



a xylem brand

FlowTracker2 Software Version 2.0 Release Notes

SonTek, a Xylem brand, has released FlowTracker2 software version 2.0. A summary of changes can be found in Section 1. **All users should upgrade to software version 2.0 as soon as possible since it prevents an issue that can lead to handheld hardware failure.** To take advantage of the features of the new release, download and install the FlowTracker2 software according to Section 2.

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1. Changes in Software Version 2.0

- Added probe disconnect monitoring to prevent critical Handheld hardware failure. Updating the software on the handheld using the installation steps below will completely address this issue.
- Fixes a bug that caused chart drawing in the desktop software to freeze for certain files.
- Bug Fixes

2. Installing the Software Update

To install FlowTracker2 Software Version 2.0:

- Go to the SonTek website and download the zip file for version 2.0 from the SonTek software and firmware page here: <https://www.xylem.com/en-us/brands/sontek/support/software/>
- Unzip the file.
- Go into the folder and run one of the two *.msi installation files corresponding to the PC's Windows OS (32-bit or 64-bit). Be sure to install the SonTek USB driver to enable direct communication.
- Connect to the FlowTracker2 Handheld using the USB communication cable to avoid possible wireless connection interruptions.
- If the latest firmware is not detected, a notification will appear in red that an upgrade is available.
- The Upgrade function will open a dialog to select the FlowTracker2 *.ft_firmware file. Select FlowTracker_v2.0_from_2024-11-08.ft_firmware and click 'Open' – the firmware upgrade will begin automatically.
- Wait until the firmware update is successfully completed.

- Connect the FlowTracker2 probe to the handheld. If prompted, update the probe firmware following the instructions on the handheld.
- The FlowTracker2 is now ready for use.

3. Contact Information

For additional information, please contact SonTek Support.

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