

Date:  
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Title:  
Obtaining the Latest Firmware

Product / Models Affected:  
Field Service Applications for iOS, Android and PC (Intelligent Config)

Situation:  
The latest firmware files are automatically bundled with the Polara FS App whenever a new app is released, however, there may be additional firmware updates which are released in-between FS App releases.

Solution:  
To verify that the bundled firmware is the latest and to also view a list of the changes in the firmware, view the Check For Updates page. Your device must be connected to the internet in order to check for the latest updates.

**Check for Updates – iOS**

Tap the three dots on the upper left of the connection screen, then tap File Browser to view all files loaded into the FS App. Tap the folder icon in the upper right corner of the screen to access the options and then tap Check For Updates.

**Check for Updates – Android**

In the flyout menu, tap the File Manager item. The list of files loaded into the FS App will appear on screen. Tap the three dots in the upper right corner of the screen to access the options menu, then tap Check For Updates.

All files that are available for download will have a Download button enabled, otherwise, if the file already exists in your app, then the button will be greyed out as Downloaded.

Tap the View Release Notes button on each firmware file to view the latest changes in that version. Tap the Back button to go back to viewing the list of files.

Once all the files are updated, then you can go back to the connection screen and proceed to connect to the desired unit and perform a firmware update

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