Companion (NSC100/200) – Firmwareupgrades

Updating the firmware from USB

1. Connect the Companion to the AC charger adapter to ensure an uninterrupted supply of power during the update.
2. Shut down the Companion.
3. Save the received file to a USB drive in the root directory.
4. Insert the USB drive into the Companion.
5. Power on the Companion.

The update will begin, and the Pair indicator will blink pink and blue for a minute or so as it updates. The meter will power off when finished.

Updating the firmware from StrataSync

Once you are logged into StrataSync, you can update the firmware of your unit via Ethernet.

1. Connect the Companion to the AC charger adapter to ensure an uninterrupted supply of power during the update.
2. Reboot the Companion.
3. Connect the Companion to your network via wired Ethernet.
4. Go back to the Main screen and select the Options menu in the upper right. The Options menu appears.
5. Select Upgrade Firmware. The Upgrade Firmware screen appears, showing the current firmware version and if an update is available.You can also get to the Upgrade Firmware screen from the Main menu and selecting Show More.
6. If an update is available, select Start Upgrade to update the unit.

The update will begin and the meter will power off when finished. Please wait as this could take 10-15 minutes, based on the size of the update file and connection speed.