

!! Only relevant for Profibus users !!

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|------------------|---|
| Product | Firmware v6.1.11 for red-y family smart and industrial devices using optional Profibus communication. |
| Description | Firmware v6.1.11 does not support Profibus communication |
| Affected Version | FW v6.1.11 |
| Release Date | 04 October 2021 |
| Replaces Version | FW v6.1.09 |
| Available on | free get red-y software ≥v5.7.0.5 |
| Addressee | smart /Industrial devices using optional Profibus communication |

Profibus communication is not working anymore after updating smart or industrial devices to firmware v6.1.11.

Indeed, after an update of the Firmware v6.1.11, your Profibus communication option can in some cases be deactivated, so that you will only have access to the standard Modbus RTU communication protocol.

Therefore, we advise all users of the Profibus communication option not to install the FWv6.1.11 update and to wait for the correction of this limitation.

When will this limitation be fixed?

This issue has already been identified and fixed, but validation testing is still ongoing. A new FW v6.1.12 will be made available under Get red-y v5.7.0.6, which will be available latest by the end of October 2021.

How to install a previous Firmware version?

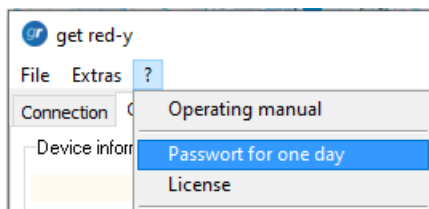
If you already installed the last FW v6.1.11 update, which could deactivate your Profibus communication option, we recommend currently to downgrade to previous firmware v6.1.09. To do so, you will need to activate the "expert mode" when using the basic license of Get red-y v5.7.0.5 or higher, with a daily password, by contacting directly our Voegtlin Instruments Service and Support at service@voegtlin.com.

For more details please read below in this document: **how to downgrade a firmware version?**

FAQ: how to downgrade a firmware version?

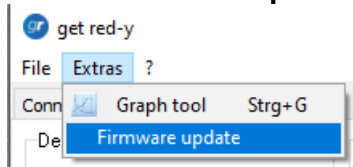
1. Make sure you use the latest get red-y software version 5.7.0.5 or higher.
2. To downgrade you need to activate the “expert mode” on a **Basic Get red-y License***, with a daily password, by contacting directly our Voegtlin Instruments Service and Support at service@voegtlin.com
**Your licence right is shown at the bottom right of your Get red-y window*

3. Enter your daily password at :

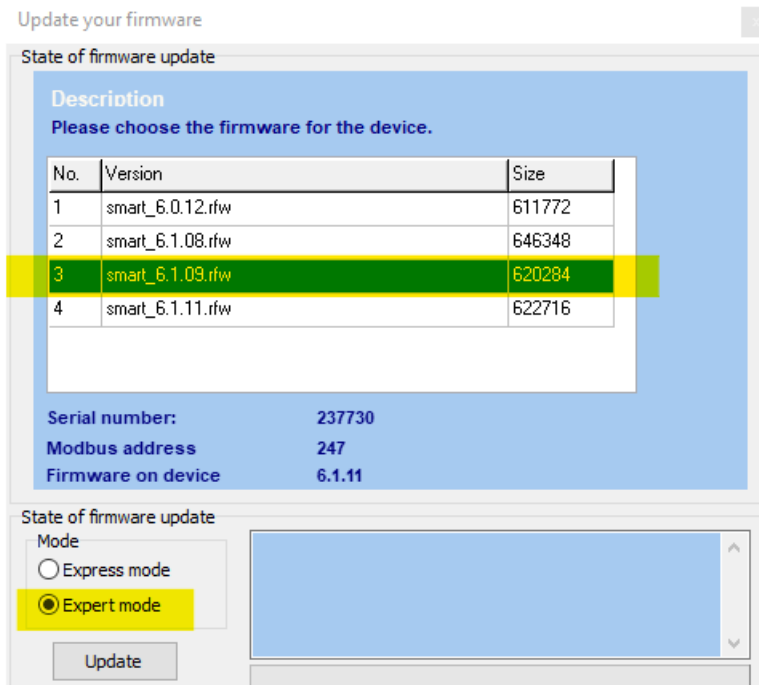


4. Make sure your device has been recognized, then select the menu:

Extras >> Firmware Update



Select “Expert Mode”, and in the Firmware list, e.g. select FW version 6.1.09 and click “Update”.



This could also be interesting for you:

- Get red-y installation if you do not have administrator rights on your PC
- Do I have the latest get red-y version installed?
- Where can I find information about the FW and HW version of my device?
- Is there a new FW version that I can update my device with, and if so, how can I update it?

See the PDF document:

<https://www.voegtlin.com/data/vog-get-red-y-faq-5.7.0.5-hw-fw-update.pdf>