

# PowerScout 3 Plus Ethernet

## ViewPoint / Firmware Update Procedure



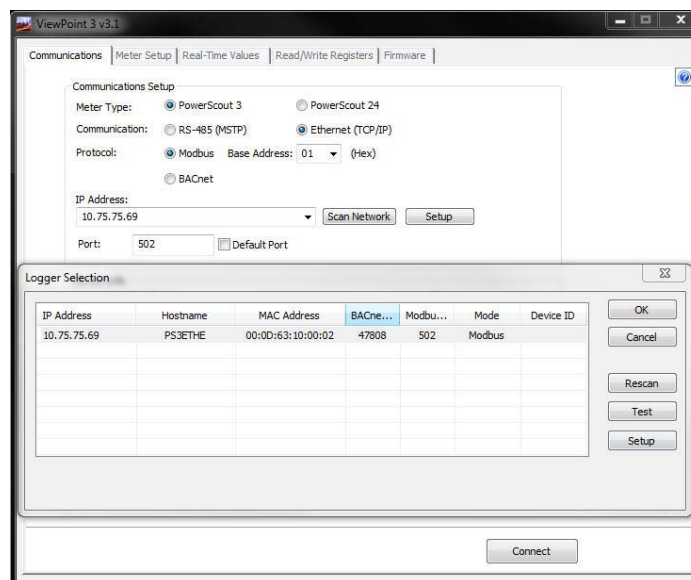
Information in this document is relevant for **PowerScout 3 Ethernet** instruments running **ViewPoint 3.0 or later only**. For instructions/information with prior generation instruments, please refer to the DENT website or contact Tech Support at: [techhelp@dentinstruments.com](mailto:techhelp@dentinstruments.com) or 800.388.0770.

PowerScout firmware updates are available from DENT Instruments, and are typically contained in a zip file that can be downloaded, unzipped, and installed using ViewPoint software. **NOTE: The update procedure requires ViewPoint 3 or later.**

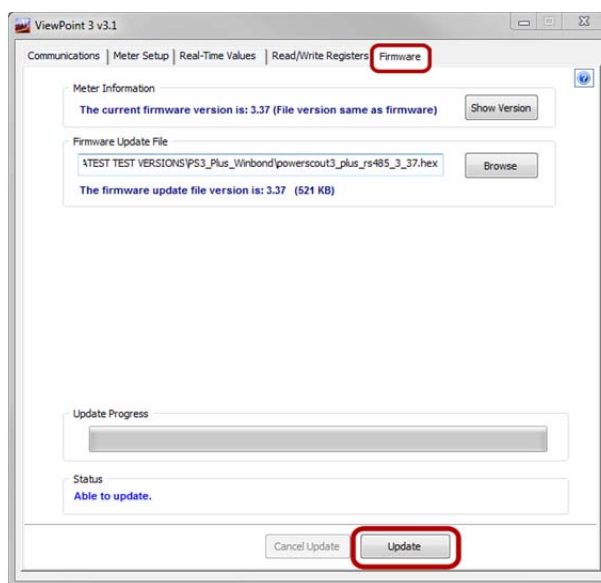
**NOTE:** The PowerScout must be in Modbus mode before firmware can be updated.

### Downloading and Installing Firmware

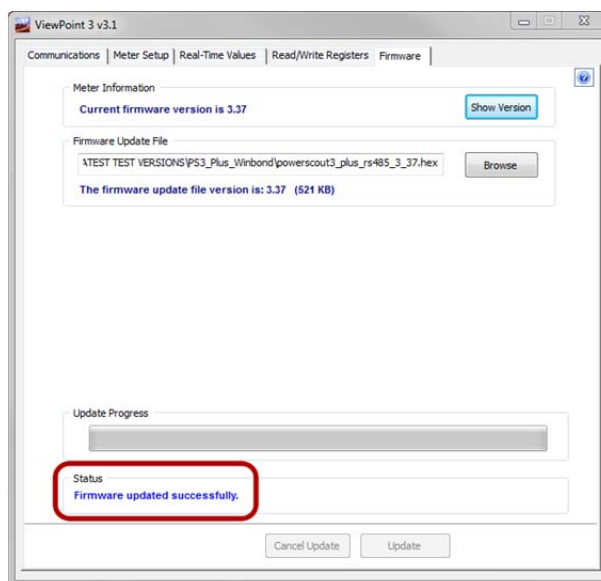
1. Download the zip file containing the firmware. Extract the zip file to a folder on the computer.
2. Connect the computer to the PowerScout instrument. If the Ethernet connection fails, refer to the Troubleshooting section at the end of this appendix.
3. Select the **Communications** tab, **Meter Type**, **Modbus** protocol and **Ethernet (TCP/IP)** tabs.
4. Select the **Scan Network** tab and choose the IP Address specific to the instrument.



5. Select the **Firmware** tab in ViewPoint. Click **Browse** to locate the extracted firmware files. Click **Update** to start the firmware update. A progress bar will be displayed.



6. Once ViewPoint has copied the firmware file to the PowerScout, the instrument will update, and re-start. *Do NOT interrupt power to the PowerScout during this time.* Doing so can cause the PowerScout to lock up.



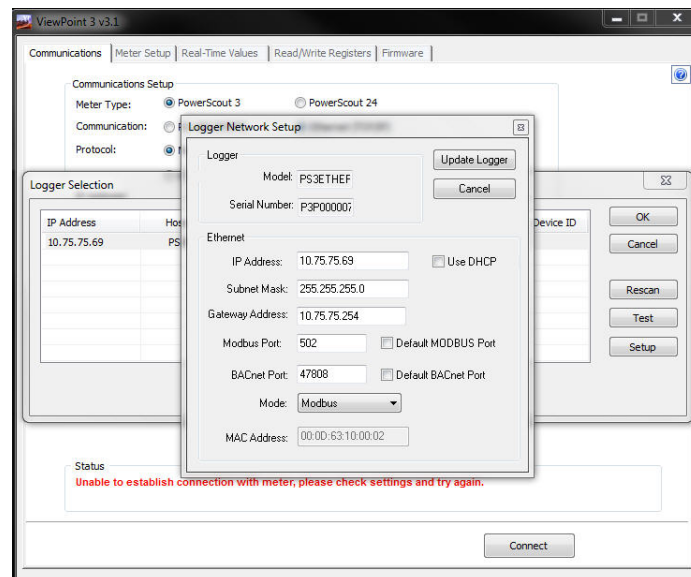
7. When the update is finished, ViewPoint displays a message confirming a successful update.

# Troubleshooting Communication Issues

Please see the following tips pertaining to communication errors.

## Ethernet Communications Error

1. In ViewPoint, select the **Scan Network**.
2. Select the **Scan Network** tab and highlight the desired PS3 Logger, then click **OK**.
3. Select the **Connect** tab to establish a connection.
4. If you are unable to establish a connection; select the **Scan Network**, then **Setup** tabs verify all the network settings including the IP address for the specific PS3 Logger.
5. Select the **Update Logger** tab.
6. Wait for meter to restart.
7. Next, select the **Scan Network** tab and click on the desired meter.
8. Click **Connect** to reconfirm communications.



## Firmware Update Fails During Transfer

If the firmware update fails, please retry the update. If it continues to fail please contact Technical Support for assistance.

