



Notice to customer

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T559943

1 Updating the FLIR AX8 firmware

1.1 Applicability

This Notice to customer applies to the FLIR AX8 camera (P/N: 71201-0101).

1.2 Identifying the current firmware version

To identify the current firmware version, follow this procedure:

1. Log in as user name: *admin* with the password: *admin*.



NOTE

This is the factory default password. The actual password may differ, if you have changed it since the delivery of the camera.

2. Go to *Settings > Firmware details* and take note of the firmware version.

1.3 Updating the firmware

Follow this procedure:

1. Download the firmware upgrade package from http://flir.custhelp.com/app/partners/fl_partners.
2. Unzip the package to, e.g., the Desktop.
3. Go to the camera user web interface by typing the camera's IP address in a browser address field (e.g., <http://10.64.12.123>).
4. Log in as user name: *admin* with the password: *admin*.



NOTE

This is the factory default password. The actual password may differ, if you have changed it since the delivery of the camera.

5. On the *Camera* tab, click *Save presets* to save the current configuration.
6. Go to *Settings > System*.
7. Click *Choose file* and navigate to the **.squashfs-xz** file in the package you unzipped in Step 2 above.
8. Click *Upload* to upload the file. Wait for the pop-up window confirming that the upgrade has been completed.
9. Restart the camera using the restart button under *Settings > System*.
10. When the camera has restarted, go to the camera user web interface and log in as user name: *admin* with the password: *admin*.
11. Go to *Settings > System*. An asterisk at the top of the screen indicates that the firmware update is not complete but needs an additional file.
12. Click *Choose file* and navigate to the **.fuf** file in the package you unzipped in Step 2 above.
13. Click *Upload* to upload the file. Wait for the pop-up window confirming that the upgrade has been completed.
14. Restart the camera using the restart button under *Settings > System*. The upgrade is now complete.
15. Press Shift+F5 (Google Chrome) or Ctrl+F5 (Mozilla Firefox, Microsoft Internet Explorer) to refresh the page.

2 Customer support

Do not hesitate to contact our Customer Support Center at <http://support.flir.com> if you experience problems or have any questions about your product.