

FL900 Modem Firmware Upgrade Utility Installation Guide

System Requirements:

The Modem Firmware Upgrade Utility is implemented in WPF platform, to run this application please find the minimal software and hardware requirements below.

1. FL900 Modem Firmware Upgrade Utility application will work with both 32 bit and 64 bit computers.
2. The user will need to have full administration rights for the system or a be user who has privileges for installing applications and can install our FL900 Modem Firmware Upgrade Utility.
3. **The logger must be able to access the cellular network to perform the Upgrade. Before attempting to use the Upgrade Utility verify that the FL900 logger can successfully complete a communication call. Verify via data log, FSDData Online, or by making a successful manual call using the FSDData Desktop or the tamper magnet on the FL900.**
4. **The logger battery voltage must be ≥ 9.5 VDC to ensure the logger will be able to complete the upgrade process. Be sure to bring extra new batteries to your installation site in case the logger has low batteries.**
5. **A Communication cable from the FL900 comm port to your laptop is required to use the Upgrade Utility.**

Software requirement:

- Windows 7 or Windows 10 Operating system
- .net framework 4.0 and above
 - a. If you are prompted by your computer to upgrade the .net framework on your computer, the .net upgrade file is included in the installation zip file

Hardware requirement:

1. 512 MB RAM
2. >800MHz Processor
3. A DirectX 9 capable graphics adapter (By default windows 7 and windows 10 will have this adapter)

Step 1:

Download installation package. <https://www.hach.com/flow-meters/fl900-flow-logger/family-downloads?productCategoryId=54948588077>

Step 2:

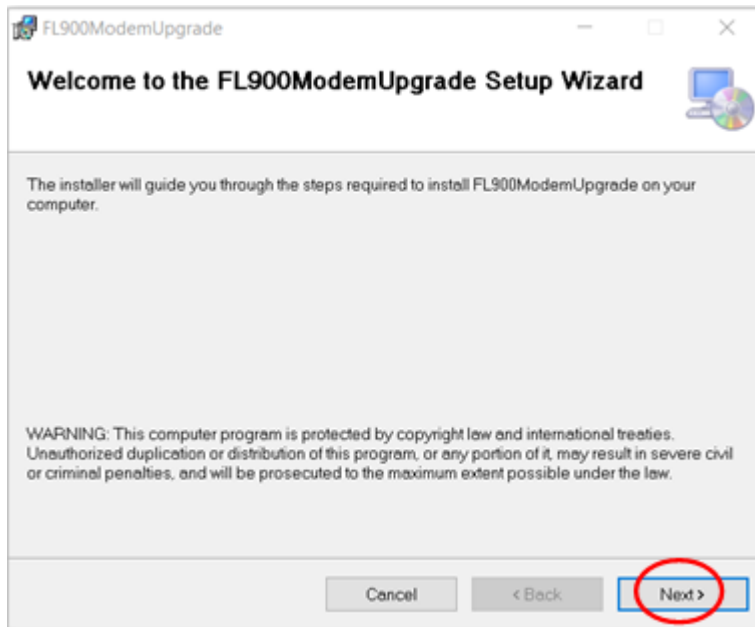
Unzip the folder.

Step 3:

Double click on "FL900ModemUpgradeSetup.msi" file. **(Additional security popups may occur depending on the version of Windows installed)**

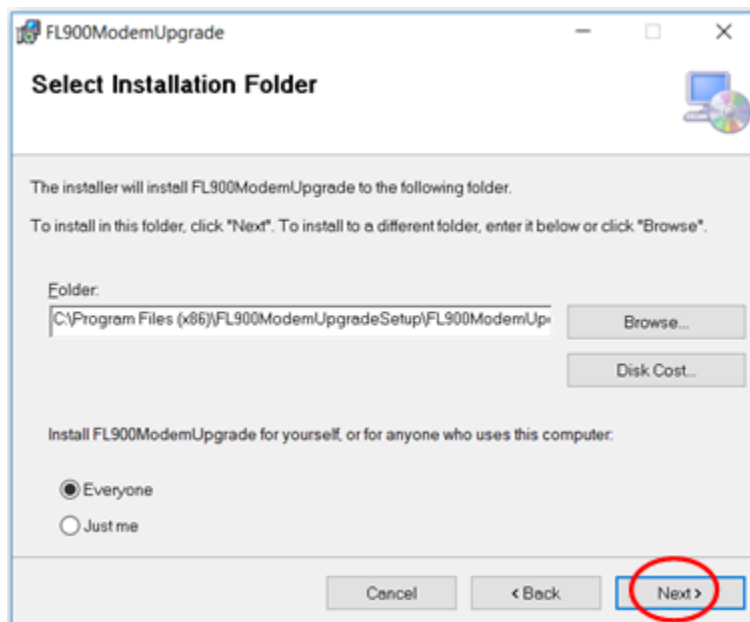
Step 4:

Dialog box below will be opened.



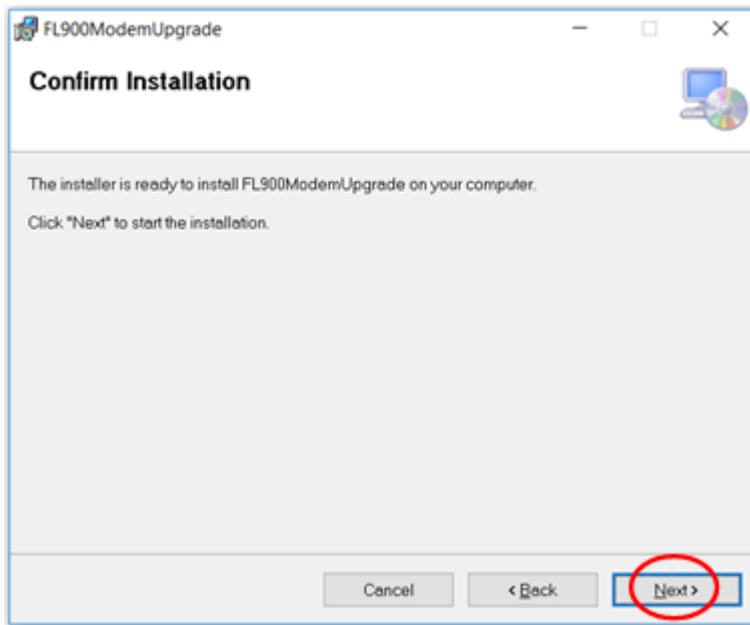
Step 5:

Click on "Next" Button.

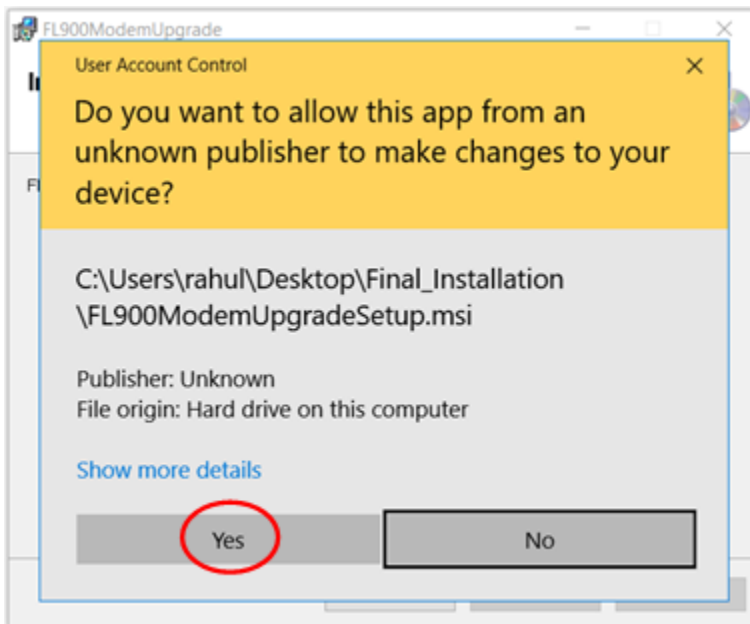


- Application by default will install in C drive under Program Files (x86) folder. To install to a different folder, enter it below or click "Browse" button to select the folder.
- By default, the application will be installed to "Everyone" who uses this computer to change to install only for the login user select "Just me" radio button and click on "Next" button.

Step 6: Click on “Next” button

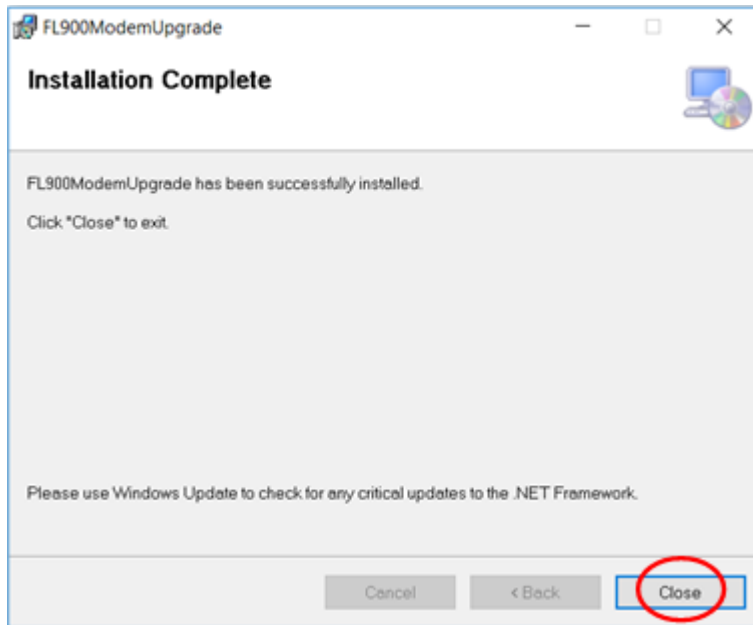


Step 7: Below dialog box will appear for application installation confirmation. Click “Yes” button.



Note: Publisher will be “Unknown”

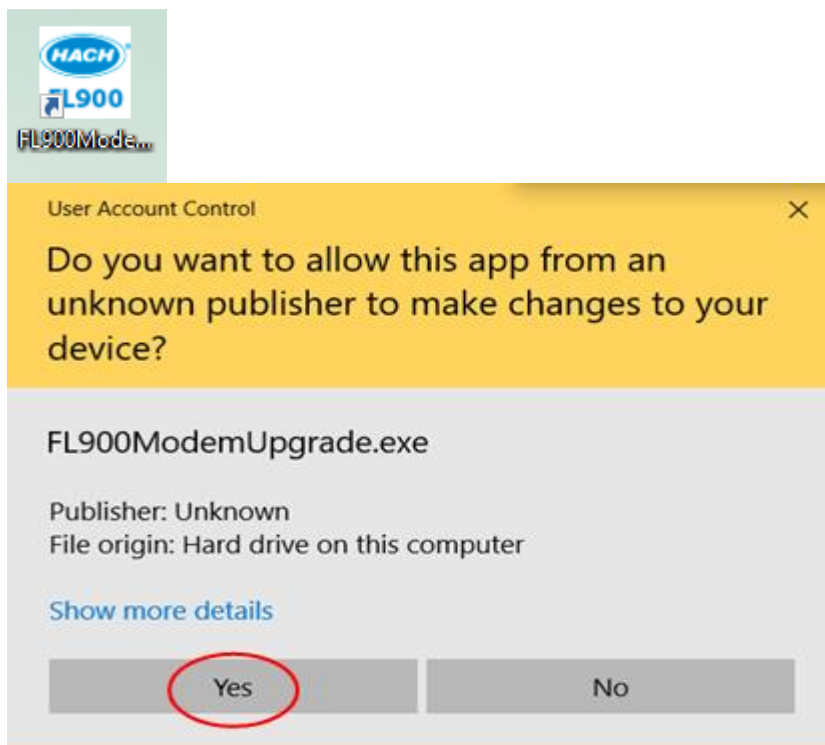
Step 8: Installation completed. Click “Close” button.



Step 9:

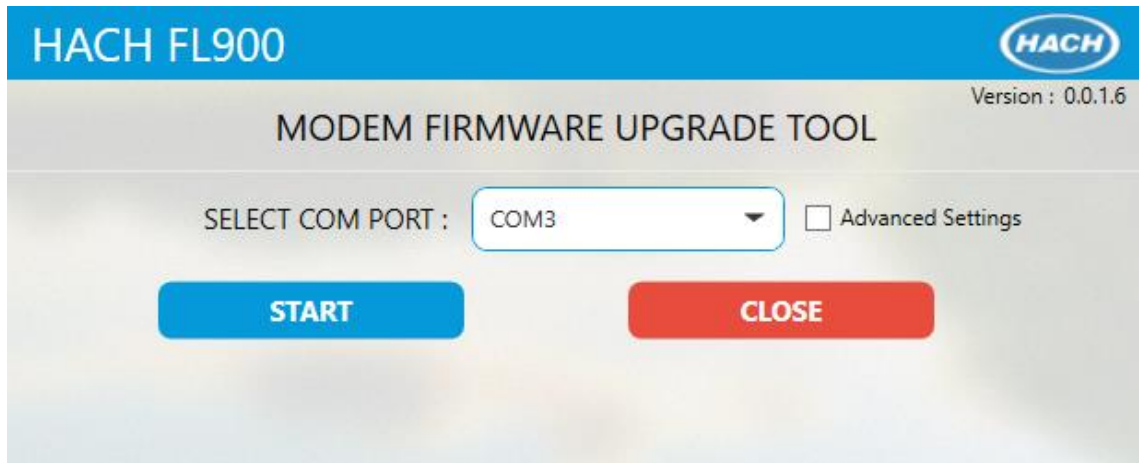
Shortcut will be placed on desktop, Double click on it. It will ask for UAC (User Account Control). Click “Yes” button.

- If you need to locate the Utility the name is FL900ModemUpgrade.



Step 10:

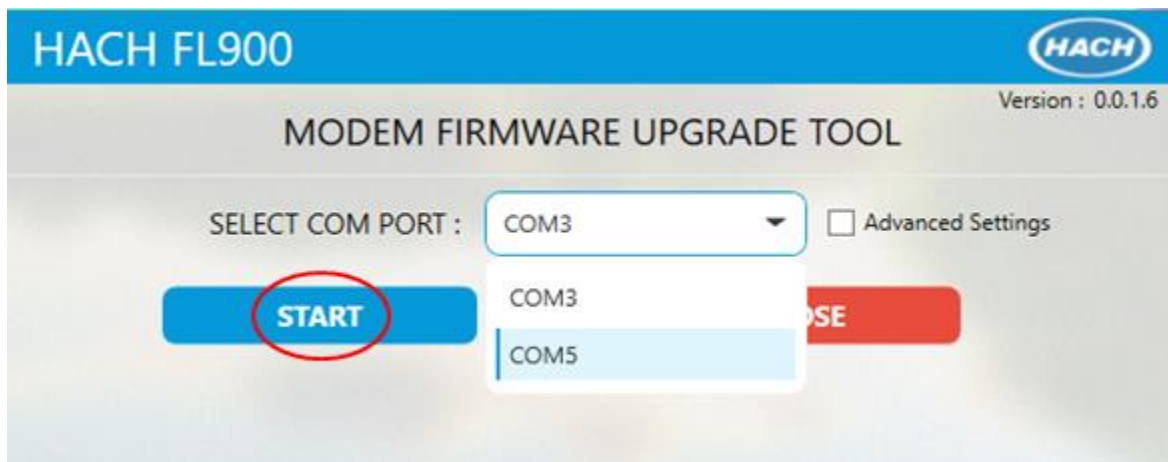
FL900 Modem Firmware Upgrade Utility is running.



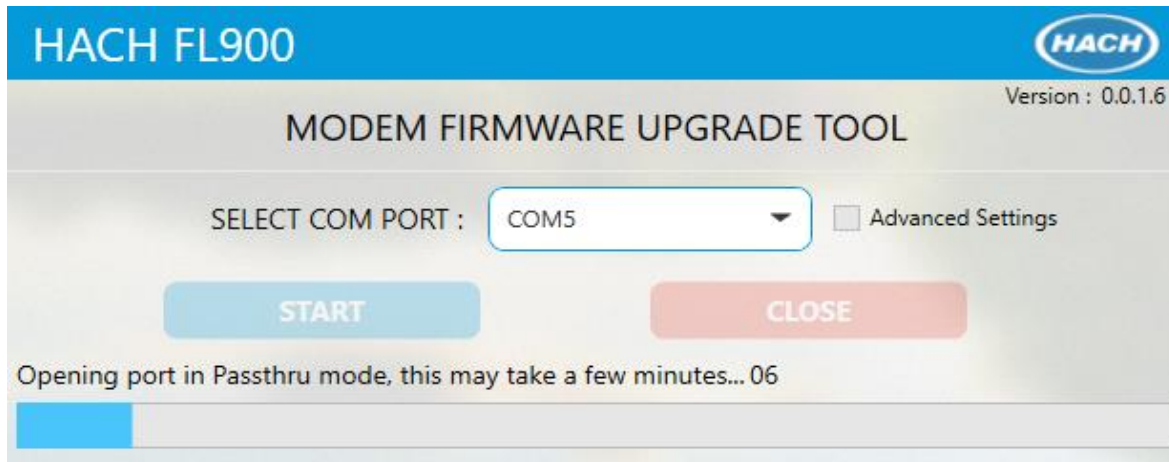
Step 11:

Select the Com Port that is connected to FL900 Logger using the dropdown box. Click “Start” button.*

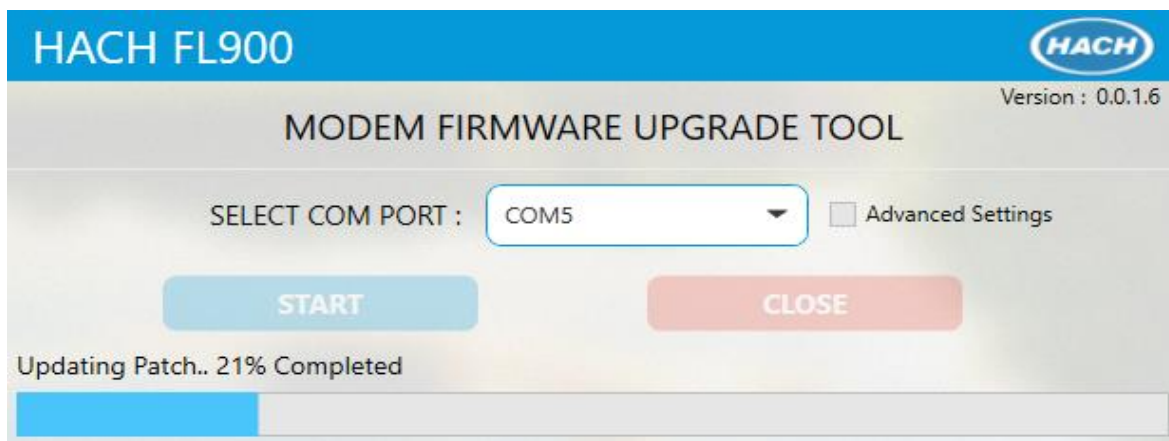
- Upgrade Utility will take approx. 5-15 minutes to complete the upgrade with a good cellular signal.
- FL900 modem indicator light on the top of the logger will flash repeatedly during the upgrade process and until the logger’s power has been cycled.
- Advanced Settings should only need to be adjusted if default settings have been changed.



A progress bar will show the advancement to Passthru Mode.*

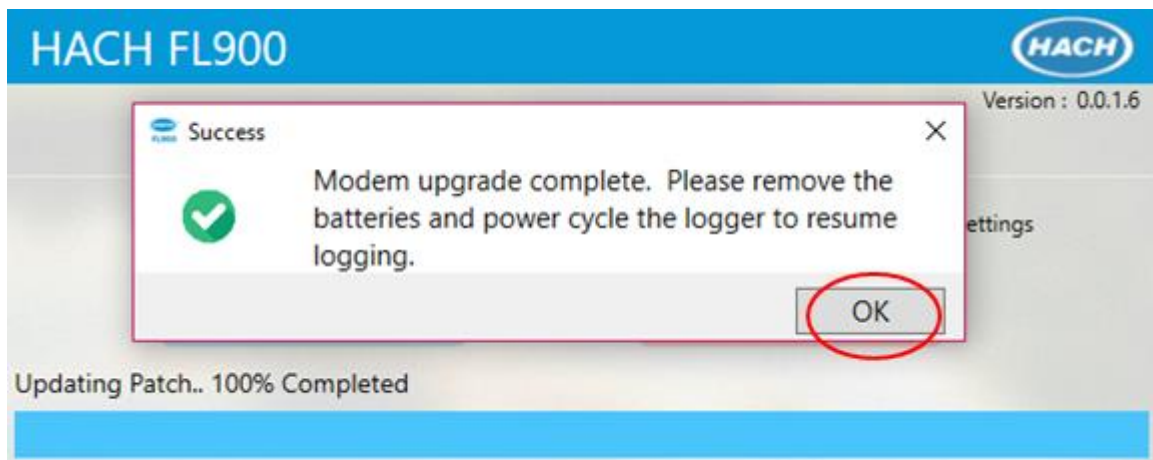


Once Passthru Mode is achieved the Update patch will automatically start to download.*



Step 12:

Upon Successful completion of the Modem Upgrade a popup will appear. Click "OK" button.



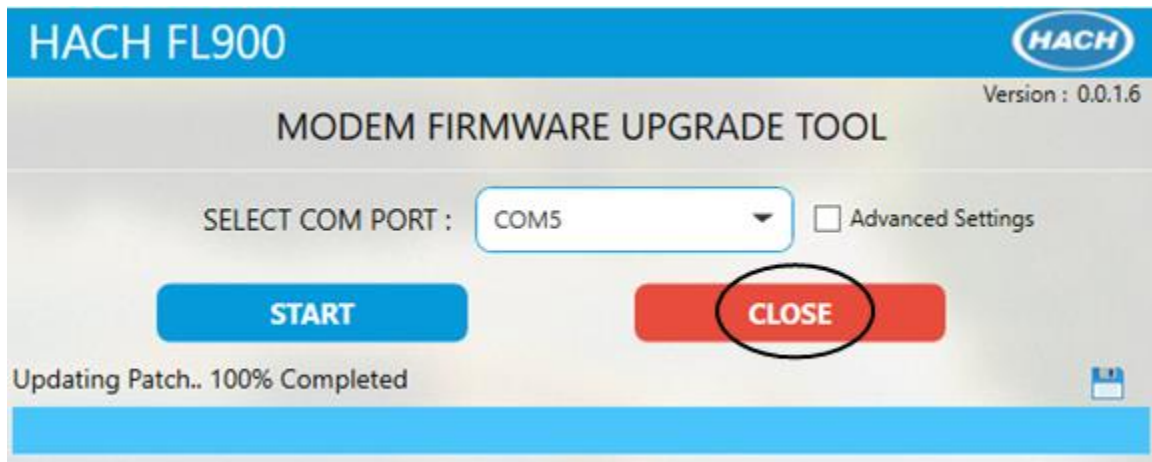
Step 13:

Remove batteries and power cycle the logger to resume normal operation.

Step 14:

After the Upgrade Utility has completed be sure to verify proper logger communication by completing a manual call with magnet assembly or checking FSDData Online.

To close the utility, click "Close" button.



***After any attempt to upgrade the modem with the Upgrade Utility, regardless if the upgrade was successful or not, you must remove the logger batteries to power cycle the logger and close/restart the Upgrade Utility.**

If the first attempt to use the Upgrade Utility fails, please verify cable connections, battery voltage, and communication then try again.

If you are unable to complete the upgrade, we recommend calling into Hach Flow Technical Support for additional troubleshooting and support. 1-800-227-4224 x6063