TG268, TG298 Firmware Upgrade Instructions

1 Upgrading the Firmware

1.1 GENERAL

This document explains how to upgrade the TG268/TG298 firmware to version 1.1.2. If you are not confident that you can complete the upgrade, please contact our customer support site:

https://support.flir.com

1.2 Firmware Upgrade Details

Version 1.1.2 firmware offers the following improvements and enhancements:

- Optimized the Trend View function.
- Added video Pause/Resume, Fast-Forward, and Rewind functions. Download the latest user manual for complete instructions on these new features.

1.3 Prerequisites

To upgrade the firmware, you will need:

- TG268/TG298 meter.
- PC and USB cable.
- Firmware upgrade file obtained from the support site, as explained below.

1.4 Obtaining the Firmware Upgrade File

1. Go to the support site: https://support.flir.com
2. Click on the **DOWNLOADS** menu heading, as shown.

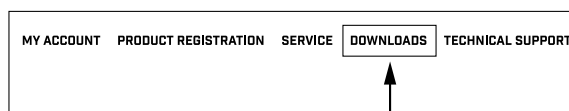| MY ACCOUNT | PRODUCT REGISTRATION | SERVICE | DOWNLOADS | TECHNICAL SUPPORT |

Figure 1.1 Click 'DOWNLOADS'.

3. Click **Software and Firmware** as shown.

Software and Firmware [login needed]

Figure 1.2 Click the 'Software and Firmware' item from the options list.

4. Type your **Email Address** to log in or to create an account, as shown. Click **Continue**.

Sign in

Or create a new account by entering your email address below
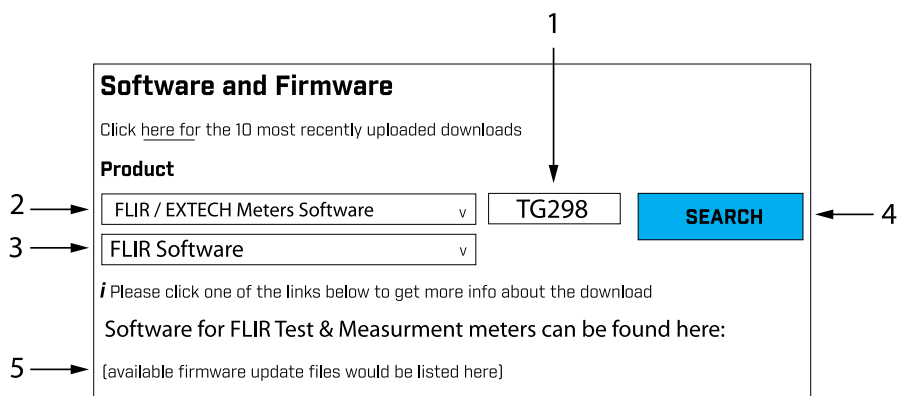
EMAIL ADDRESS | EMAIL ADDRESS

CONTINUE

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5. For Figure 1.3, below, 1. Type **TG268** or **TG298** in the search field; 2. Select **FLIR / Extech Meters Software** from the pull-down menu; 3. Select **FLIR Software** from the pull-down menu; 4. Click **SEARCH**; 5. Click the upgrade file to download it to your PC.

Figure 1.3 Follow the steps to complete the download process.

1.5   Firmware Upgrade Procedure

NOTE
The meter battery must be charged to at least 50% before continuing.

1. Power the meter and connect it to the PC using the supplied USB cable.
2. The PC should now recognize the meter as an external storage drive.
3. Move the firmware file from your PC to the root (top level) directory of the meter.

⚠ CAUTION
Drag <u>only</u> the upgrade file into the meter's root directory. Do not drag other files or folders that may accompany the upgrade file (*readme.txt*, for example).

4. Safely eject the meter from the Windows PC by right-clicking the drive letter (representing the meter) in File Explorer and selecting **Eject**.
5. Physically disconnect the meter from the PC and disconnect the USB cable from the meter.
6. Follow the prompts on the meter display to complete the upgrade.

⚠ CAUTION
Do **NOT** switch OFF the meter while it is upgrading. If the meter is switched off during the upgrade process, it may not be recoverable and would have to be returned to FLIR for service.

7. If you require assistance, please visit the customer support site.
https://support.flir.com