

# How-To Use STC Device Agent to Upgrade Firmware

Upgrading a supported AMETEK STC device to the latest firmware available from AMETEK STC ensures that devices remain up to date with reliability fixes, new features and keeps support policies current. This how-to will upgrade a TCM to the latest available firmware, but the same steps also apply to other supported devices.

## Pre-requisites

### Microsoft Windows Computer

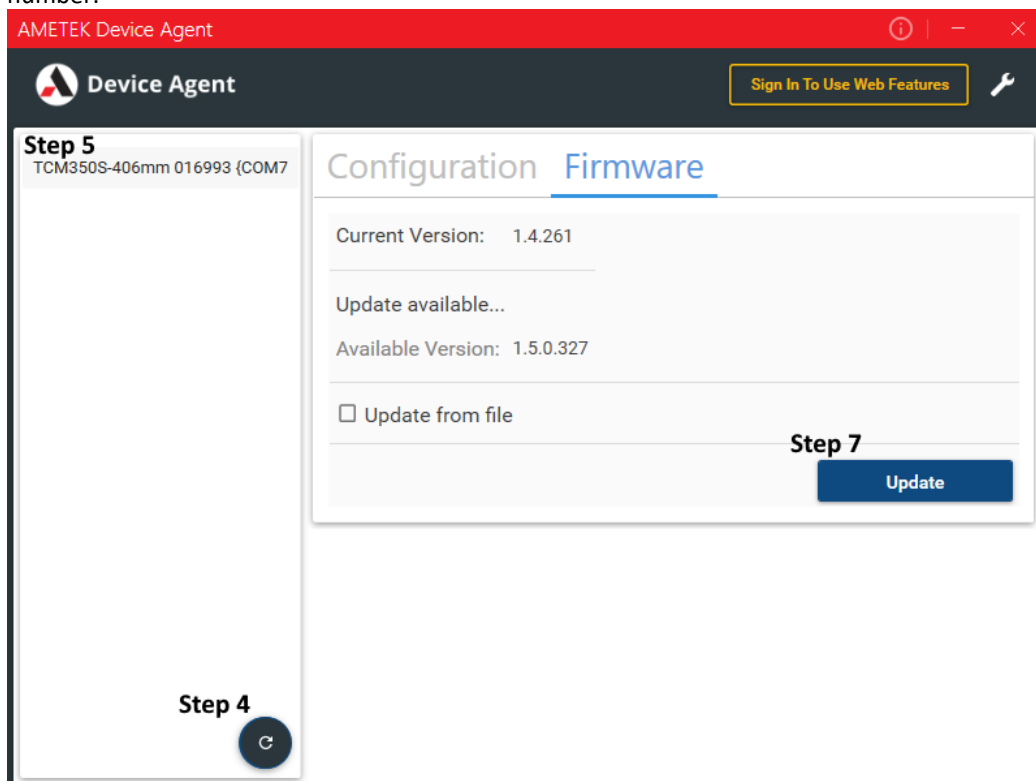
- The software and drivers necessary to upgrade an AMETEK STC device requires a supported version of Microsoft Windows.

### STC Device Agent

- STC Device Agent is a software application and background service facilitating communication between an AMETEK STC device and a computer for configuration and firmware upgrade purposes.
- The STC Device Agent installer includes all the drivers needed to connect to and upgrade a device.
- AMETEK Device Agent is available from [www.ametekcalibration.com](http://www.ametekcalibration.com) or [www.ametektest.com](http://www.ametektest.com).

## Upgrade Procedure

1. Connect a **TCM** to the computer where *STC Device Agent* is installed
  - a. If this is the first time a TCM has been connected to the computer, a brief, automatic driver installation process may take place.
2. Open the **Start Menu**
3. Select **STC Device Agent** shortcut from the available programs
  - a. The STC Device Agent shortcut is available under the AMETEK, Inc. folder.
  - b. It is also available from the notification area.
4. Press the **Refresh** button on Device Agent
5. Select the **TCM** to upgrade from the device list
  - a. The TCM will be named TCM – COM N, where N is the number of the COM port.
6. Select the **Firmware** tab
7. Press the **Update** button
  - a. When a new TCM firmware version is available, the Update Available... will displayed along with the new version number.



When the Update is pressed, the TCM will display dFu on the display and the upgrade will proceed. Once the upgrade is complete, Device Agent will show a “Firmware update is – successful” message the TCM will have restarted. The firmware version can be verified in Device Agent or on the TCM display at startup.

## Manual Update

In cases without internet access or where a special version has been provided, Device Agent also provides a manual update process.

1. Follow steps 1 through 6 from above
2. Check the **Update from file** checkbox
3. Press the ... **button** to browse to a TCM firmware file.
  - a. Firmware files have a .tcm extension.
4. Press the **Update** button

## Troubleshooting

- The first time the Refresh button is pressed in Device Agent after the TCM USB driver is loaded may not work. Please try again.
- If the firmware upgrade appears to fail and the display reads dFu, power cycling the TCM may return it to the previous version of firmware.
- If after power cycling, the TCM display is blank or black, please contact Chatillon or distributor support.

## Support

For questions or clarifications, please go to [www.ametekcalibration.com](http://www.ametekcalibration.com) or [www.ametektest.com](http://www.ametektest.com) for manuals and support options.