



8821Q Software & Firmware Upgrade Instructions

Overview

The following instructions will guide you through the firmware upgrade process for the 8821Q. To upgrade the 8821Q firmware, you must create a firmware file that is tied directly to your instrument serial number. To update your firmware, Trilithic supplies you with the firmware creation utility executable file (SN.exe).

Determine the 8821Q Serial Number and Software & Firmware Version

Perform the following steps to determine the serial number of your 8821Q:

1. Turn on your 8821Q. Once the 8821Q is on, determine the serial number of the instrument by pressing the **CONFIG** button. The “[Config]” screen will appear, press the **SN** softkey.
2. The serial number of the instrument will appear on the screen. Record the serial number for use in a later step.
3. Determine the software and firmware version numbers by pressing the **1/2, More>** softkey, and then pressing the **About>** softkey.
4. The software and firmware version numbers will appear on the screen. Record the software and firmware version numbers for use in a later step.

Create Customized 8821Q Firmware

Perform the following steps to create the customized the firmware for your 8821Q:

1. Download the archive file (Upd.zip) file to a temporary folder on your PC or laptop computer.
2. Double-click the archive file (Upd.zip) file to extract the files to a new folder called “Upd” located within the temporary folder.
3. Open the “Upd” folder and run the firmware creation utility executable file (SN.exe) by double clicking on the file.
4. The program will prompt you for your instrument’s serial number, enter the serial number of your device and then press the **Enter** button.

Note: The firmware creation utility should only be run once in each “Upd” folder. To update another analyzer, create a new “Upd” folder and run the firmware creation utility in the new folder for that unit’s serial number.

For Additional Help Contact
Trilithic Applications Engineering
1-800-344-2412 or 317-895-3600
support@trilithic.com or
www.trilithic.com

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Upgrade the 8821Q Software & Firmware

Perform the following steps to upgrade the software and firmware on your 8821Q:

1. Insert your USB memory stick into your PC or laptop computer.
2. Return to the "Upd" folder and copy the folder and all of its contents from your PC or laptop to the root directory of your USB memory stick.
3. Safely remove the USB memory stick from your PC or laptop computer.
4. If the 8821Q is on, turn the instrument off.
5. With the 8821Q powered down and connected to an AC power source, insert your USB memory stick into the USB port on the front of your 8821Q.

Note: **DO NOT** attempt software and firmware upgrades using the battery as the power source. Always connect the 8821Q to an AC power source before making any upgrades.

6. Turn on your 8821Q. Once the 8821Q is on, upgrade your firmware from the USB memory stick by pressing the **CONFIG** button. The "[Config]" screen will appear, press the $\frac{1}{2}$, **More >** softkey.
7. The second page of the "[Config]" screen will appear, press the **Service >** softkey.
8. The "[Update]" screen will appear, press the **USB** softkey to update via USB memory stick, the "Warning! Really Continue?" dialog appears in the upper left corner of the display.
9. Press the **Yes** softkey. The upgrade process will start and the upgrade screen will appear identifying the following steps; Confirming user, Transferring data, Updating system, and Restarting system. The software and firmware upgrade will take less than two minutes. **DO NOT** disrupt the process and allow it to complete.
10. When the upgrade process is complete, a message will appear on the screen requesting that you restart the system.

Note: At this point in the upgrade process the front panel power key is disabled; **DO NOT** try to use this power key or the power switch on the back panel to restart the instrument.

11. When you are requested to restart the system, press the green **RESET** button.
12. Verify that the software and firmware version numbers as well as the serial number are correct.
13. The upgrade process is now complete.

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