



FW update SOP for TPS-C15

2024/11/13
SMP

FW update tool- for FW update on bike

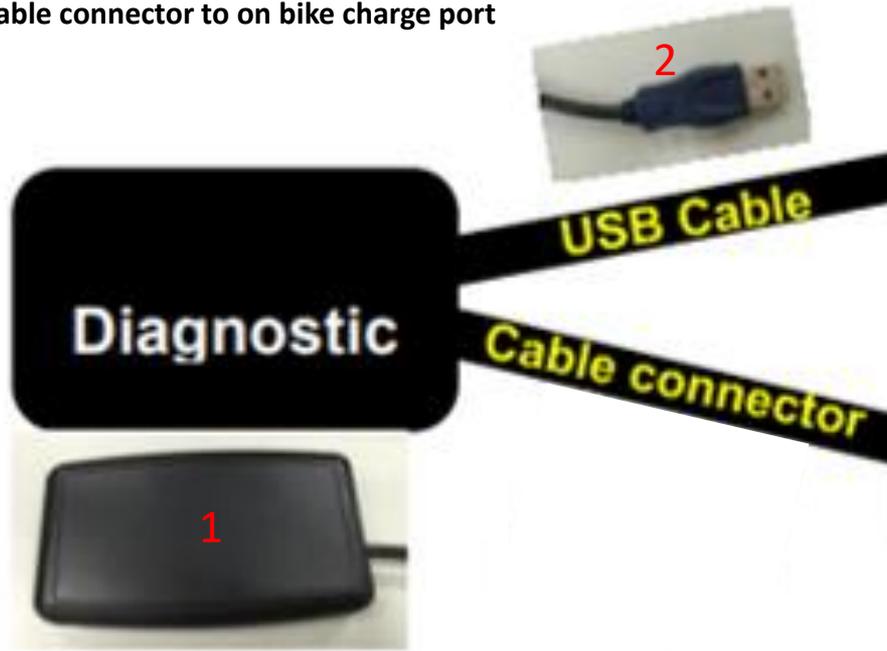
A set of diagnostic tool include below 3 items for [FW update on bike](#).

1/2/3 will be prepared by TP

1: diagnostic tool

2: USB connect to computer

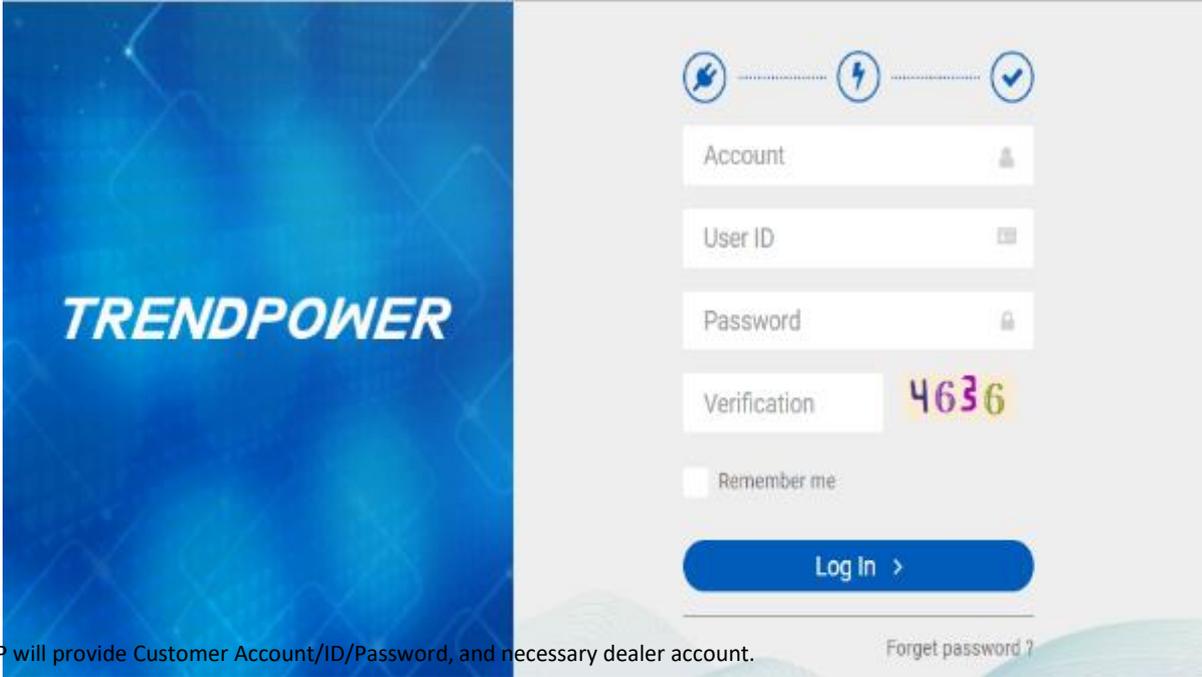
3: cable connector to on bike charge port



Log in TP Web System

Log in TPTAQ web system: <http://service.tptaq.com>, and key in account information.

Account	ID	Password
meridadealer	meridadealer01	y7k1eyM0



Note: TP will provide Customer Account/ID/Password, and necessary dealer account.

Execute FW update

Follow FW update procedure to update FW.



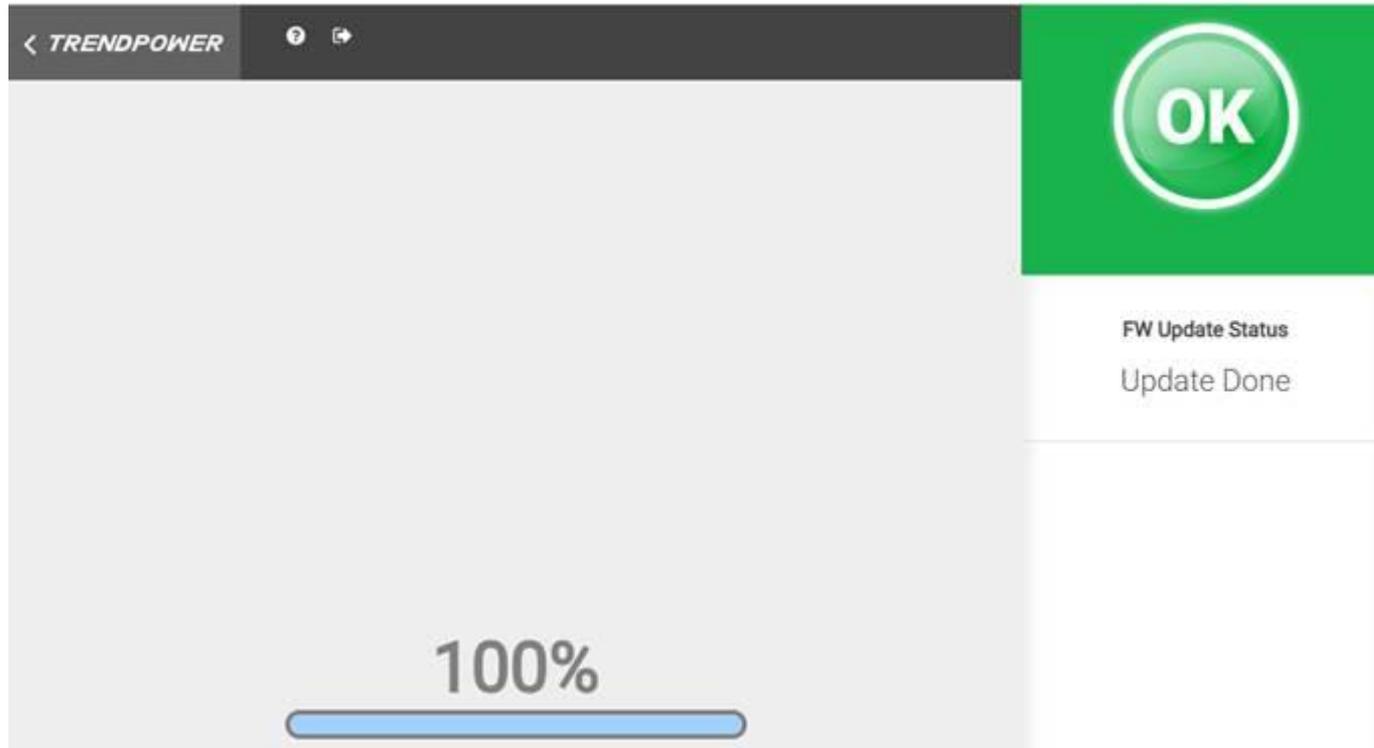
Adobe Acrobat Document

↓ Select Battery firmware update function, and select model name (TPS-C15).

The screenshot shows the TRENDPOWER web interface. At the top, there is a dark grey header with the TRENDPOWER logo on the left, a language dropdown menu set to 'English', and 'Help' and 'Log out' links on the right. Below the header is a sidebar on the left with the TRENDPOWER logo and 'Account No. MeridaDealer'. The main content area has a blue header titled 'Battery Function'. Below this, there are two radio button options: 'Battery Diagnostic' (unselected) and 'Battery firmware update' (selected). A dropdown menu is open, showing 'TPS-C15' as the selected model name. To the right of the dropdown is an 'Auto scan' checkbox, which is currently unchecked. Below the dropdown and checkbox, there is a reminder text: 'Remind: please power on battery and connect battery with diagnostic tool.' At the bottom center of the main content area, there is a blue 'Search' button.

FW update completion

Confirmed FW update **OK** as completion.



Trouble shooting

Error message	Suggested solution
<p>service.tptaq.com says No connection with diagnostic tool</p> 	<ol style="list-style-type: none">1.) Please check the diagnostic device is well connected2.) Re-execute the FW update process
<p>service.tptaq.com says Without battery communication</p> 	<ol style="list-style-type: none">1.) Check that the connection between battery/diagnostic device/computer is well connected.2.) Check the battery is not in shutdown mode
<p>service.tptaq.com says Without install software</p> 	<p>The web-page will switch to the download page automatically. Following the instructions to install software. (HELP -> 1. Without install software)</p>
<p>service.tptaq.com says The Verification code is incorrect or has expired. Please try again.</p> 	<p>The web page is idle too long Refresh the web page and login again</p>
<p>service.tptaq.com says Diagnostic tool unplug</p> 	<ol style="list-style-type: none">1.) Please check the hardware connection2.) Re-execute the FW update process
<p>The web page stops in “Reprogramming” for a while without any progress</p>	<ol style="list-style-type: none">1.) Please check the hardware connection2.) Re-execute the FW update process
<p>There is no response after press “search” button</p>	<p>Refresh the webpage</p>

THANK YOU