

TECHNICAL BULLETIN NO. 20141230

December 30, 2014

SUBJECT **Re-educating the Firmware of a FieldScout Meter**

PRODUCT FAMILY **TDR 100/300, SC900**

DETAILS

When the header information of a TDR or SC900 meter gets corrupted, FieldScout software can no longer download or configure the device. Although it is still possible to bring up the Meter Settings screen, it will have invalid information (i.e. incorrect numbers for the model number or firmware version). The header repair can be done by the customer.

1. Upload a copy of the executable file (<http://agmeters.com/slemke/updates/FieldScout/FSEDU32.exe>). Save the FSEDU32.exe file in the same directory as the FieldScout software's executable file (FieldScout.exe). Typically, the name of this directory will be "FieldScout" and be located in the "Program Files" directory.
2. Identify the COM port to which you've connected your PC interface cable. This will be the port you use to configure and download your Field Scout meter. If you have a cable with a USB plug, the COM port should appear in the PC's Device Manager screen whenever the cable is attached to the PC. In fig. 1, the screen on the left is for the USB to 9-pin adapter (item 3661USB). The screen on the right is for the USB to stereo pin cable (3661U).
3. Turn the meter off and connect the stereo pin to the meter's external port.

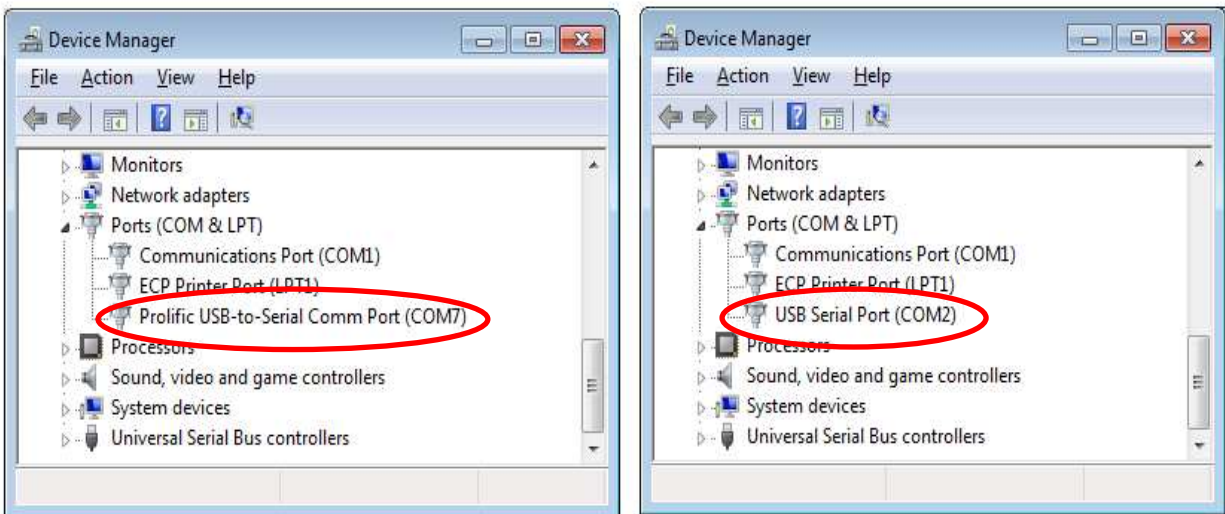


Figure 1. Appearance in Device Manager of the USB to Serial adapter, 3661USB (left) and the USB to stereo pin, 3661U (right).

4. Open the FSEDU32 program (see fig. 2) by double-clicking the FSEDU32.exe file.
5. For the TDR and SC900 meters, only the first three text fields are required. The last 4 text fields are only used with the CM1000 meter.

Model Number: For the TDR meters, this will be 100 or 300. For the SC900, enter 900.

Serial Number: The serial number is printed on a label on the underside of the housing. It is also written on the circuit board near the battery holder.

F/W Version: The firmware version will display on the LCD when the meter is powered up. The number must be entered without a decimal point. In the example to the right, the meter's firmware version is 6.9.

6. Click the appropriate "Educate" button. The "Educate TDR 300" button will also work for the TDR 100.

The FSEDU32 program will not always indicate if the re-writing of the header is unsuccessful. To confirm the header repair is successful, open Field Scout software and bring up the Meter Settings screen.

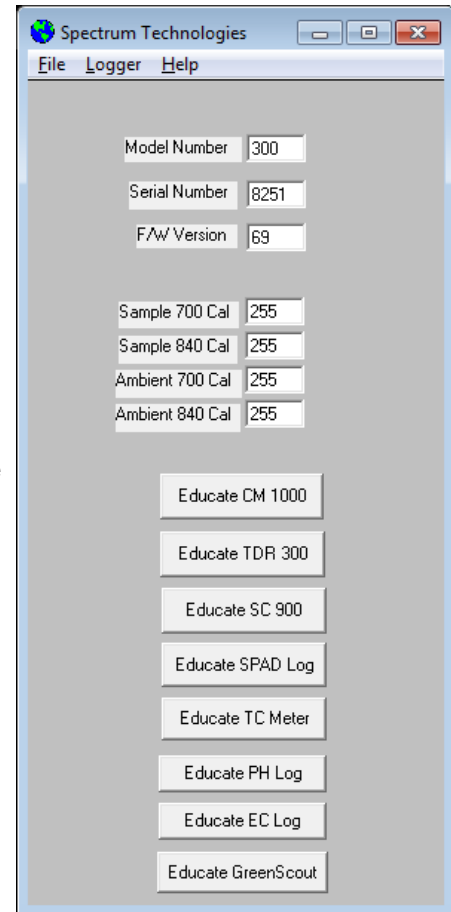


Figure 2. FSEDU32 main screen