

## FAQ - Installing new firmware and/or options on Model 831, SoundTrack LxT®, SoundExpert LXT and 831-INT-ET

### Firmware Versions: V2.3 and later

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Describes how to upload the latest firmware and/or new options to Model 831, SoundTrack LXT®, SoundExpert LXT and 831-INT-ET



Please follow the instructions below to upgrade firmware and/or options on Model 831, SoundTrack LXT® or SoundExpert LXT.

#### Updating to the latest version of SLM Utility-G4 PC-Software

1. Go to <http://www.larsondavis.com/support/soundlevelmetersupport/Model831.aspx> for the Model 831 or <http://www.larsondavis.com/Support/SoundLevelMeterSupport/LxTSoundLevelMeters> for the SoundTrack LXT® or SoundExpert LXT and download the most recent version of SLM Utility-G4.

Download the G4\_Installer\_x64.exe for a 64 bit operating system, or G4\_Installer x32.exe for a 32 bit operating system (to check to see what operating system you have, go to Start, Control Panel, System).

**Note:** Make sure you have full admin rights before starting the installation process, otherwise the drivers will not install correctly.

2. Download and save the file to your computer.

**Note:** If the path to the file is longer than 128 characters the Windows operating system may generate an error. You will have to move the zip file to a location with a shorter path name.

3. Disconnect any Model 831 or LxT that is connected to the PC.

4. After the file is saved, find the zip folder (on the location you chose on step 2) and right click to select "Extract All". After the file is extracted run the installer file.

5. Follow the wizard instructions to install SLM Utility-G4 on your PC.

6. Upon completion of the install, you will see the SLM Utility-G4 shortcut on your desktop.

#### Connecting the meter to the computer

- Connect the USB cable from the meter to the computer and turn the meter on.
- When using Windows XP, the Found New Hardware Wizard will appear. If prompted, do not search Windows Update for the driver. Select Install the software automatically.
- When using Windows 7 and 8, the driver will install automatically. It can take several minutes for the driver to install.
- Click Next, then Finish.

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README\_831-LXT\_Upgrade\_Instructions\_4-15.doc

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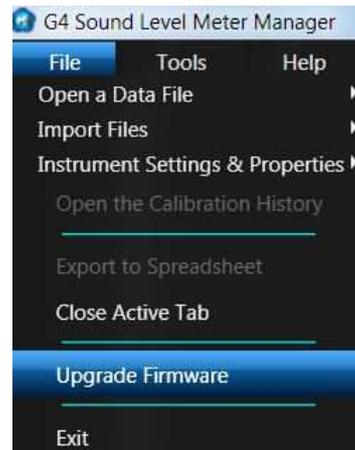
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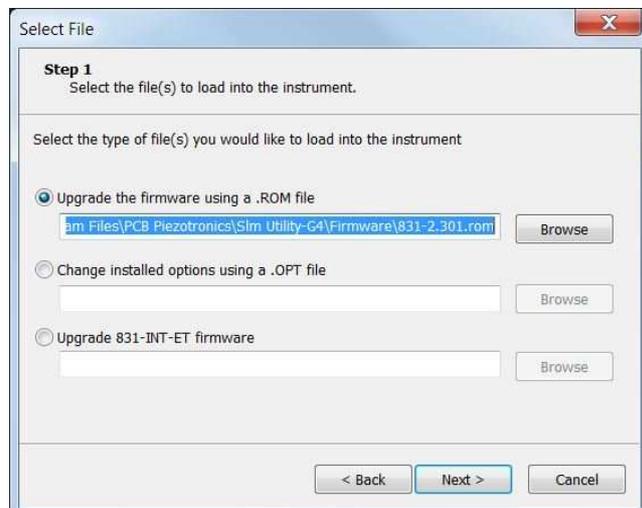


#### Updating firmware rev. in Model 831, SoundTrack or LXT SoundExpert LXT® using SLM Utility-G4

- **Warning:** The upgrade process will cause all data and setups stored within the sound level meter to be lost. Using SLM Utility-G4, save any data or setups you have in the meter before upgrading.
- **Warning:** Loss of power during firmware upgrade may leave the instrument inoperable. As a consequence, leave the sound level meter connected to the PC and don't remove the cable until loading new firmware has completely finished.
- **Note:** If you are using an 831-INT-ET docking station you will also need to update its firmware. If you upgrade the 831 by connecting through the 831-INT-ET docking station, the 831-INT-ET firmware will be updated automatically.



1. Run SLM Utility-G4 software.
2. Click **File > Upgrade Instrument**.
3. Connect to the meter and follow the on screen instructions until you reach the screen where the firmware file is selected and ensure that **“Upgrade the firmware using a .ROM file”** is selected.
4. Click the **Browse** button and select the firmware file appropriate for your instrument (either the 831 or LxT file); click **Open**.
5. Follow the wizard instructions to complete the firmware upgrade process.



#### Installing new firmware options in Model 831 and SoundTrack LXT® using SLM Utility-G4

- Follow steps 1 and 2 of the instructions for upgrading firmware rev.

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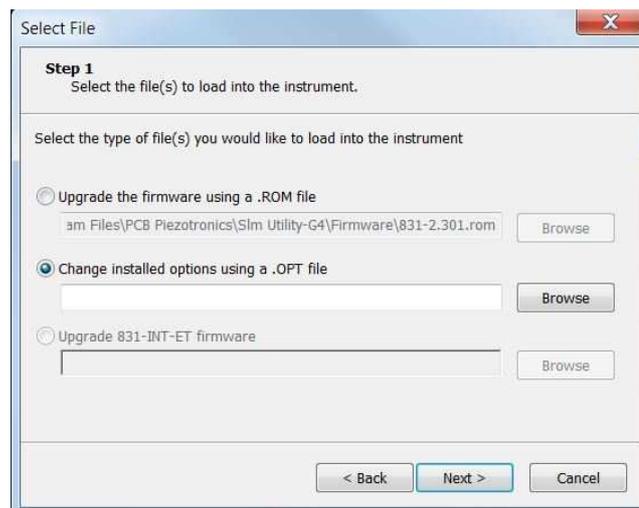
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- Select “**Change Installed Options using a .OPT File**” checkbox and browse to the location where you have stored the .OPT file.
- Follow the wizard instructions to complete the new firmware option installation process.

**NOTE:** An options file is linked to the serial number of an instrument and is typically emailed to you after order placement, Make sure the meters serial number and .OPT file serial number match before continuing.



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### Troubleshooting

- SLM Utility-G4 cannot find my sound level meter because the sound level meter will not fully boot. If your sound level meter will not fully boot try the following step
  1. While instrument is booting and the banner icon is in the middle of the screen, press and hold **Stop, Reset** and **Enter** simultaneously for 5 seconds to reformat the internal memory.
    - **WARNING** – this will cause any data stored in the sound level meter to be lost
  2. While instrument is booting and the banner icon is in the middle of the screen, press and hold **Tools** and **Enter** simultaneously for 5 seconds for the instrument to stop booting for 2 minutes. During this 2 minute period, you can use SLM Utility-G4 to load new firmware following the steps outlined in **Installing firmware in Model 831, SoundTrack LxT® and SoundExpert LxT using SLM Utility-G4**