

## **FlowTracker Handheld ADV Firmware Version 3.1 Frequently Asked Questions**

### **What is the significance of this firmware version?**

This is the most extensive firmware upgrade for the FlowTracker since its initial release in 2001. Firmware version 3.1 contains dozens of product enhancements, including support for foreign languages, new discharge calculation methods, **SmartQC**<sup>™</sup> and a completely new software interface. A detailed list of features can be found in the Firmware Release Notes included with the update installation package.

### **What languages does the FlowTracker support?**

With this release, the FlowTracker firmware supports English, French, German, Italian, and Spanish. This means the LCD display will show the selected language. By default, the FlowTracker ships with English selected, but you can change the language in the setup menu.

### **What about the keypad, is that available in a foreign language?**

Yes. For all international orders, a kit of keypad overlays (with adhesive backings) will be provided for French, German, Italian, and Spanish. All you have to do is place the overlay of choice on top of the existing English keypad.

### **Can additional languages be added to the FlowTracker firmware/LCD display?**

Unfortunately, no. We are presently at some firmware limits for what the FlowTracker's internal coding can support.

### **What about FlowTracker software? Has it changed and does it support foreign languages?**

Yes, the new FlowTracker software (v2.10) is completely revamped with a new user interface, enhanced HTML reporting functions, and multi-language support. This software version supports English, French, German, Italian, Spanish, Portuguese, Chinese, and Japanese.

The new reporting feature can be customized to meet specific customer requirements.

### **Can additional languages be added to the FlowTracker software?**

Yes. Requests for additional language support will be handled on a case-by-case basis subject to software development time. The software can support all language character sets.

### **What about FlowTracker documentation? Are translated versions available?**

For every language supported by either the firmware or software, a Quick Start Guide (a laminated sheet of paper) and a condensed User's Manual (PDF format) are provided. The full Technical Manual (PDF format) will be provided in English only. All versions of these documents are on the installation CD. They are also placed on your computer as Help files when the FlowTracker software is installed.

### **What are the new velocity and discharge calculation methods I am hearing about?**

In past firmware versions, the FlowTracker only supported the ISO/USGS Mid-Section method for discharge calculation and some velocity measurements methods commonly used in North America. In this new version, the FlowTracker also supports the ISO Mean Section method and a specific discharge calculation method used in Japan.

Additionally, new velocity measurement methods for the Kreps, five-point, and multipoint methods have been incorporated. You can select whichever method you prefer.

### **I already have a FlowTracker. Can I update to this firmware version?**

For most systems, yes; you can freely update the firmware (and software). However, some early versions of the FlowTracker with a serial number below P135 (circa 2001) have a hardware limitation that is incompatible with the new firmware. If you have one of these early systems, please contact SonTek Support for information on how to upgrade your system (there is a fee for the hardware upgrade).

**Important:** If you update your system with this new firmware version (which you are encouraged to do), you must also use the updated keypad overlay. This is because some of the keypad functions have changed slightly since the previous version. You should not perform the update until you have the new keypad overlay. Note: For temporary use, some users have printed out a paper copy of the keypad template and taped it on top of the “old” keypad. Paper versions of the language-based keypads can be found in the Release Notes and in the manuals.

### **Where can I get the new keypad overlay?**

Keypad overlays are available free of charge either directly from SonTek or from your local product representative. Instructions on how to install the overlay are in the Release Notes.

### **I noticed in the brochure that the design of the FlowTracker faceplate has changed. Do I need to get this new faceplate?**

No. The changes to the *faceplate* are cosmetic only and have nothing to do with the functionality of the FlowTracker. You *do*, however, need the new *keypad overlay* (described above).

### **What is this “SmartQC™” I see on the new faceplate and in the documentation?**

**SmartQC** is a term we now use to describe one of the most exciting new feature sets of the FlowTracker. In the interest of enhancing data quality, the FlowTracker uses an adaptive technique for looking at various measurement parameters such as signal-to-noise ratio (SNR), velocity error, boundary checks, temperature, etc., and automatically notifies you of potential measurement issues. **SmartQC** is also implemented in the software and provides an evaluation of the data collected with the latest firmware as well as with older FlowTracker files. More details are in the Release Notes and in the manuals.

### **Where can I obtain the new firmware and software updates?**

Instructions for obtaining and installing the firmware and software updates are available on our web site at <http://www.sontek.com/product/fw/ftfw.htm>.