Update KOR Software

Updating KOR software is a simple process using EXOwater.com. The process will take approximately 15-30 minutes depending on your internet connection and computer speed.

To update, close KOR software on your computer and follow these directions:

1 Log on to EXOwater.com

Log on to the EXO web site at www.exowater.com/login/user-login.php

- If you do not already have a registered account, click the "Sign up" link on the web page.
- Fill out the registration form, including the serial number of your EXO sonde. (The serial number of the sonde is located on the sonde label, inside the window and below the bar code.)
- After registering you will receive an e-mail with your user login information.

2 Download KOR software upgrade

Once logged in, click the Download Manuals and Software link in the middle of the window. On the following page, download the latest KOR software by clicking the link.

The download time will vary depending on the speed of your internet connection. Once the download completes, open the file folder and click on the Setup application.

⚠ Windows may prompt users with a caution to discard the KOR software file due to an unknown publisher. *Ignore this prompt and select the Run button.*

3 Install and run upgrade

Follow the on-screen prompts and directions to finish installation.

Once KOR software has been updated, users can then update both their sonde firmware and handheld software/firmware within the program.

Sonde and Sensors
Update Firmware

Users can check and update sensor or sonde firmware through the KOR interface software. This process may take up to 30 minutes depending on the number of sensors that will be updated.

Note: For best power management, update firmware while a device is connected via USB, as this will provide power to the device. However, if you use Bluetooth, we recommend installing fully charged batteries in the sonde.
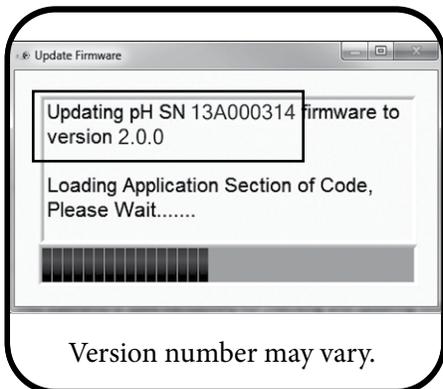

1 Connect to sonde

Each device must be connected to a computer running the Desktop version of KOR, and the computer must have internet access.

2 Open firmware submenu in KOR

Navigate to the Options menu in KOR, then to the Firmware submenu. Immediately after clicking the Firmware submenu button, KOR begins to search for connected sondes and sensors and loads the table with names, serial numbers, and current firmware versions.

Version number may vary.

3 Update sonde and sensor network
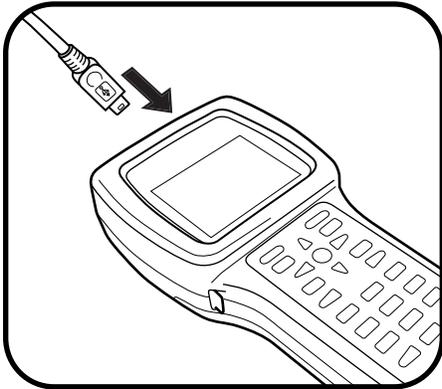
Click the update network button.

KOR then updates the device's firmware, which could take several minutes. If you experience problems with automatically downloading the latest firmware, please see the Troubleshooting section in this document.

⚠ NOTE: Firmware updates require all instrumentation (Handheld, sonde, sensors, and desktop software) be updated to the latest version to function properly.

Handheld
Update Firmware & KOR Software

To update the instrument firmware and KOR software on the EXO Handheld, use the Desktop version of KOR on a computer with internet access. KOR Desktop will go online and pull updated files for the Handheld, which are then transferred to the Handheld.

1 Connect handheld to computer

Plug the small end of the USB cable into the port on the top side of the EXO Handheld. Plug the other end of the USB cable into a port on your computer. Wait for Windows to recognize the Handheld as a removable drive before the Handheld shows up in KOR software. This may take several minutes.
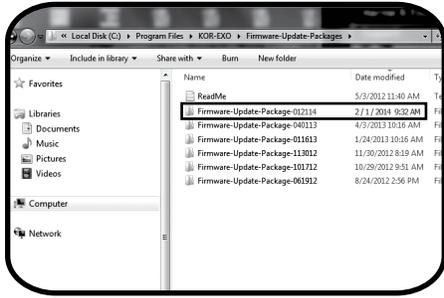

2 Update handheld

When the Handheld is connected to the PC, go to the Options | Firmware menu in KOR Desktop software. Select the Update Handheld button from the bottom-right corner of the menu.

Handheld information will be displayed in this box when successfully connected. Follow the prompts for completing the update process and rebooting the Handheld.

⚠ NOTE: Firmware updates require all instrumentation (Handheld, sonde, sensors, and desktop software) be updated to the latest version to function properly.
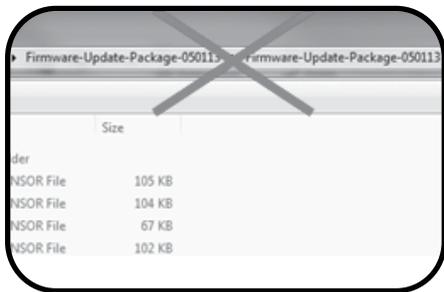
Troubleshooting
Update Firmware

If you experience problems with automatically downloading the latest firmware versions for your EXO equipment, we recommend you attempt the following manual process before contacting our technical support department. You might also check with your IT department to see if firewall restrictions are implemented in your organization.

1 Download firmware.

Log on to EXOwater.com and go to the Support section. Click on the Software tab. Then download the firmware package.

2 Extract files and move to hard drive.

Once downloaded, extract the files from the .zip package. Move the unzipped folder "Firmware-Update-Package-[date]" into the firmware update folder on your hard drive (usually C:\Program Files\KOR-EXO\Firmware-Update-Packages).

NOTE: Unzip this file and ensure it is <u>NOT</u> placed in a subfolder of the same name.

3 Launch KOR.

After the firmware package is on your hard drive, launch KOR software.

Follow instructions on page 2 for updating sonde/sensor firmware, and page 3 for the Handheld. When KOR asks if you want to use an update package already on your PC, click Yes.

The update process should now complete as intended.

If you attempt the above troubleshooting process and still require assistance, YSI technical support is available to answer questions related to the EXO product line and KOR software.

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