

FAQ: firmware update for QN8500 for use with the QNix Sat wireless probe

Q: Why do I need a firmware update for the QNix Sat wireless probe?

A: Firmware versions up to rev. 14 recognize the wireless probe as „unknown probe“. Measurements are possible when the probe is plugged into the gauge, but wireless measurements are not possible. The gauge is not able to charge the battery in the probe. The specific properties of the wireless probe are supported from rev 15 onwards.

Q: How do I know the revision of the firmware in my QN8500 gauge??

A: Open the setup menu and scroll down to the entry named „SystemInfo“. You will be presented several bits of information, including type of gauge and serial number. You will also see a string like „Ver: 014d011“. The last 3 digits in this string encode the hardware revision (11 in this case) while the remainder of the string encodes the firmware revision (in this case 14d).

Q: What if the update fails? Can the gauge be damaged? Do I have to send it in for service?

A: No. When the update program presents an error dialog, please try the „retry“ option first. If the update still does not continue, remove one of the batteries for some seconds, put the battery back in, and click on „retry“ again. If the update still does not continue, restart the update program. You can restart the update anytime without damaging the gauge.

Q: Are there any other changes in the new firmware besides support for the wireless probe?

A: Yes. If you have created more than 1 memory block, and if a memory block is selected, you can instantly switch to the previous or next block with the ◀ and ▶ buttons. For applications that require frequent block switching, this feature greatly simplifies the handling.

To switch substrate in this mode, you have to use the „Measuring Mode / Select Substrate Menu“, if the substrate is not switched automatically anyway. To enter the main menu, press ▼ instead of ▶. The normal function of the ▼ button (show probe information) is not available in this mode.

Of course this change is only relevant for the premium version of the QN8500, because the basic version does not support more than 1 memory block, so block switching is not applicable.

Q: What about interaction of wireless dongle, gauge and wireless probe? Can I use all of them at the same time?

A: Yes, but with some constraints. The current version of the wireless probe uses a transmission mode that offers significantly increased range and resistance against interference.

This mode is not compatible with the current wireless dongles. Therefore the gauge cannot listen to commands from the PC and to measurements from the wireless probe simultaneously. It can, however, transmit a measurement to the PC after receiving it from the wireless probe by switching the transmission and reception mode accordingly. The result is that online measurements from the wireless probe to the PC via the gauge are still possible.

Q: When I switch off the wireless interface in the gauge (via the setup menu) - can I still measure with the wireless probe?

A: Yes, you can. The menu selection applies only to the wireless PC connection. The wireless connection to the probe is activated when you disconnect the probe from the gauge and deactivated when you reconnect them.

Please note: When the probe is not connected (plugged) to the gauge, and you activate the wireless mode in the menu, wireless measurements are no longer possible, because the gauge is in PC connection mode. Likewise, when the wireless connection to the PC is switched on, and you disconnect the probe from the gauge, commands from the PC can no longer be transmitted to the gauge.