



H-Series 9hz

Reset Procedure



Overview

This document provides the information necessary to reset an H-Series handheld camera (H-xxx, HM-xxx, or HG-xxx) that has the problem of no video shown on the display after boot up. This problem occurs as a result of a variety of circumstances and a camera with this problem needs to be reset back to factory defaults. The problem only occurs when an older version of software is loaded on the camera, so it is strongly recommended that the camera software is upgraded to the latest version at the same time.

The fix requires a software utility to be run after the camera has been connected to a PC/laptop via the USB cable. Detailed instructions for connecting the camera to the PC and for running the software are provided in this document.

Support

If you have questions about the various steps in this procedure, please don't hesitate to call FLIR and one of our application experts will be happy to assist you. Contact your local FLIR service representative, or, in the US/Canada, call 1 877 773 3547 or, outside the US, +1 805 964 9797. If you call outside of normal hours, you may leave a message and it will be forwarded to our support engineers. You can send an email to cvstechsupport@flir.com.

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Procedure Summary

In order to get the camera working again, it will be necessary to attach the camera to a computer via the USB cable. The USB drivers for the camera need to be installed on the PC/laptop prior to connecting the camera to the computer.

Once the camera is communicating with the PC, the Avalon Camera GUI software (also known as the H-Series Configurator) will be installed and run to determine the version of software loaded on the camera. If necessary, the camera software will be updated to the most recent version.

A utility program known as the H-Series Reset Tool will be run to reset the camera to factory defaults. This should restore the camera to normal operation.

For each of these steps, detailed instructions are provided in subsequent sections of this document.

Items Needed

1. H-Series/HM-Series Camera (camera must be fully charged before executing the procedure)
2. PC or laptop computer (running Windows XP, Vista, or Windows 7)
3. USB Cable (supplied with the camera)
4. Hot shoe adapter and power supply (supplied with the camera)
5. SD card (supplied with the camera on certain models, or separately purchased SD card if not supplied)
6. H-Series USB Drivers and Avalon Graphical User Interface (supplied on H-Series Resource CD or available from the FLIR web site:
<http://www.flir.com/cvs/americas/en/security/resources/> or
<http://www.flir.com/cvs/americas/en/maritime/resources/>)
7. H-Series reset tool (H-SeriesReset.zip, supplied separately, available via web link above)
8. H-Series software update (swUpdate.tar, supplied separately, available from FLIR Technical Support)

Document History

Date	Revision	Comment
7/30/2010	100	Initial release
9/20/2010	110	Added additional contact information
10/06/2010	120	Corrected typo



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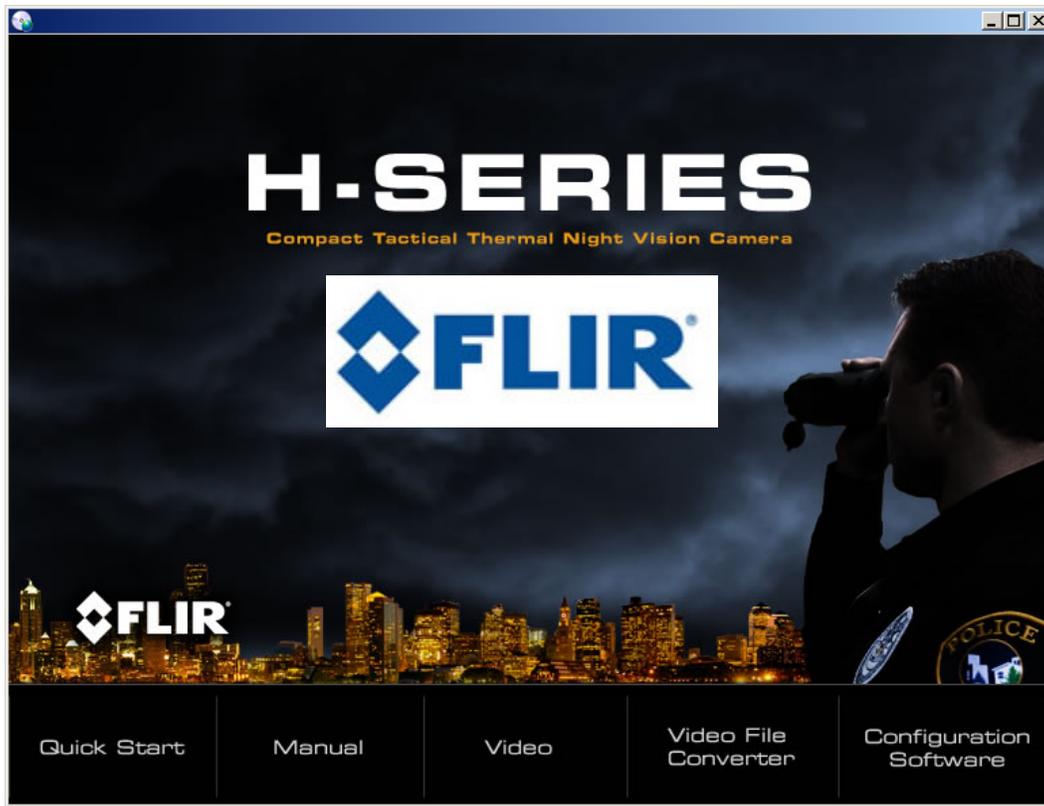
Step 1 - Install USB Drivers

Skip this section if USB drivers have already been installed on the computer.

1. Ensure the camera is fully charged (may take 4-5 hours to reach full charge)
2. If using H-Series Resource CD, insert it into the computer. If the application does not automatically start up, find the CD_start.exe file and double click it to run it

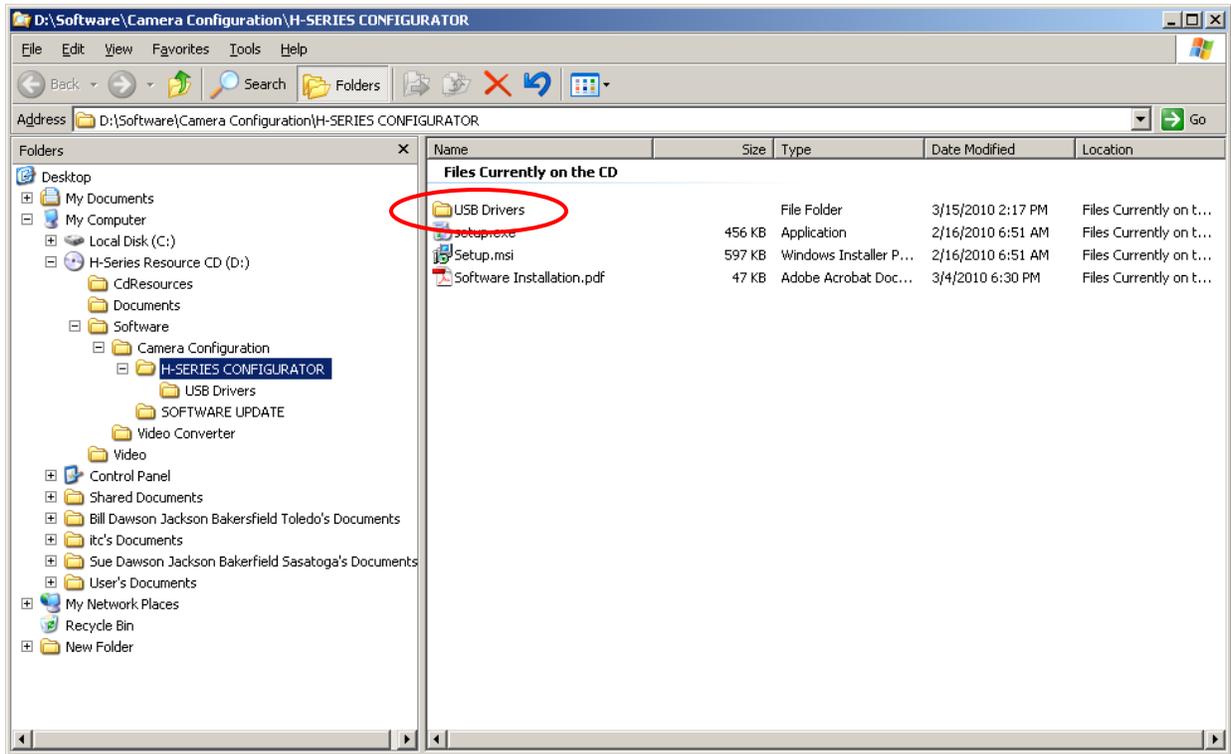
Note: the HM-Series camera also comes with a Resource CD, but it may not include the USB Drivers and Configuration Software needed for this procedure. These items may be obtained instead via the web links provided above.

- i. The following screen appears:



- ii. Select the "Configuration Software" button in the lower right. This will open up a folder on the CD that contains the installation files.

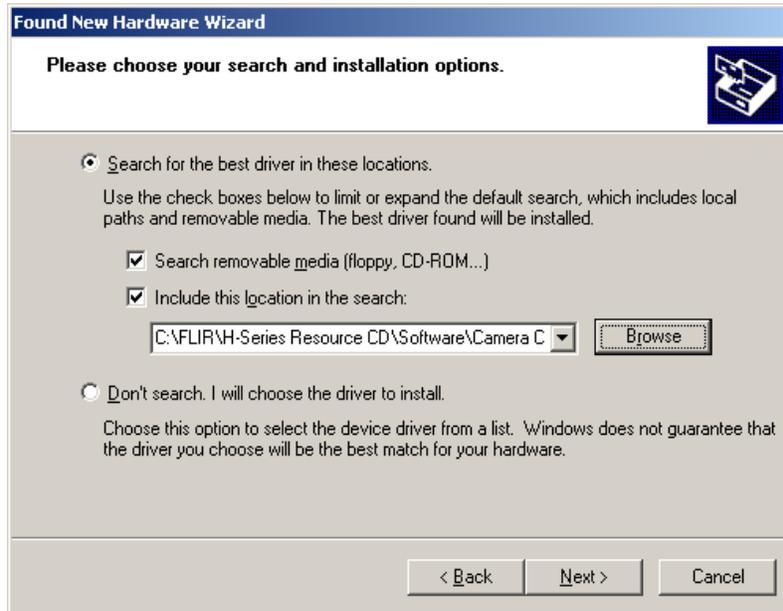
If you obtain the files from the web site, download the .zip file and extract the files to a folder on the PC hard drive. Open the folder and navigate to the "H-SERIES CONFIGURATOR" folder.



2. Remove the Hot Shoe from the camera and open SD Card Door on the bottom of the camera. Plug the smaller connector of USB cable into the port near the SD card slot and the other end of the cable into the PC
3. Turn on the camera. At this point, the Windows Hardware Wizard should appear. Choose "Install from a list or specific location (Advanced)."



4. Choose "Search for the best driver in these locations." Check the box "Include this location in the search." and use the Browse button to select the folder with the USB Drivers.



5. The hardware wizard installs the drivers, and then a warning appears indicating the software has not passed testing to verify its compatibility with Windows XP; click "Continue Anyway".



6. A window is shown indicating the file 'WinUSBCoinstaller.dll' is needed. Browse to folder with the USB Drivers and then click OK



7. Click Finish



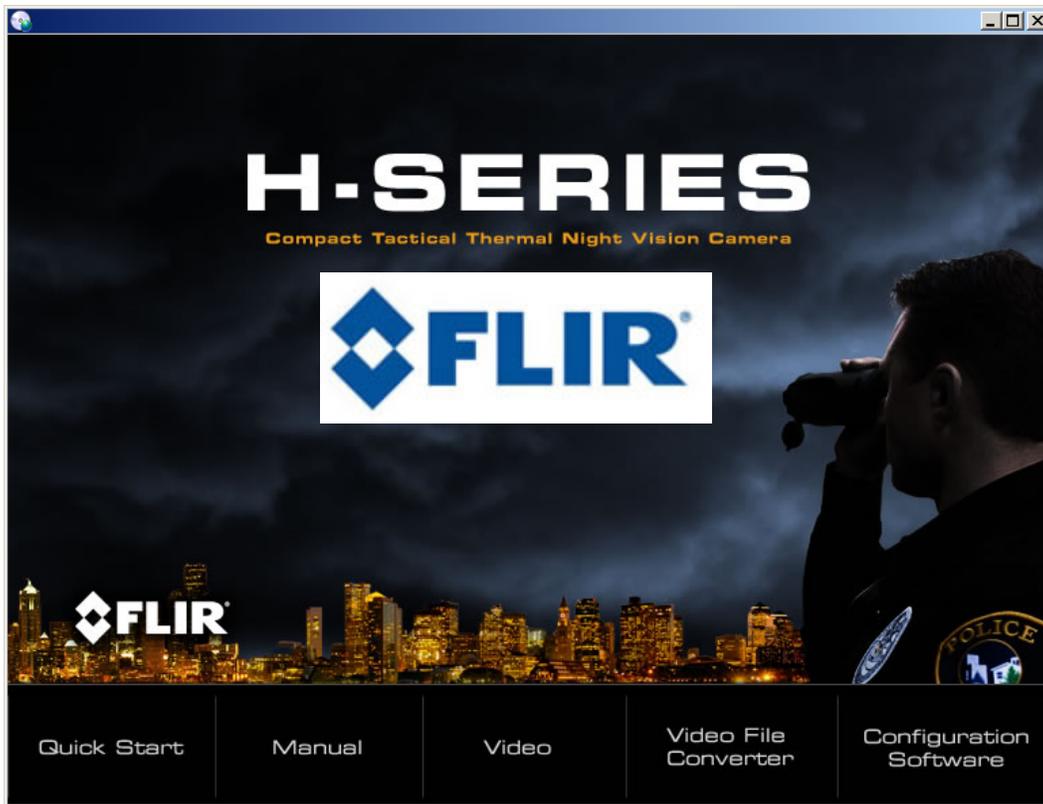
Step 2 - Install Avalon GUI End User Tool

Skip this section if the Avalon GUI has already been installed.

1. Ensure the camera is fully charged (may take 4-5 hours to reach full charge)
2. If using H-Series Resource CD, insert it into the computer. If the application does not automatically start up, find the CD_start.exe file and double click it to run it

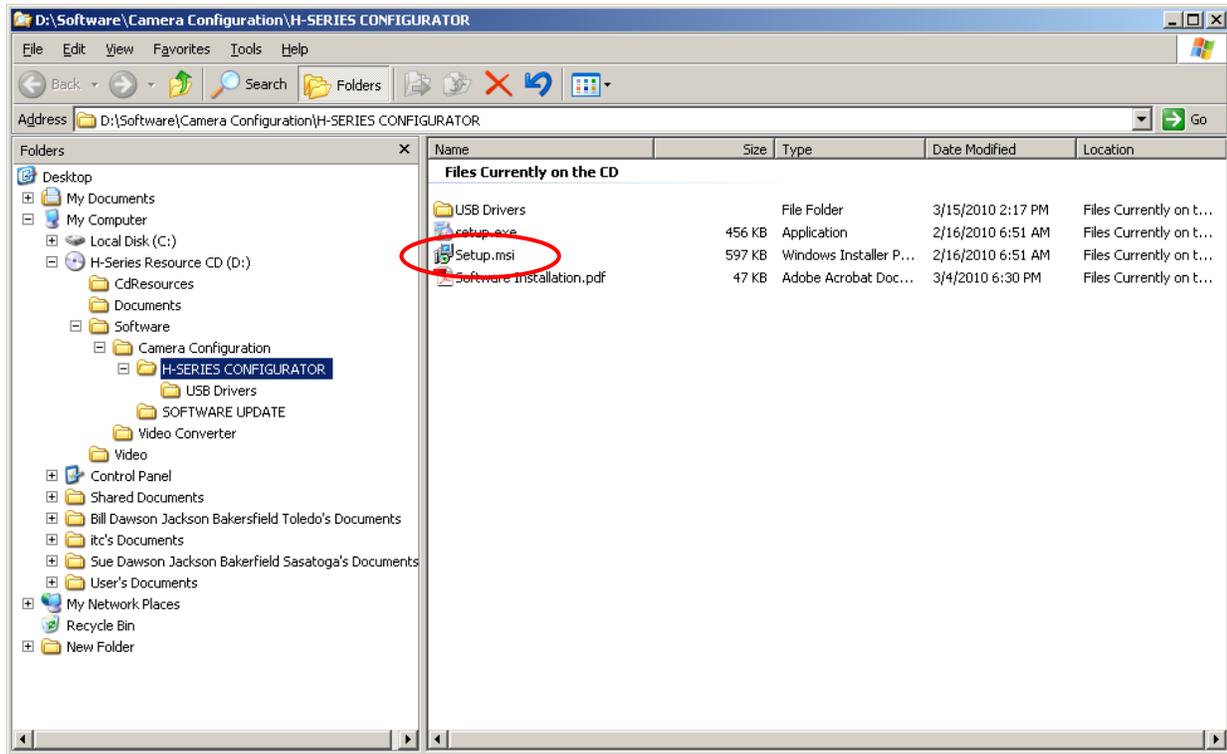
Note: the HM-Series camera also comes with a Resource CD, but it may not include the USB Drivers and Configuration Software needed for this procedure. These items may be obtained instead via the web links provided above.

- i. The following screen appears:

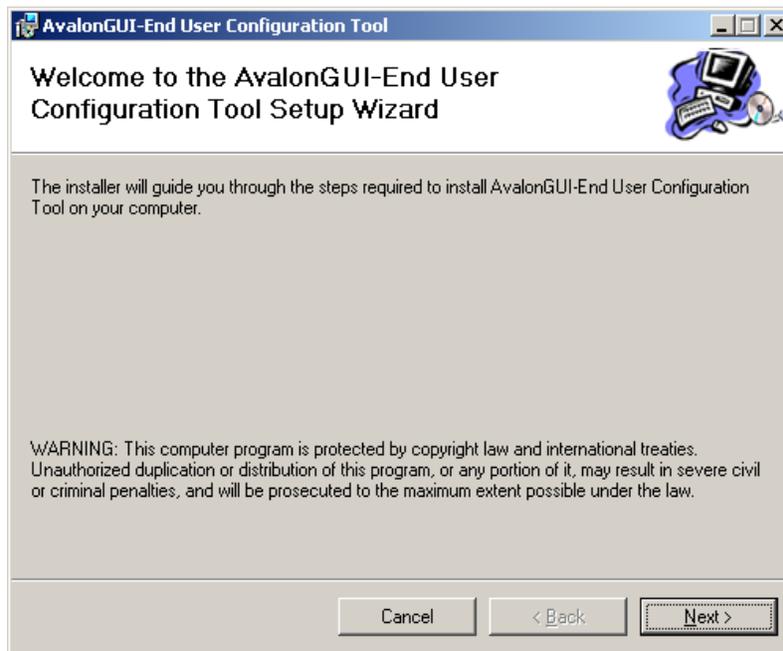


- ii. Select the "Configuration Software" button in the lower right. This will open up a folder on the CD that contains the installation files.

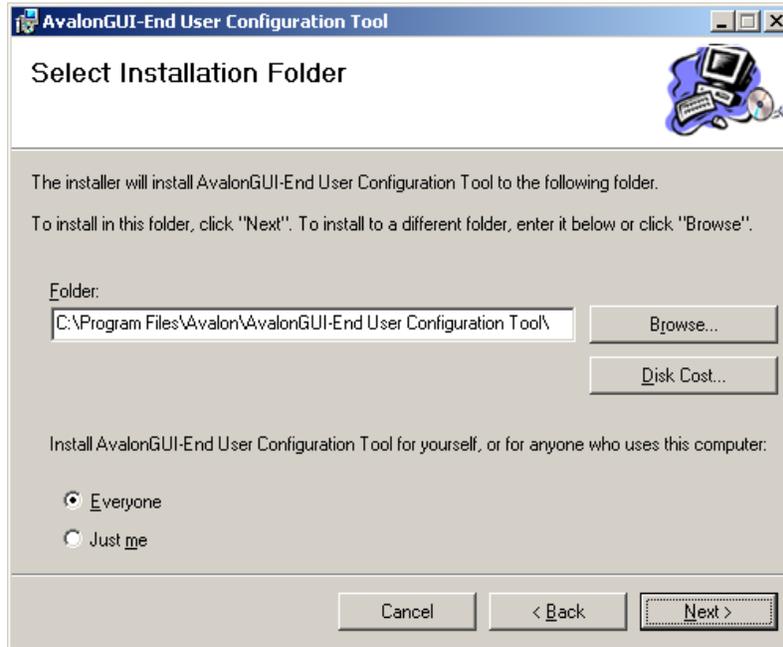
If you obtain the files from the web site, download the .zip file and extract the files to a folder on the PC hard drive. Open the folder and navigate to the "H-SERIES CONFIGURATOR" folder.



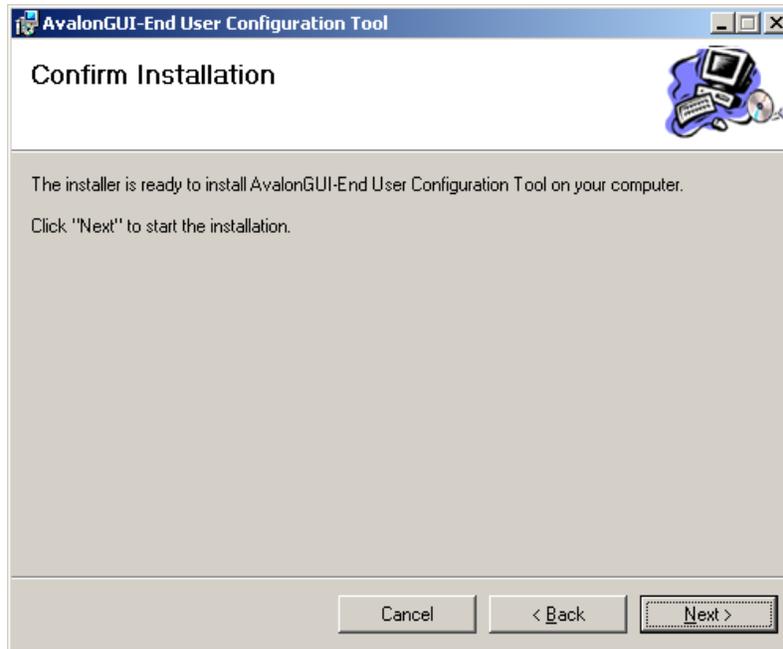
3. Locate the folder with Setup.msi (as shown above)
4. Double-click the Setup.msi file to install the Avalon GUI End User Tool

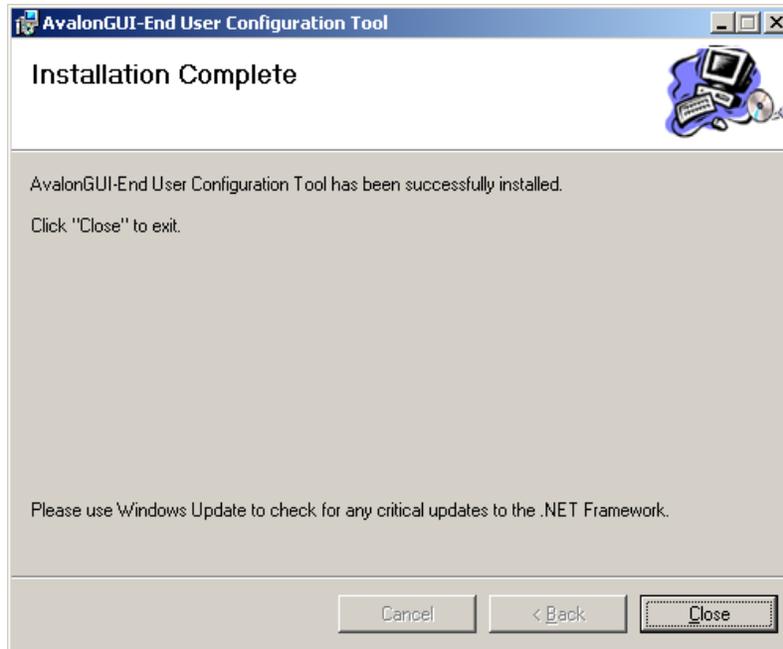


5. Select the default values and click Next.



6. Click Next on the "Confirm Installation" window.

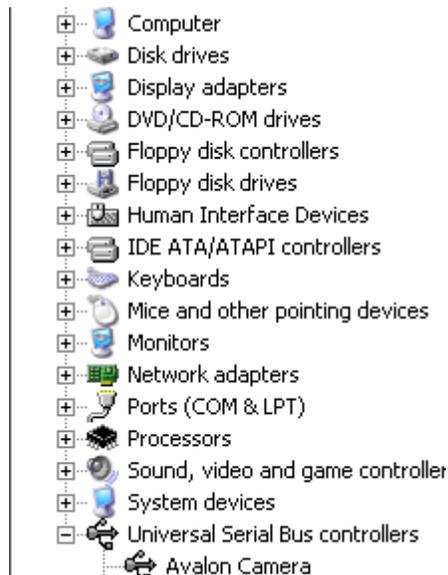




7. After closing the Installation Complete window, check the desktop to ensure there is a shortcut icon for Avalon GUI end user tool and the program is available from the Programs section of the Start Menu.



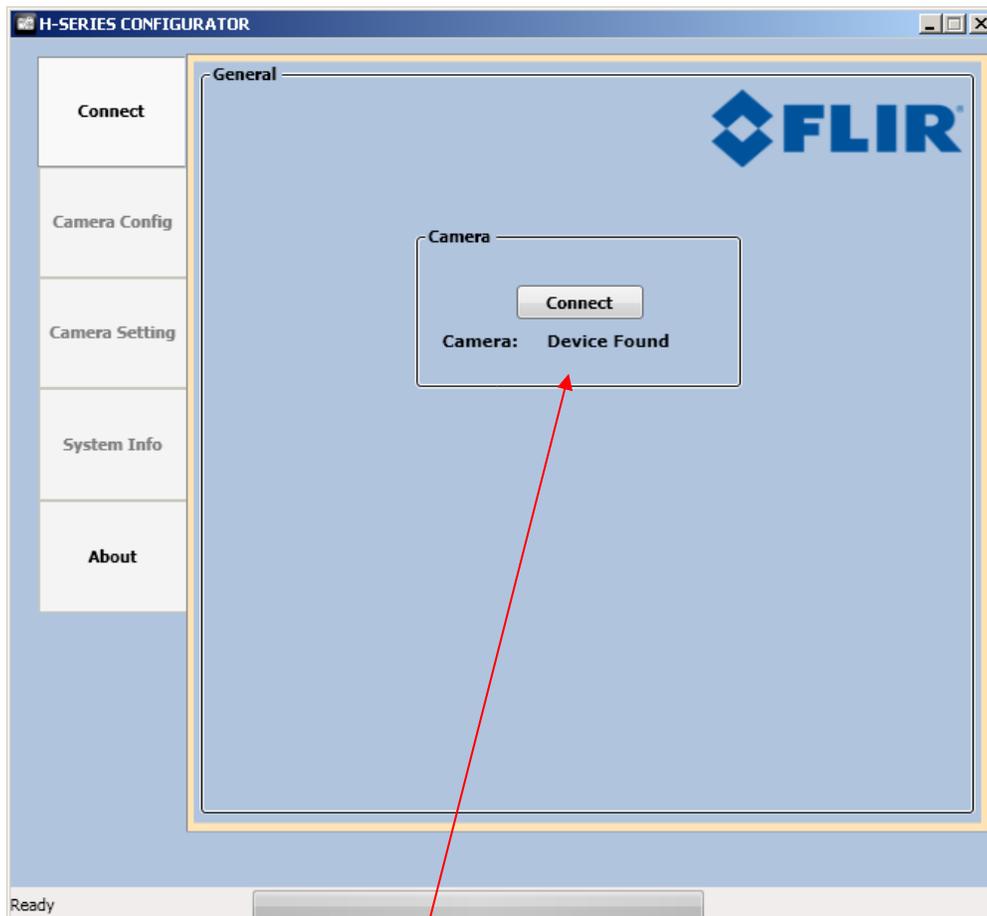
In the Control Panel Device Manager, the camera will show up under USB controllers as “Avalon Camera”.



Step 3 – Determine the software version

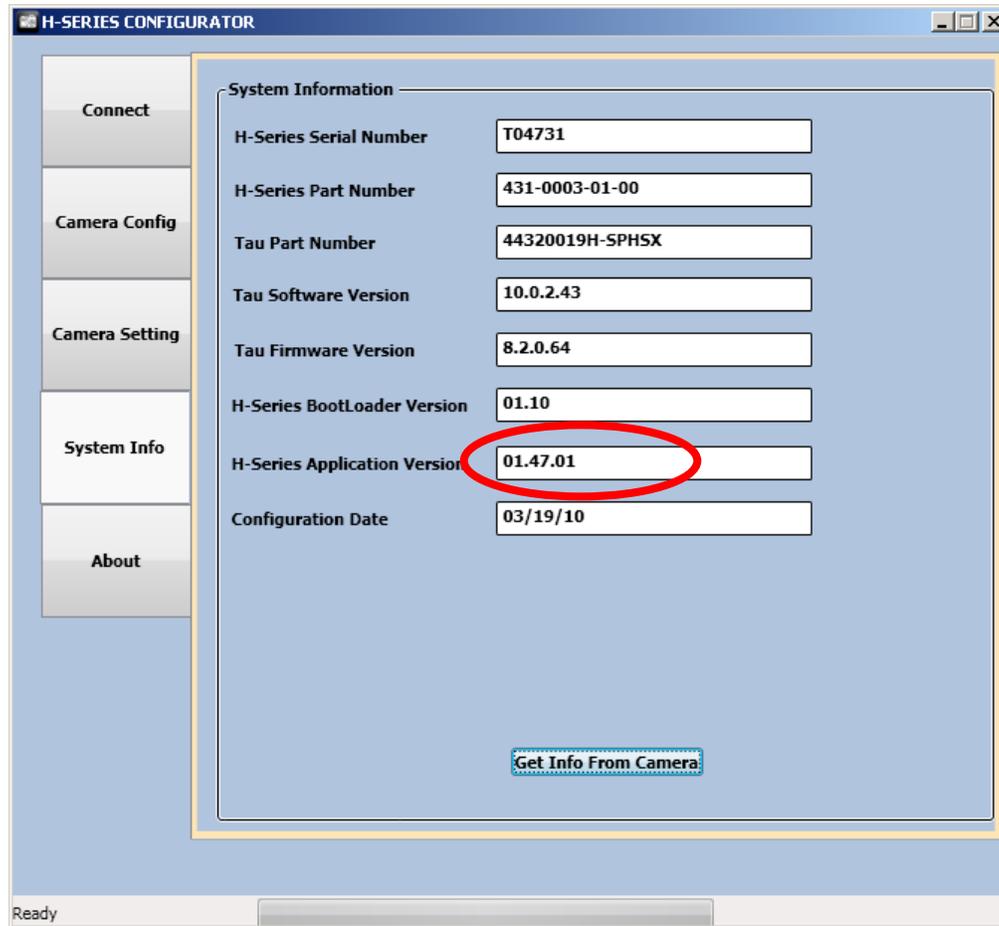
You can skip this step if you know what version of software is running on the camera. On some models, it is displayed on the upper right of the video display.

1. Run the Avalon GUI end user tool
2. Turn the camera on, wait for it to fully boot up, and plug the USB cable into your camera and computer
3. Once the Avalon tool recognizes the camera, click the Connect button in the center of the screen



Note: If the screen says “Device Not Found”, you may need to reboot the computer. Make sure the camera is connected properly and is turned on. If you have installed the USB Drivers and are unable to connect to the camera, contact FLIR Technical Support using the contact information on the first page.

- Once connected click on the left tab System Info and then click on the “Get Info From Camera” button located at the bottom of the page.



- Once the Info is received and displayed, check the H-Series Application Version number. If it is not the most recent version, follow the instructions below to upgrade the software.



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Step 4 – Software Upgrade

In order to upgrade the software on the camera, it is necessary to put the software update file (swUpdate.tar) onto the SD card, and then boot up the camera with the card inserted in the camera.

If the camera has an existing SD card, and the camera is connected to the computer, the card should show up as a removable storage drive. As a precaution, you may want to back up any existing files from the SD card (images and/or videos). Ensure there is sufficient room on the SD card for the update file (~12.5MB).

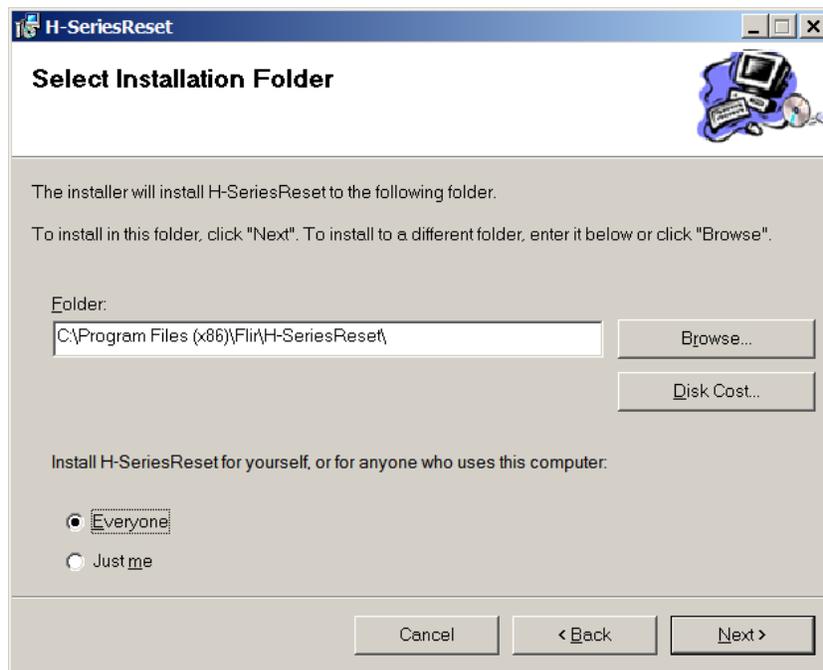
If the computer has a separate SD card slot, the card can be inserted into the slot and accessed as a removable storage drive.

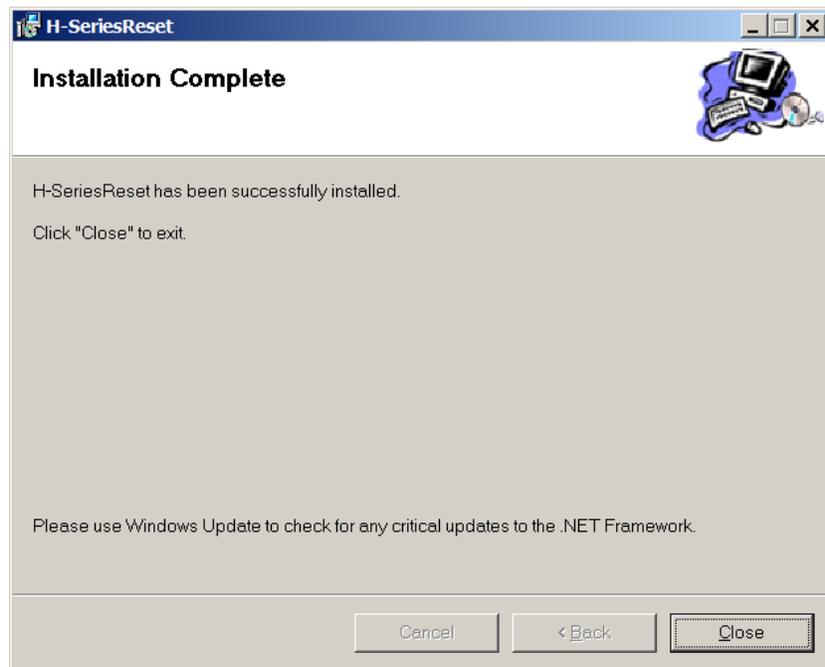
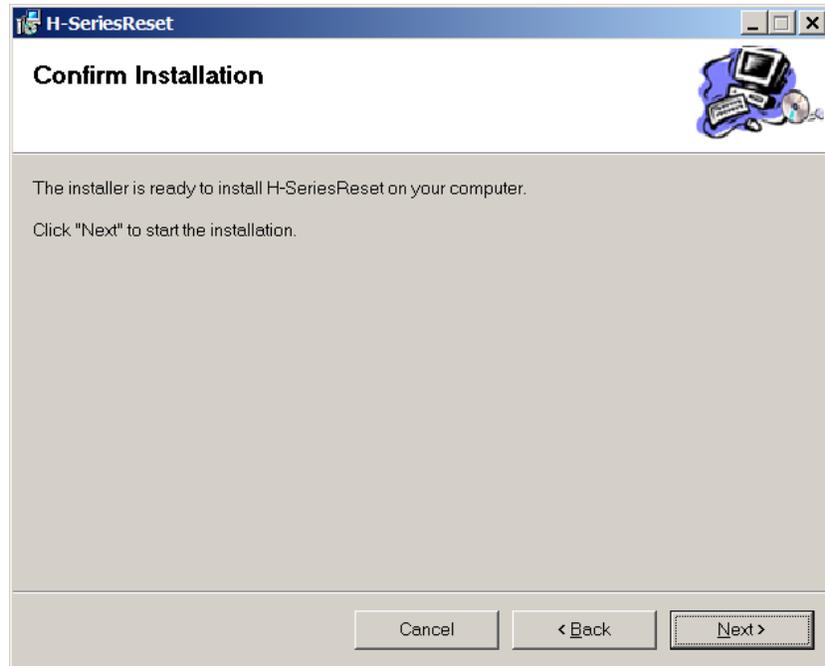
Once the SD card is available on the computer, copy the new software file to the appropriate drive. The following procedure describes how to upgrade the camera using the USB cable and the SD card in the camera.

1. Turn the camera on and wait for it to fully boot up
2. Plug the USB cable into the camera and the computer
3. Check to make sure the SD card is available as a removable storage drive. Open up the drive with Windows Explorer to view files on the SD card. If necessary, temporarily remove the card from the camera and return it to the SD card slot. Windows should recognize it as a new drive and open a window to prompt you what you want to do (select "Open folder to view files with Windows Explorer").
4. Copy the swUpdate.tar file onto the SD card folder
5. Once the file is copied onto the SD card, turn the camera off. If the card is not in the camera, insert the card into the camera SD card slot. Unplug the USB cable from the camera and attach external power to the camera (via the Hot Shoe).
6. Turn the camera on. After the color bars appear, watch the viewfinder for the following prompt: "Hold Capture Button to start the upgrade". Continuously hold the capture button until the camera indicates "Wait for software upgrade to complete..."
7. Once the update is completed, a prompt in the camera's viewfinder will ask you to shutdown the camera and reboot. Press and hold the power button to turn off the power.
8. When the camera is booted up, open the Avalon GUI end user tool and verify the "H-Series Application Version" has changed to the new version number (currently 2.00.02).

Step 5 – H-Series Reset Tool

1. Open the H-SeriesReset.zip folder and extract the files to a folder on the computer
2. Open the folder and double click the H-SeriesReset.msi file to install the H-SeriesReset Tool.





3. Click the Close button to finish the installation.

4. Ensure the camera battery is charged. Connect the camera to the computer with the USB cable and turn the camera on.
5. Locate the H-SeriesReset shortcut icon on the desktop and double-click to run the program. Confirm the Device Found and Connection Established checkboxes are selected. Click on the Start button.



6. The program will attempt to find the device and establish a connection, and then it will reset the camera. This only takes a matter of seconds.



7. When the prompt shows "TAU Configured" click OK



8. Check the camera and confirm it operates normally and the video is displayed in the viewfinder.



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Contents of "Software Installation.pdf":

End User Software Installation

Step 1: Install USB Drivers

1. Copy the installation files to your computer. Make note of this location.
2. Make sure camera is turned off
3. Remove Hot Shoe
4. Open SD Card Door
5. Turn camera on.
6. Plug one end of USB cable into your PC and smaller USB connector into the slot in the SD Card Door.
7. At this point, the Windows Hardware Wizard should appear. Choose "Install from a list or specific location."
8. Choose "Search for the best driver in these locations." Only check the box "Include this location in the search."
9. Go the location noted in step 1 and browse to the USB drivers folder.
10. Click OK and then Next. The USB drivers should start installation.
11. If another dialog box appears looking for more driver files, browse again to the USB Drivers folder.
12. Make sure that Windows now recognizes the H-Series camera. A hardware dialog box in the lower right corner should appear.
13. Reboot your computer.

Step 2: Install and Run GUI

1. Install the GUI by clicking on the setup.msi or setup.exe files in the GUI directory.
2. Go to Start > Programs > AvalongGUIEndUser > AvalonGUIEndUser
3. Once the Avalon GUI – End User Tool loads, click the Connect button. If the camera does not connect the first time, unplug and reinsert the USB cable to the camera.