



## EQSS Technical Service Bulletin

### Subject: Update and Periodic Inspection of the OverWatch

#### Recommend Actions

We recommend that for all EQSS OverWatch systems:

1. The software is updated to version 8.
2. A pre-hire inspection is regularly conducted (refer to attached document DO001552).
3. A three-monthly inspection is regularly conducted (refer to attached document DO001553).

#### Products Covered

All EQSS OverWatch devices, except devices fitted to Haulotte Compact AE scissor lifts.

#### Software

To determine the software version, switch on the WiFi. The audio will say "WiFi on, version 8". If it does not say "version 8" then it has an earlier software version. Please update the software.

The latest software version has improvements to the system stability to prevent memory damage, enhanced detection of sensor obstruction and updated filtering to reduce false alarms. This update should help reduce sudden stops and improve the operator's experience. Additionally, some devices may experience a sensor shift over time, affecting measurements very close to the sensor. This may allow the sensor to be deliberately blocked, and the update corrects this situation.

The software update can be undertaken when the three-monthly inspection is conducted.

#### Inspection

All MEWPs should be regularly inspected to make certain the machine remains in a safe, working condition. In conjunction with the MEWP inspection, the OverWatch must also be inspected regularly. The aim is to confirm the OverWatch is functioning correctly and is not damaged.

The user manual states an inspection is required prior to each operation and every 12 months (refer to the User Manual DO001195). We also recommend this inspection is conducted pre-hire and as part of the periodic / three-monthly MEWP inspection.

#### Key Actions

1. Include an OverWatch inspection as part of the MEWP inspection program.
2. Use the attached inspection checklists for pre-hire and three-monthly inspections.
3. Ensure all OverWatch devices are correctly installed according to the EQSS installation manual.
4. Ensure the OverWatch has the latest software update version 8.

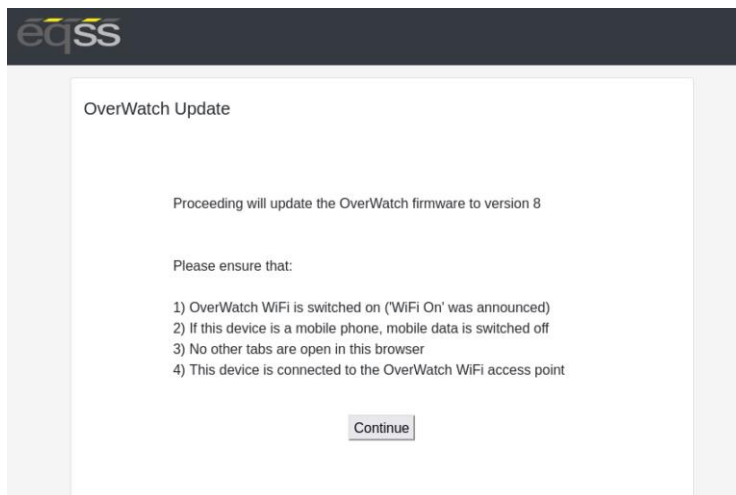
## OverWatch Software Update Procedure

Before applying the update, ensure the following:

- Follow all steps in this procedure, exactly as written and in the correct order, if this procedure is not followed the update will not be successful. Do not modify or deviate from this procedure and ensure the update is completed while remaining next to the machine.
- Use a personal phone rather than a corporate phone.  
The update process requires solid 2-way communication between the web browser and the OverWatch ECU over WiFi. A corporate phone or tablet runs security software that will interfere with the update process.
- If you are using an iPhone, use the Safari web browser.
- If you are using an Android phone, use the Firefox web browser. Firefox is available for Android on the Google Play Store.
- Make sure no other applications running except the web browser.
- Make sure there are no other tabs open in the web browser.
- In the web browser, go to: [eqss.com.au/overwatchsoftware](https://eqss.com.au/overwatchsoftware)

### On your device

1. Open the following link in a new tab: [OverWatch Release 8](#)
2. Wait until this page has loaded:



3. On your device, **switch off mobile data** (disconnect your device from the internet)

### On the MEWP

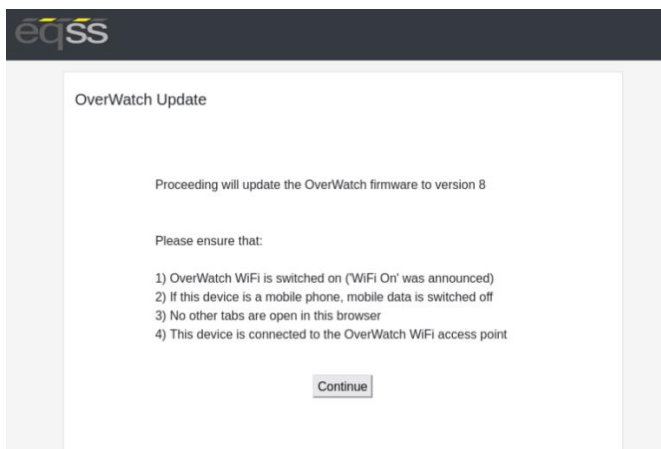
1. Stand in front of the control box as though you are about to drive the MEWP.
2. Power on the MEWP.
3. As the Overwatch start up chime plays, swipe your finger back and forth over the sensor, covering and uncovering it completely. The LED will blink in acknowledgement every time the sensor is covered then uncovered. Do this 3-5 times until you hear "WiFi On" announced.

## Back to your device

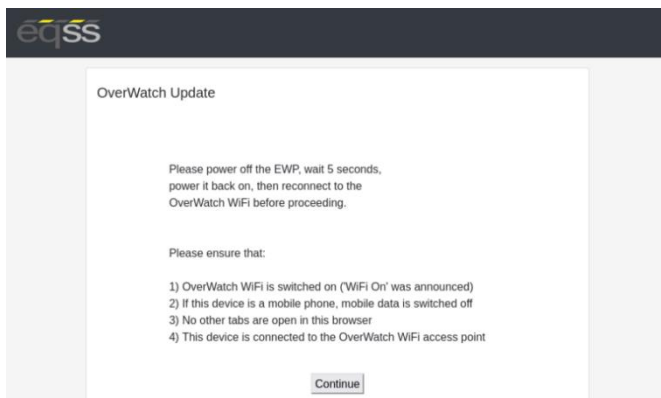
1. On your device, **switch off mobile data** (disconnect your device from the internet)
2. If you have any VPN software installed, disable it.
3. Connect to the WiFi access point provided by the OverWatch.

**WiFi SSID:** OverWatch\_6253E\_XXXX\_XXXX  
**WiFi Password:** 12345678

4. Go back to the “OverWatch Update” tab opened in the beginning.



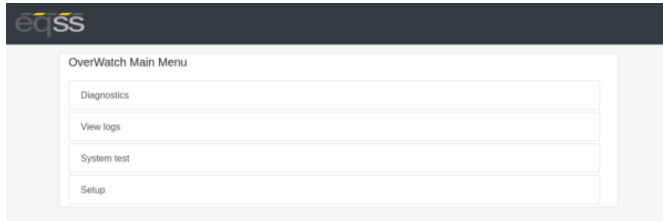
5. Click the “**Continue**” button and follow the on-screen prompts.
6. Depending on the software version you are upgrading from, the following page may appear. Follow these instructions.



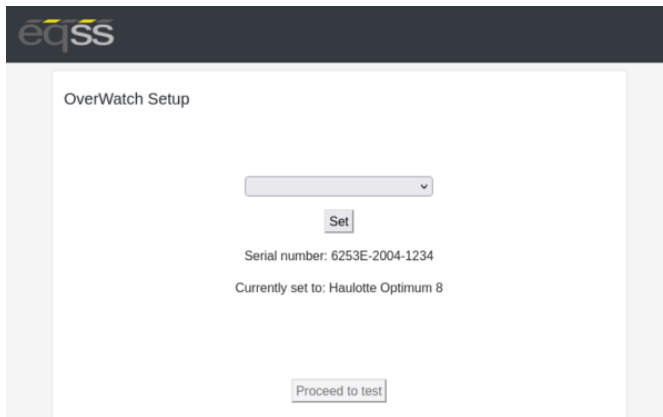
7. When the process is complete, a message will appear saying that the software update will take effect the next time the OverWatch is switched on.
8. Power off the MEWP.
9. Run the system test. Running the system test is required to resume normal operation. This verifies that the OverWatch ECU is receiving the correct signals it requires to perform its safety functions.

## Select MEWP & Run System Test

1. Stand in front of the control box as though you are about to drive the MEWP.
2. Power on the MEWP.
3. As the chime starts to play, swipe your finger back and forth over the sensor, covering and uncovering it completely. The LED will blink in acknowledgement every time the sensor is covered then uncovered. Do this 3-5 times until you hear “WiFi On, version 8” being announced.
4. Connect to the WiFi access point provided by the OverWatch as before.
5. In your web browser, close all other tabs and enter the following URL: [192.168.4.1](http://192.168.4.1)
6. The following menu page appears:



7. Select “**Setup**”.
8. The following page appears:



9. Select your MEWP model from the dropdown menu.
10. Click “**Set**” then click “**Proceed to test**”.
11. Follow the on-screen prompts and manipulate the controls in the manner instructed to proceed through the system test.
12. If the test fails, retry the test, paying close attention to the instructions on the screen. If the test fails again, check that the connections to the OverWatch ECU in the control box are correct according to the installation manual for your MEWP.
13. After the test has been completed, normal operation will be resumed.