

475 Field Communicator and 375 Field Communicator



VERSION 3.x UPGRADE PROCEDURES

Instructions for Upgrading *Easy Upgrade* to Version 3.x and Field Communicator to Version 3.x

Important – Read the following [Overview](#) and [Prerequisites](#) before proceeding with the upgrade instructions.

Note: If your Field Communicator is already updated to version 3.x, you **only need to perform Step 1** to upgrade *Easy Upgrade* to version 3.x.

Overview

There are five steps to upgrade your Field Communicator to the version 3.x software.

- Step 1:** Use the current *Easy Upgrade* Utility (version 3.0 or earlier) to **download and install the new *Easy Upgrade* Utility** version 3.x.*
- Step 2:** Use the Update PC button in the new *Easy Upgrade* Utility (version 3.x) to **download new version 3.x System Software and DDs to your PC.***
- Step 3:** Use the new *Easy Upgrade* Utility (3.x) to **upgrade** to version 3.x software on the Field Communicator **System Card**. This requires a Secure Digital card reader.
- Step 4:** Insert the upgraded System Card into the Field Communicator to **upgrade the Field Communicator**.
- Step 5: Register the Field Communicator.**

*Steps 1 and 2 may take up to 40 minutes, depending on Internet speed. As an alternate method for use with slower Internet connections, the new *Easy Upgrade* Utility, along with the version 3.x software and DDs, can be downloaded directly from <ftp://ftp.emersonprocess.com/AO/Downloads/ResourceCD/475resourcecd.zip> (If you have an unreliable or slow Internet connection, please contact [Field Communicator Technical Support](#) for alternate methods of upgrading your communicators.)

After the download, save the file and run the *Easy Upgrade* Utility install program (TPUInstall.exe) from a root directory (e.g.: C:\ or D:\) on your hard drive, CD, DVD, or removable flash memory drive. Make sure you remove any old *Easy Upgrade* install programs before you run this newer install. Then proceed to Step 3 when installation is complete. A password is required to unzip this file. This is necessary for export compliance reasons and can be obtained by calling [Field Communicator Technical Support](#).

If multiple Field Communicators are being upgraded from a single PC, steps 1 and 2 need to be completed once.

Prerequisites *(Verify the following before proceeding)*

- *Easy Upgrade* Utility version 3.0 or earlier is installed.
- The Field Communicator contains System Software version 3.1 or earlier.
- A Secure Digital (SD) card reader is installed or connected to your PC.
- Understand that any HART configurations stored in the flash memory of the Field Communicator will be lost after the upgrade unless they are first saved on either an expansion module (note: only 375 Field Communicator can have an expansion module) or in AMS[®] Suite: Intelligent Device Manager.
- If the 375 Field Communicator has an **Expansion Module** installed in the side of the unit, **remove it before performing the upgrade**. It can be re-inserted when the upgrade is complete.
- An Internet connection is available to download the new System Software and DDs, and register the Field Communicator.

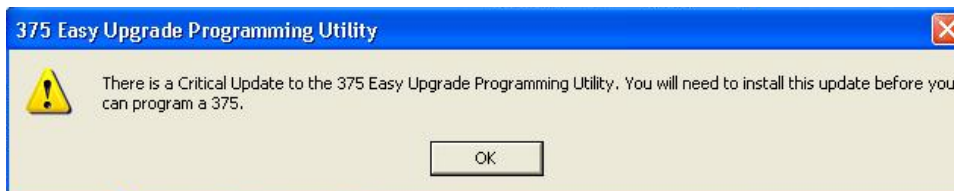
STEP 1: Download the new *Easy Upgrade* Utility version 3.x

1.1 Launch the *Easy Upgrade* Utility (version 3.0 or earlier).

Note: the screenshots below are based on upgrading from 375 *Easy Upgrade* Utility version 2.0.3. If you have the *Easy Upgrade* 3.0 already, click the **Update PC** button in the Upgrade screen, then follow the prompts.

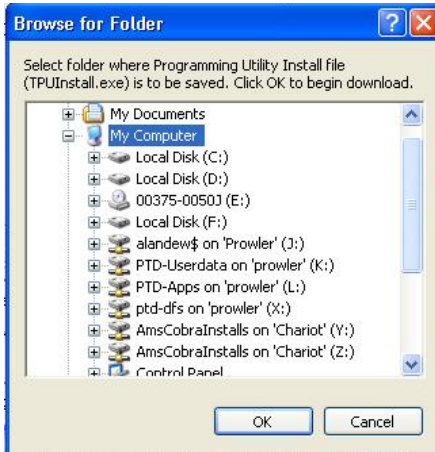
1.2 From the General tab, click the Check for Updates button.

A message indicating that a critical update to the *Easy Upgrade* Utility is displayed. Click **OK**.



1.3 Save the new *Easy Upgrade* install file (TPUInstall.exe) to a location on your PC.

A Browse for Folder dialog appears asking where you want to save this install file. Select a folder from this display and click **OK** to begin the download. The left side of the status bar at the bottom of the screen indicates that the new *Easy Upgrade* Utility is downloading. Wait until the download is complete.



1.4 Exit the *Easy Upgrade Utility*.

1.5 To install the new *Easy Upgrade Utility*, double-click the TPUInstall.exe file at the location you selected in Step 1.3.

Follow all the prompts to complete the installation.

STEP 2: Download New Version 3.x System Software and DDs to PC

2.1 Open the new *Easy Upgrade Utility* by selecting Start | All Programs | Field Communicator *Easy Upgrade Utility* | Field Communicator *Easy Upgrade Utility* from the Windows taskbar.

Version 3.x is displayed in the *Easy Upgrade Utility* title bar. If a version other than 3.x appears, contact [Field Communicator Technical Support](#).

2.2 From the Upgrade window, click the Update PC button and follow the prompts.

You will be asked to select the country in which you are currently located. Select it and click **OK**.

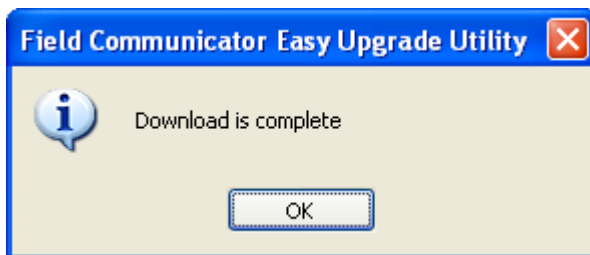
- At this time, the *Easy Upgrade Utility* will download the latest System Software and DDs.
 - Duration will vary due to differences in download speed.
 - Average download time is 30 minutes.

If PartnerNet Login screen is displayed at this point, then log into PartnerNet using your existing user account, or create a new user account.



2.3 Click OK on the dialog below.

This message indicates the download was successful. If the download does not complete, contact [Field Communicator Technical Support](#).



STEP 3: Upgrade the System Card

3.1 Confirm that a SD card reader is connected to your laptop or PC and it was successfully detected in Windows Explorer.

Do not insert a System Card in to the card reader at this time.

Important Note: The following SD card readers have been tested and proven to work with the Field Communicator version 3.x System Software upgrade:

- SanDisk SDDR 104*
- SanDisk SDDR 99 A15 (Firmware version 4)
- SanDisk SDDR 33
- Kingston Travel Lite FCR – HS2MMC
- Panasonic Toughbook (models CF-18, CF-29, and CF-30) Internal SD card reader

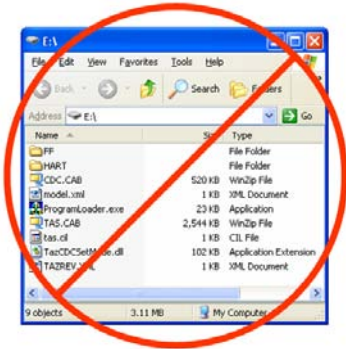
The following SD Card Readers do **not** work with the upgrade:

- SanDisk MicroMate SDDR 133
- 10 Gear Pocket Drive GFR202SD

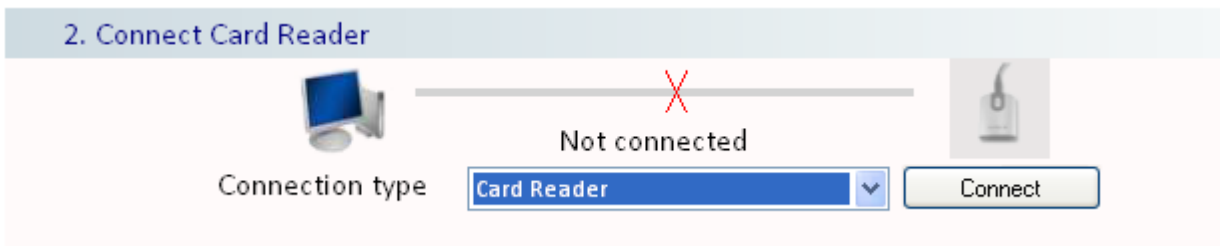
* Available from Emerson (Part number: 00375-0018-0022)

3.2 Carefully remove the System Card from the Field Communicator and insert it into the card reader. You will need to remove the Field Communicator battery to access the System Card.

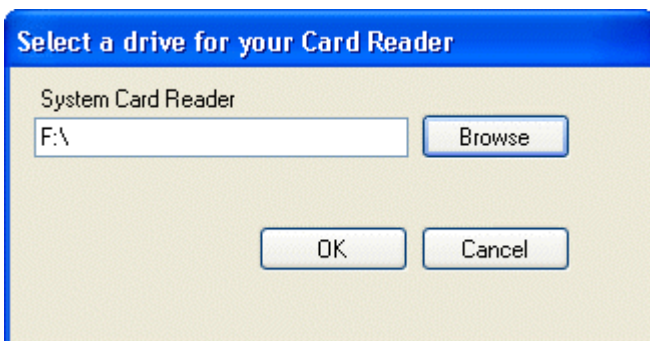
WARNING: Inserting a System Card into a card reader may cause a Windows Explorer or card reader specific window to appear. This window **must not** be used to transfer files and should be closed immediately. Directly editing or transferring any files on the System Card with Windows Explorer may corrupt the card.



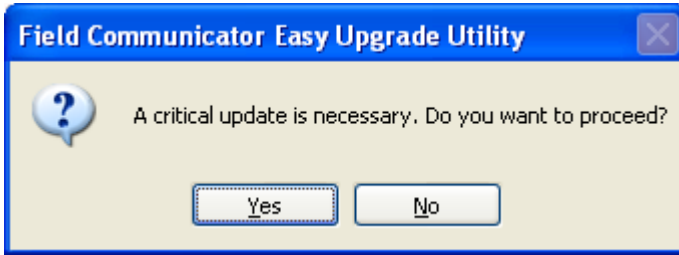
3.3 From the Upgrade window, select Card Reader in the Connection type list and click Connect.



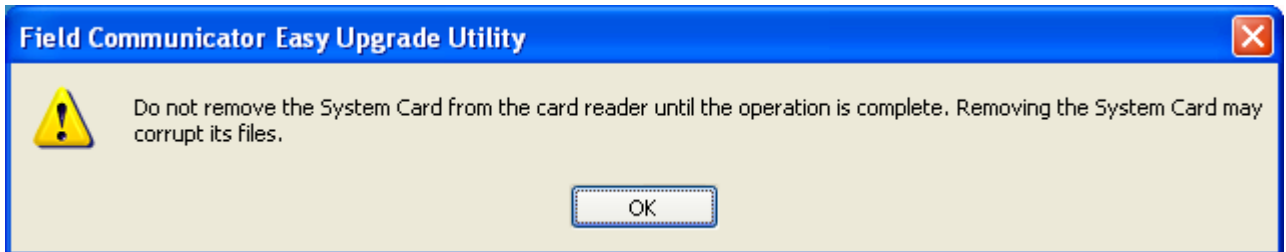
3.4 In the dialog below, enter or browse to the card reader drive letter and click OK.



3.5 Click Yes in the dialog below.



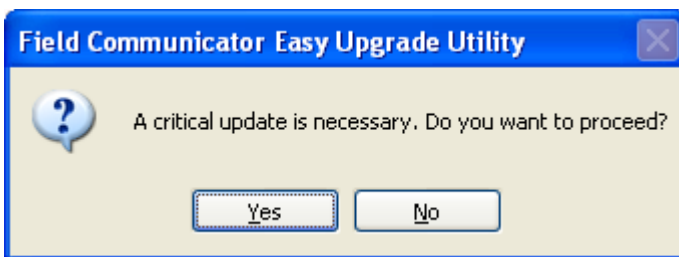
3.6 Click OK in the dialog below.



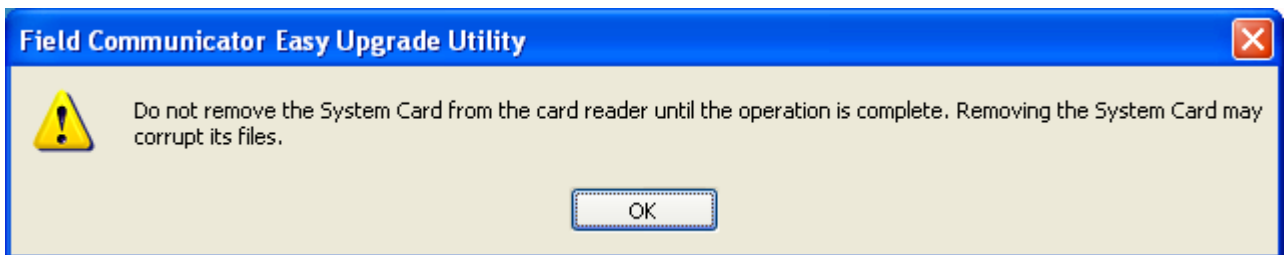
The System Card update then begins. The duration of System Card upgrade will vary by card reader and System Card type, but the average upgrade time is 2 - 3 minutes.

Note: If you have a 128 MB System Card, you may be asked to remove some unused DDs to free memory. Please follow the instructions on the screen to process this.

3.7 Click Yes in the dialog below.



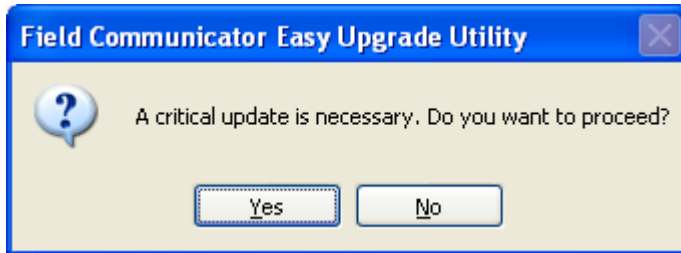
3.8 Click OK in the dialog below.



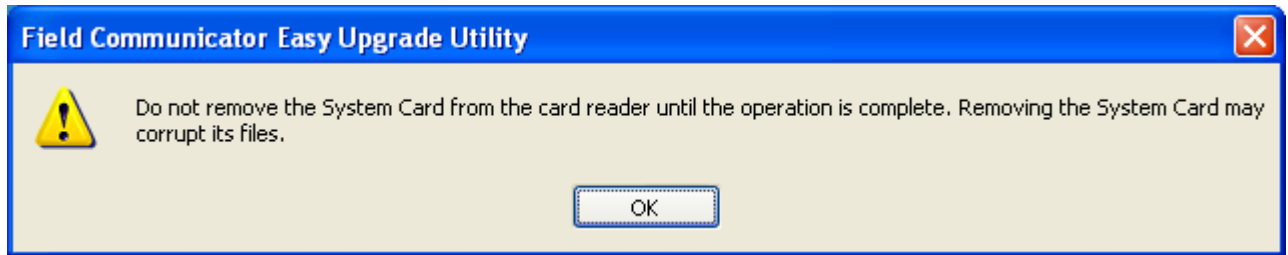
The System Card update then begins. The duration of System Card upgrade will vary by card reader and System Card type, but the average upgrade time is 2 - 3 minutes.

Note: If you have a 128 MB System Card, you may be asked to remove some unused DDs to free memory. Please follow the instructions on the screen to process this.

3.9 Click Yes in the dialog below.



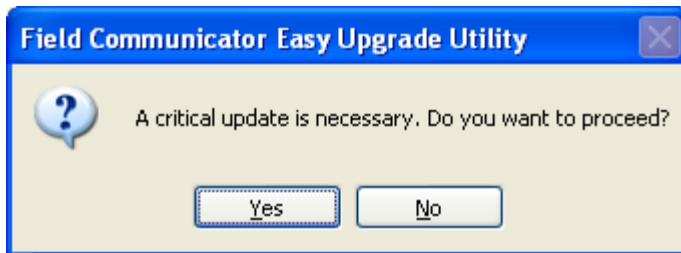
3.10 Click OK in the dialog below.

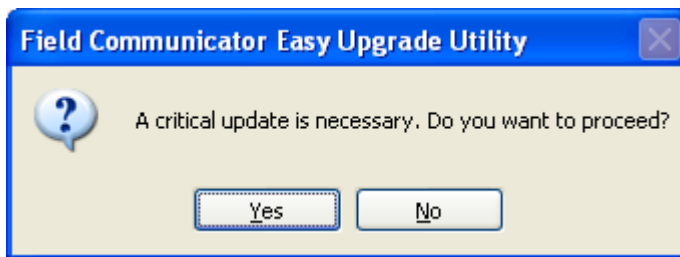
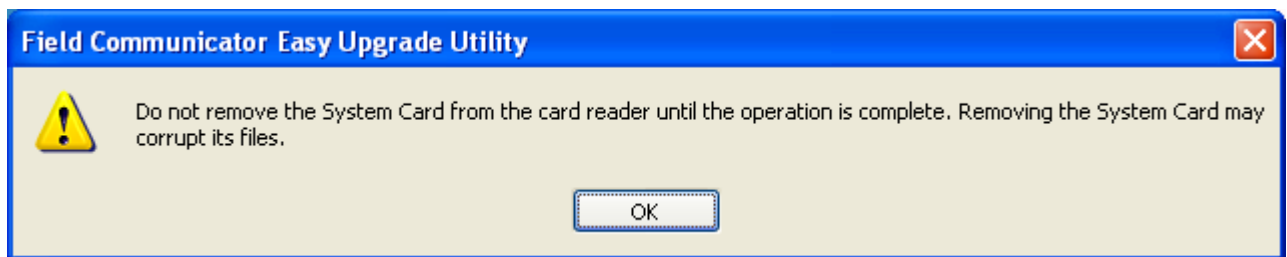


The System Card update then begins. The duration of System Card upgrade will vary by card reader and System Card type, but the average upgrade time is 2 - 3 minutes.

Note: If you have a 128 MB System Card, you may be asked to remove some unused DDs to free memory. Please follow the instructions on the screen to process this.

3.11 Click Yes in the dialog below.



3.12 Click Yes in the dialog below.**3.13 Click OK in the dialog below.**

The System Card update then begins. The duration of System Card upgrade will vary by card reader and System Card type, but the average upgrade time is 2 - 3 minutes.

Note: If you have a 128 MB System Card, you may be asked to remove some unused DDs to free memory. Please follow the instructions on the screen to process this.

STEP 4: Upgrade the Field Communicator

4.1 After the System Card upgrade is complete, remove the System Card from the card reader, insert it into the Field Communicator, and install the battery.

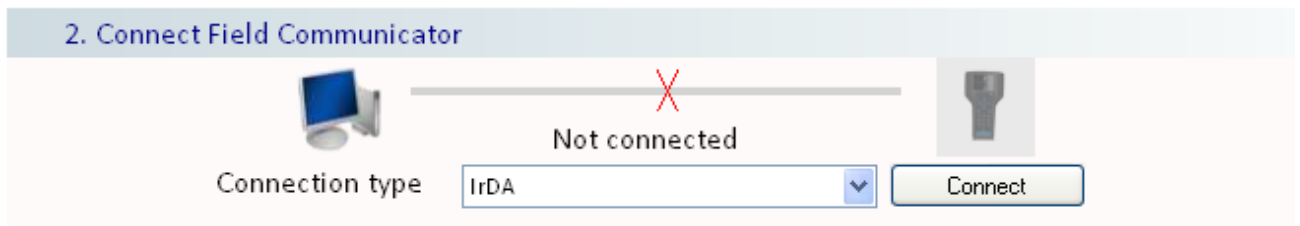
4.2 Turn on the Field Communicator and follow the prompts for upgrading to 3.x System Software. Note that this upgrade includes an operating system upgrade.

Duration of System Software upgrade will be approximately 50 minutes: 30 minutes to perform the operating system upgrade and 20 minutes to upgrade the Application Software.

4.3 To confirm that your communicator has been upgraded correctly, verify that "System Software Ver 3.x" is displayed at the bottom of the Field Communicator Main Menu.

STEP 5: Register the Field Communicator

- 5.1 **From the Field Communicator Main Menu, double-tap Listen For PC.**
If it is a 475 Field Communicator, make sure connection type is IrDA.
- 5.2 **Line up the Field Communicator IrDA Port with the IrDA Port or adapter on the PC or laptop.**
- 5.3 **From the Upgrade window in the Easy Upgrade Utility, select IrDA from the Connection type list and click Connect.**



- 5.4 **From the Licensing & Registration window, click Online at the bottom of the screen.**
- 5.5 **If the Select Current Location dialog box appears, select the name of the country in which you are currently located and click OK.**
- 5.6 **If you have a PartnerNet account, enter your email address and password and click LOG IN.**

If you do not have an account, click the Create New PartnerNet Account link, enter your information, and click Submit. After you create your account, log in.

- 5.7 **A page stating “Registration Update Complete” is displayed. You have successfully completed the registration process.**

Note: If it is a 475 Field Communicator, the Step 5 “Register the Field Communicator” can also be done through the Bluetooth connection. The steps are similar to the IrDA connection.

Troubleshooting Tips

The following are possible errors that could occur after the updated System Card has been placed in the Field Communicator and the communicator is updating to version 3.x:

Symptom	Suggested Solution
General failure of upgrade	Reboot the Field Communicator: 1) Press Fn and Backlight buttons simultaneously. 2) Press the On/Off button to restart the upgrade process.
General failure of upgrade	1) Remove the 375 Expansion Module. 2) Reboot the 375 Field Communicator.
System Update Tool displays a screen without providing a ">>" button to go forward	1) Select Cancel . 2) Make sure Field Communicator is plugged into AC Adapter. 3) Reboot the Field Communicator.
Field Communicator displays the message: "ATTENTION – The unit did not boot up properly..."	1) Select RETRY on the bottom left side of the screen. 2) If RETRY did not fix the problem, select REFLASH . 3) If RETRY and REFLASH did not fix the problem, call Field Communicator Technical Support .

*To obtain an electronic copy of the latest manual, [click here for the 475 manual](#) or [click here for the 375 manual](#).

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