Update of camera firmware, FLIR Exx (2017) cameras

Information

This guide describes how to update the camera firmware of the FLIR Exx (2017) cameras. If you are not confident that you can complete the update successfully, the update can be performed by a FLIR service representative.

The .zip file can be used together with FLIR Tools and assisted install. However, if not having access to a later version of FLIR Tools or otherwise like to use a more basic approach, read the text below and carefully the described procedure.

Important note

The camera may be damaged if power is interrupted during the update. Do not turn off the camera, remove or disconnect the power source. Do not remove the SD card while the update is in progress.

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

Prerequisites

To update the camera firmware, you need:

- The camera that you want to update
- A computer with a memory card slot
- An SD card (memory card)
- The firmware update file(s)

Procedure

The firmware update files are delivered as a compressed zip file.

1. Unzip the compressed zip file to the desktop of your computer.
2. Insert the SD card into the computer.
3. Copy the unzipped folder to the SD card. The name of the folder can be, for example, **upd_v5.10.58**.
4. Copy the file named **update.ful** from the **upd_v5.10.58** folder to the root folder of the SD card.

   NOTE
   Remove any existing files named **update.don**, **update.out**, and **update.ful** from the root folder of the SD card.
5. Move the SD card from the computer to the camera.
6. Make sure the camera battery is sufficiently charged.
7. Remove any USB cable attached to the camera.

8. The camera will detect the installation files automatically.
   Confirm the update by answering **yes** or **install** when prompted.
9. Wait for the installation to complete, and then for the camera system to reboot.
10. Verify that the camera has been updated with the new firmware.