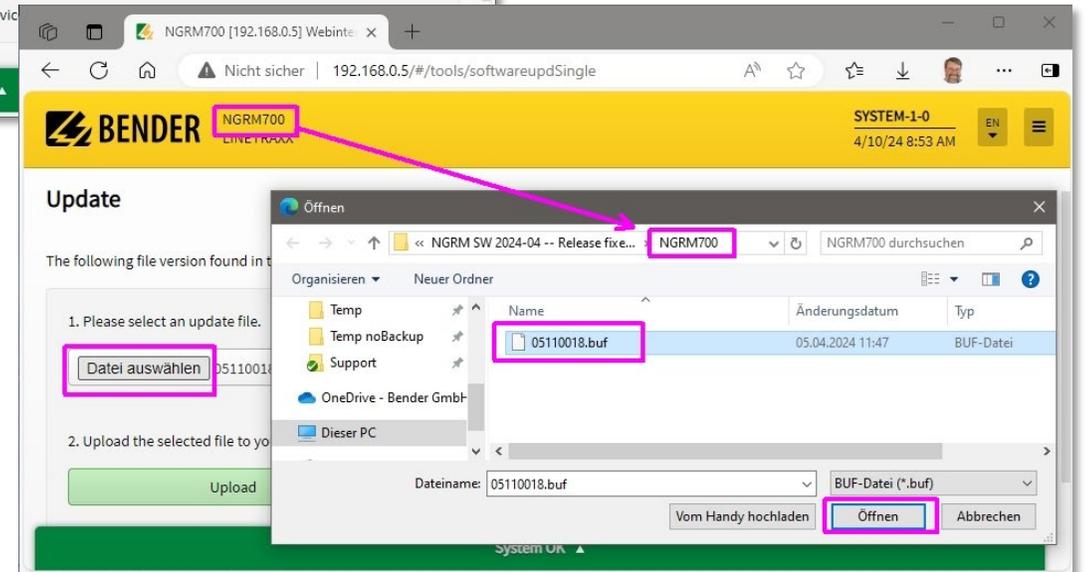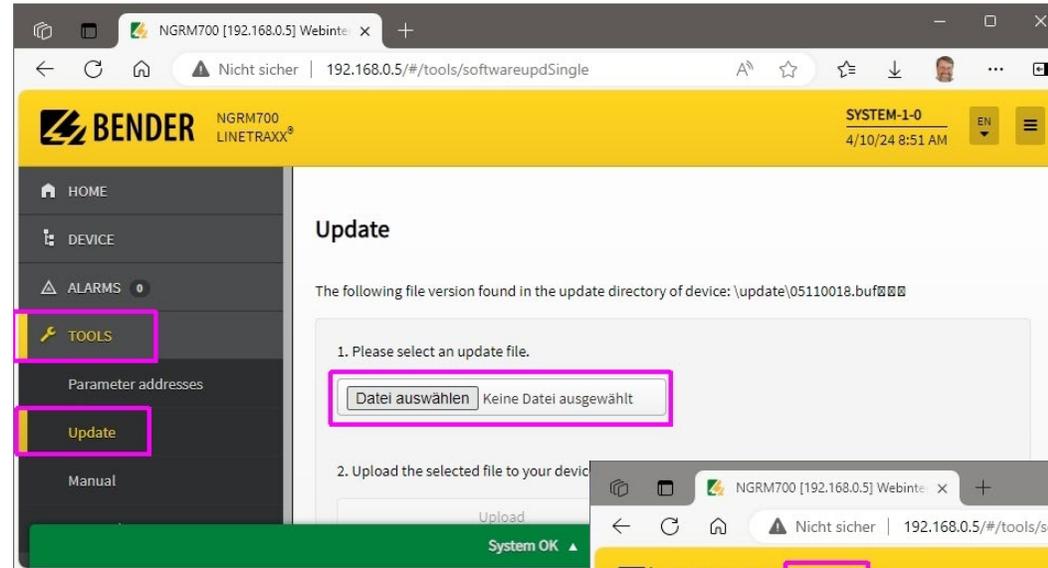
Enable the update

If the update is denied, enable the update via the NGR-Monitor menu and press "Back" in the web browser

Upload

Press upload and
wait until the file is
completely uploaded
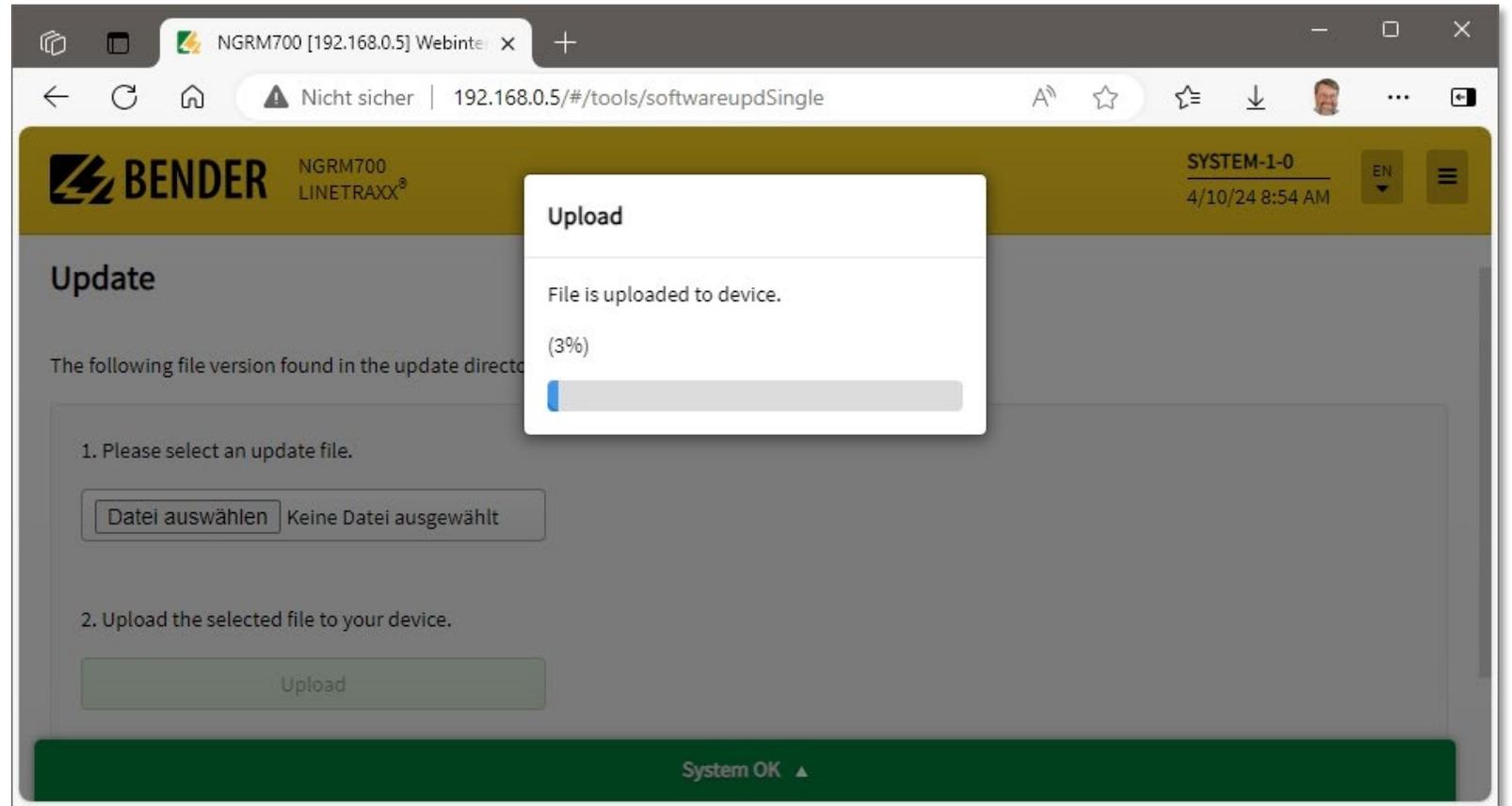
Update

After the upload is complete, press update

During the update, the progress can be followed on the device display
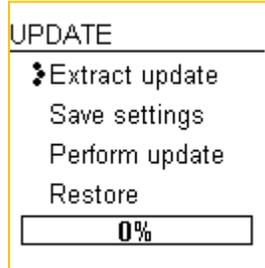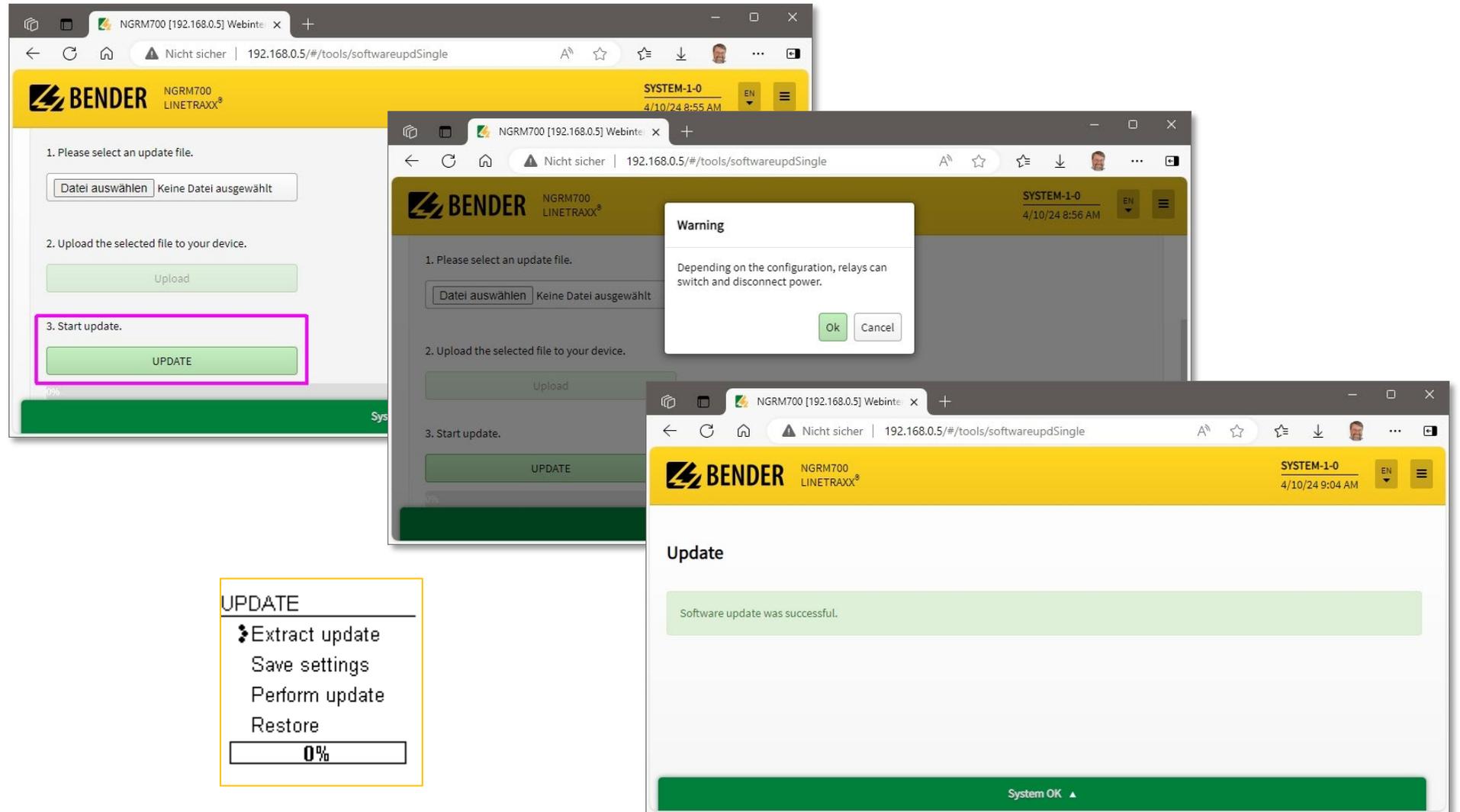
Check update

After the update is complete, please check the versions.

On the device press the INFO button, or navigate to Menu\Info\Software

It is also recommended to check your device settings to make sure any previous commissioning has been retained.

Releases April 2024

Device	Interface Unit		Measurement Unit		Bender Update File
	D Number	Release	D Number	Release	BUF
NGRM500	D0618	V2.10	D0510	V4.00	06180013.buf
NGRM550	D0728	V1.10	D0510	V4.00	07280007.buf
NGRM700	D0511	V3.10	D0510	V4.00	05110018.buf
NGRM750	D0726	V1.10	D0510	V4.00	07260007.buf

Troubleshooting: PC settings

Shut off WIFI (or put it into Airplane mode) and open the IP settings on the ethernet port.

Best match
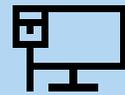
Change **Ethernet** settings
System settings

Network and Sharing Center
Control panel

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Troubleshooting: PC settings
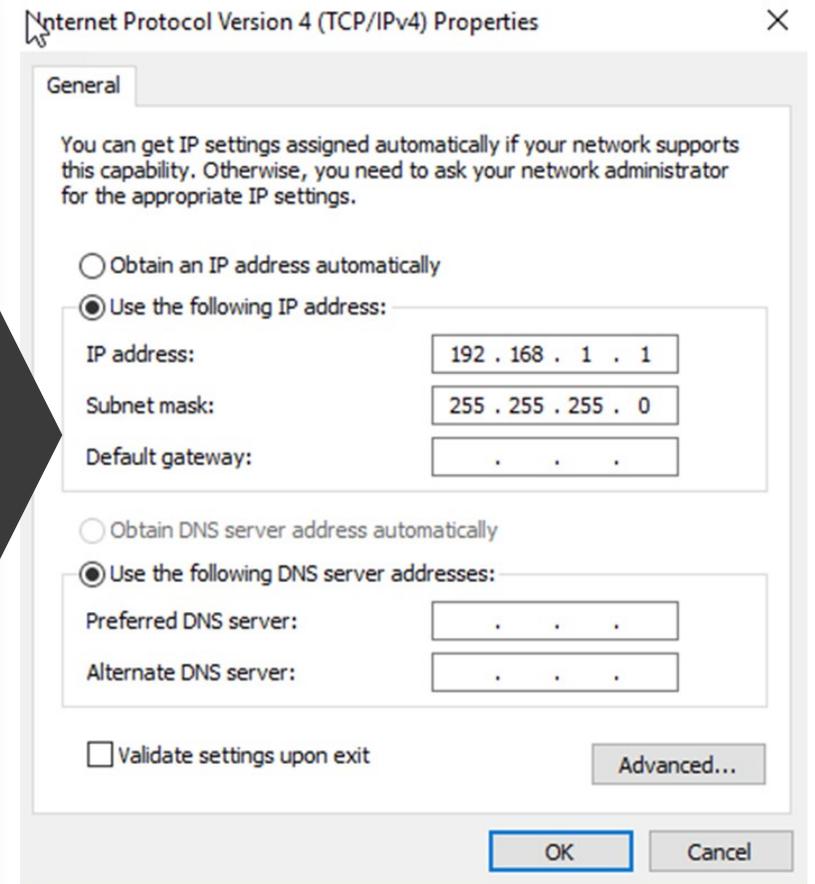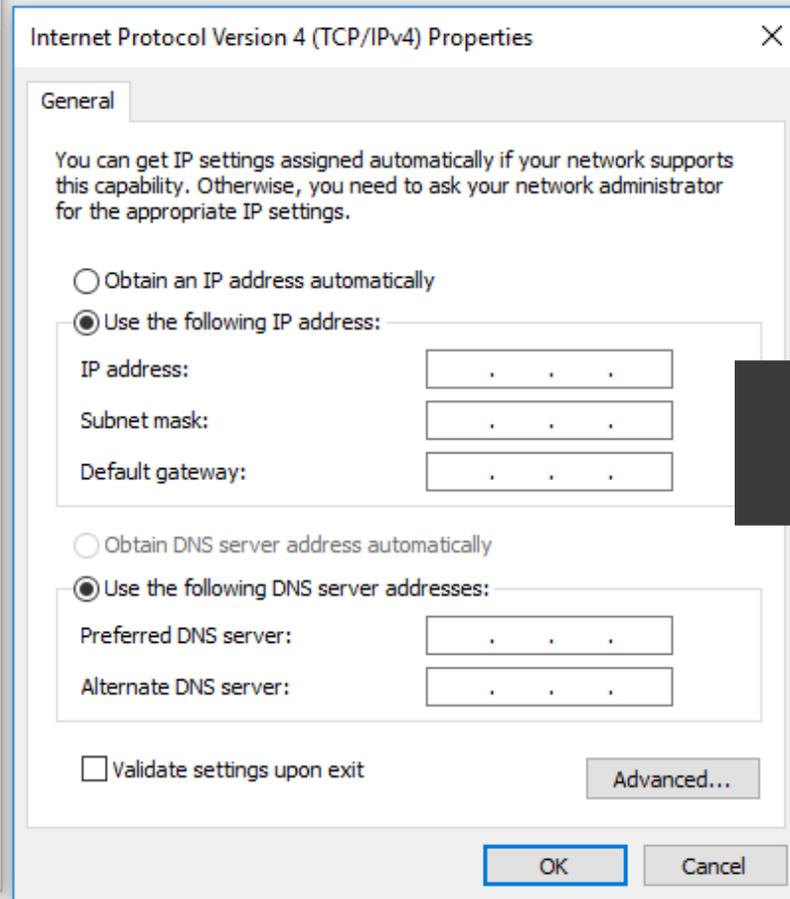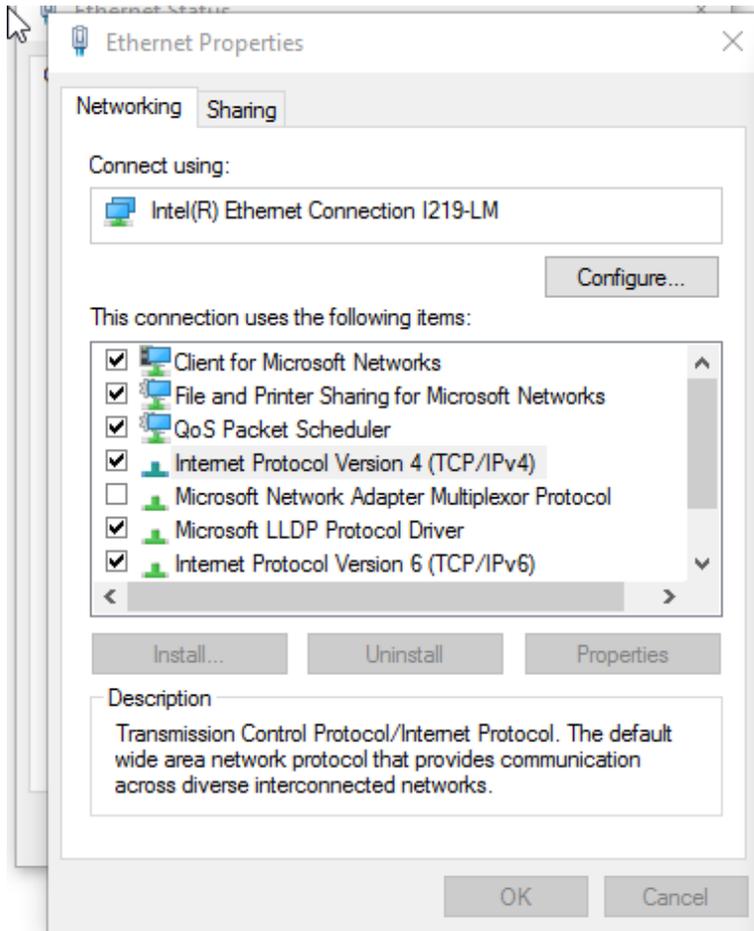
Troubleshooting: NGRM settings

To find the IP address on the Device.

      7.Device Settings Menu
         3.Interface
            2. Ethernet
   *4. IP 192.168.1.105*

To find the Std Gateway on the Device.

      7.Device Settings Menu
         3.Interface
            2. Ethernet
               4. Std GW   192.168.1.1

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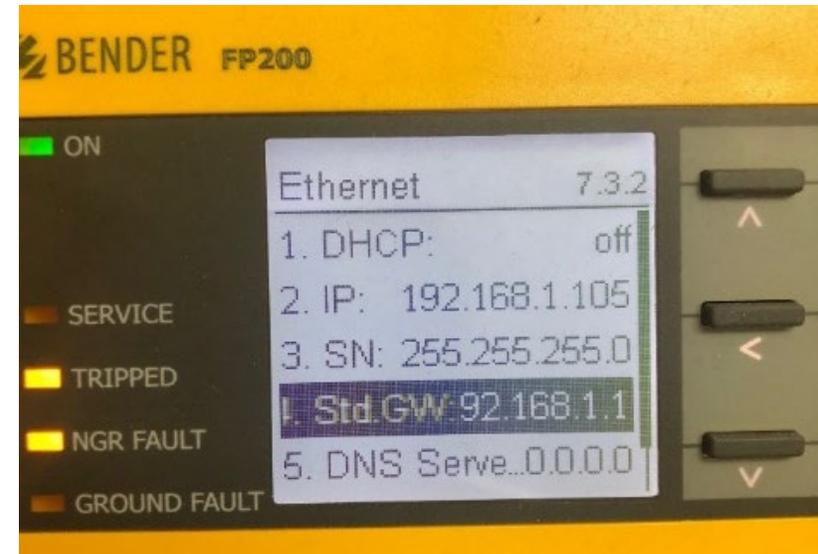
Troubleshooting: Update stuck

It is possible for the software update to get "stuck" if power was not cycled first, as instructed in this guide.

If the update "sticks" return to the first step and cycle power before applying the update again.

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Need more help?

Contact our Technical Applications Group for additional support

tag@bender-us.com