

Notice to customer

About updating cameras

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Updating the firmware for Exx series cameras

General

This guide describes how to update the camera firmware for the Exx series cameras. If you are not confident that you can complete the update successfully, the update can be done by a FLIR service representative.

Important note

The camera may be damaged if power or USB communication is interrupted during the update. Do not turn off the camera, or remove or disconnect the power source, or the USB cable.

If the update is not completed successfully and the camera becomes inoperable, the camera has to be sent to a FLIR service representative.

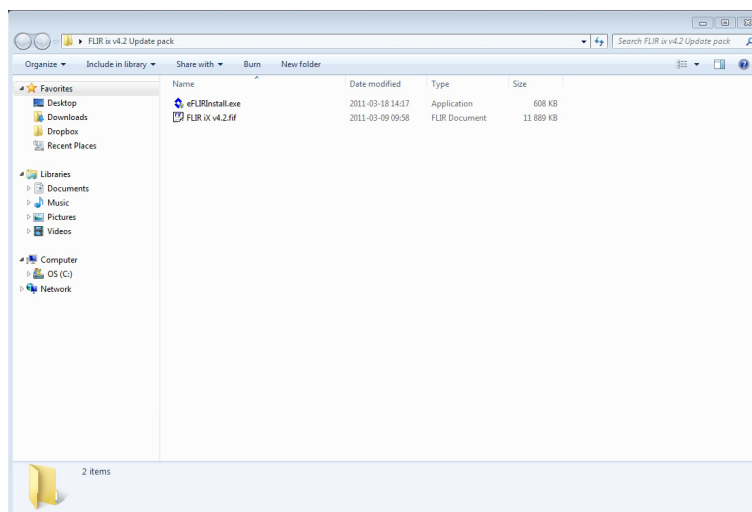
Prerequisites

To update the camera firmware, you will need:

- the camera that you want to update
- an SD card (memory card)
- the update files.

Procedure

1. Download the firmware update pack and unzip it on your Desktop.
2. Move the files to the SD card.



3. Insert the SD card into the camera.
4. Under **Camera mode**, select **Settings**.



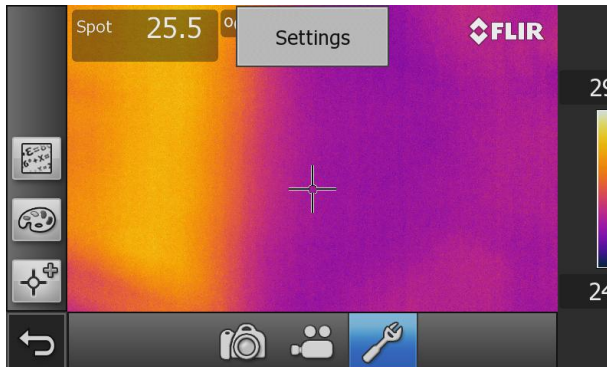
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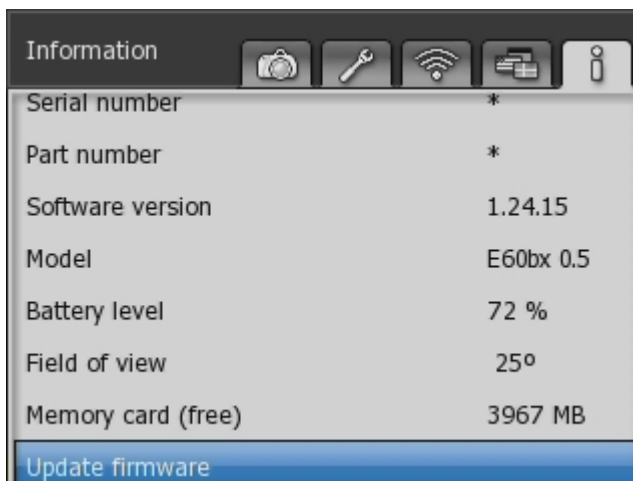
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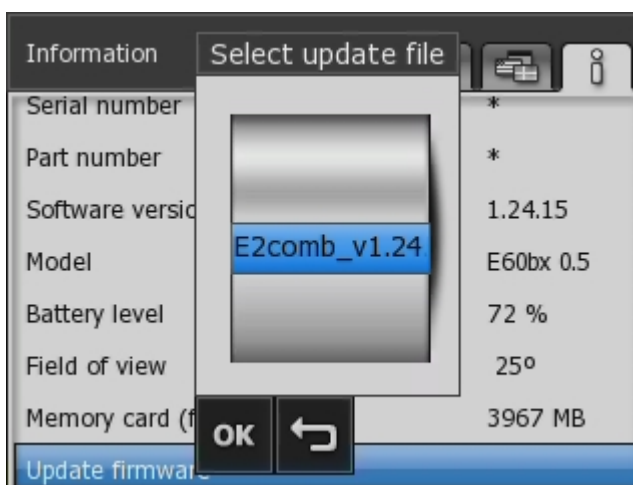
Note: Depending on your camera firmware version, you may need to navigate to the settings menu in the bottom toolbar instead. See the image below.



5. Under **Settings**, select **Update firmware**.



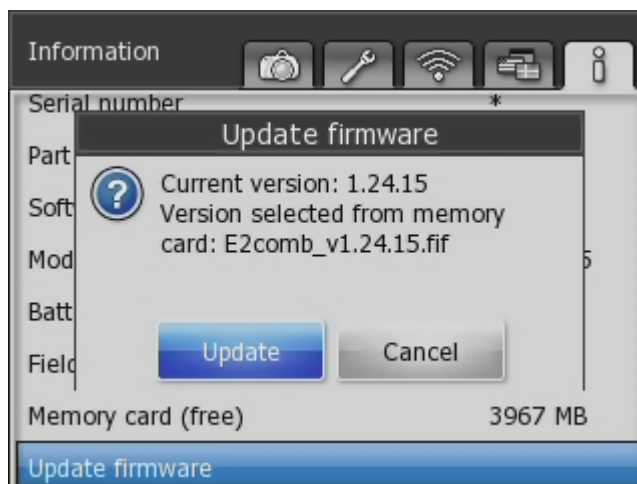
6. Select the update file.



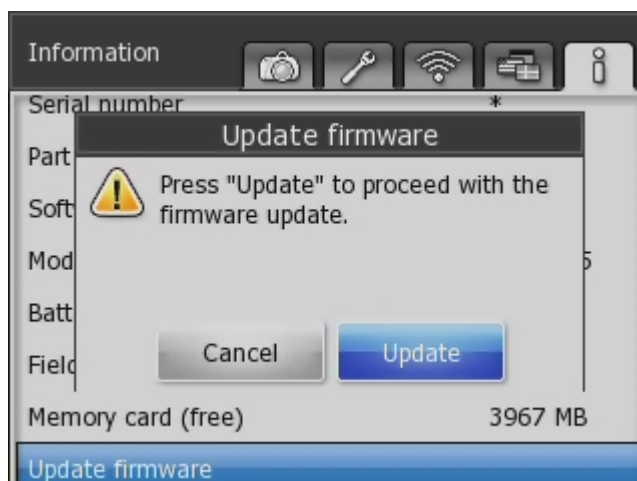
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7. Check the current version of the firmware and the version available on the SD card. Update to the version on the SD card by pressing the **Update** button.



8. Confirm the update by pressing the **Update** button again. Note that the button has moved to the other side of the screen.



9. The firmware update progress is displayed. The update can take up to 30 minutes, depending on how large the update is. During this time the camera can restart 1–3 times.

