

### Updating firmware and ETS product database

If the device also requires new firmware for a new ETS product database, you must install the new firmware on your device using the ETS Service App. The ETS Service App is available free of charge from the KNX Association shop (ETS Apps): <https://my.knx.org>. Documentation for the ETS Service App can be downloaded from Gira: <https://download.gira.de>.

### Error description

If the following error message appears when programming an ETS product database in the ETS, this is an indication that the firmware does not match the ETS product database used.



Bild 1: Error message in the ETS

### Proceed as follows:

1. Download the old ETS product database, e.g from the ETS online catalogue, and import it into your project. The example here concerns Version 2.1 of the Gira KNX button.

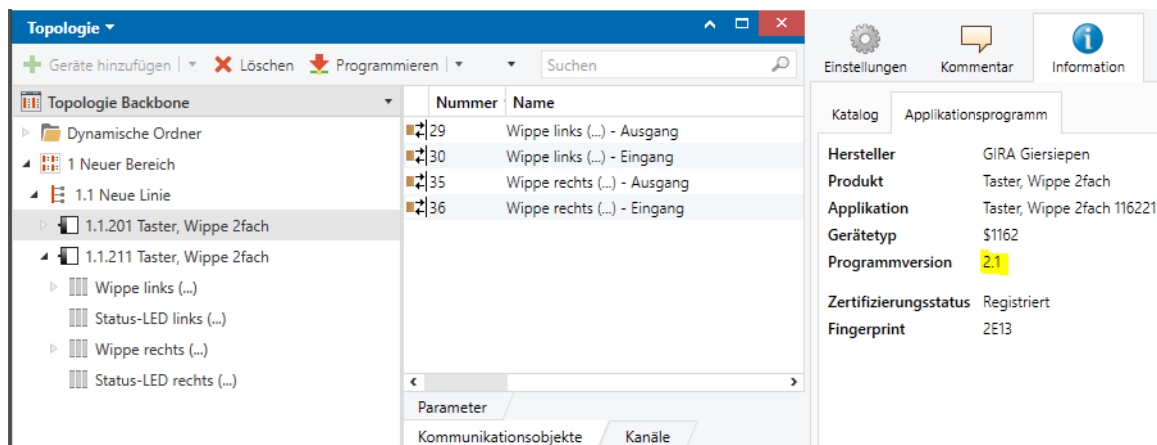


Bild 2: Load the old ETS product database in the ETS

2. Program the device with a physical address in the ETS.
3. Launch the ETS Service App.



### Note

The update container must first be loaded via the settings icon so that the update can be displayed. Documentation for the ETS Service App can be downloaded from Gira: <https://download.gira.de>.

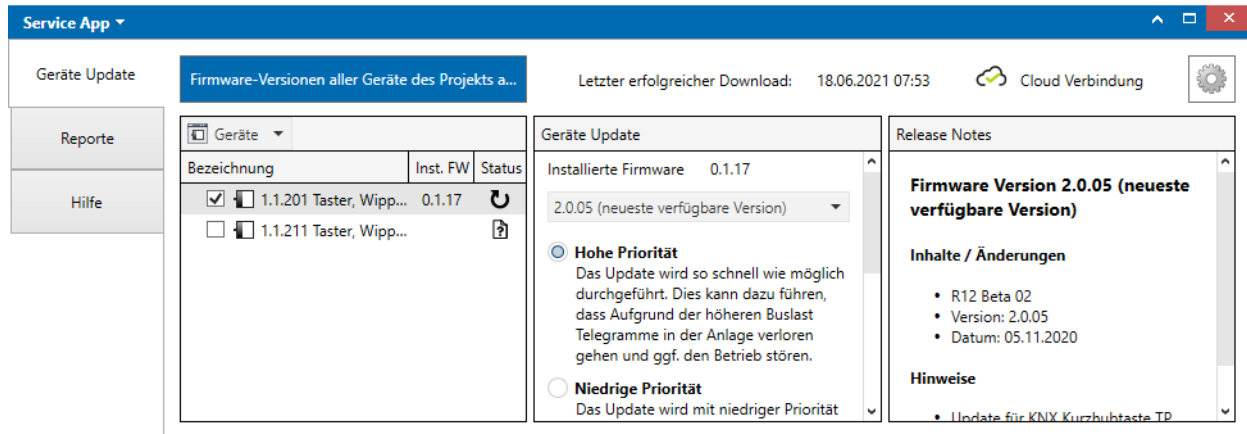


Bild 3: View in the ETS Service App with the new and old versions of the firmware

4. Start the update to install the latest firmware version on the device.
5. After updating to the latest firmware version, the KNX button can be programmed in the ETS with the new ETS product database version 2.2.