XL Batteries Service Bulletin (20230818-001)

This service bulletin provides important information about flying SkyRanger® R70 aircraft safely with XL batteries.

🖨 **PRINT**

Views: 33

Service Bulletin Type

This is an safety advisory Service Bulletin regarding SkyRanger® R70 systems and XL batteries.

Details

If you are flying your SkyRanger R70 system with XL batteries, you must upgrade your software to MCS Version 13.0. Recent improvements in MCS Version 13.0 make this software release crucial for improved safety when flying with XL batteries.

Customer action

Recommended: Download and install MCS Version 13.0 and upgrade your system software.

Download and install software updates

1. Connect the tablet to the internet.

2. When the notification about a new software update appears, in the Windows notification area, right-tap ⊕ .

3. Tap **Download Software Update**. While the software is downloading, 📥 appears in the Windows notification area.

4. After the download finishes, right-tap 📦 .

5. Tap **Install new software updates**.

If an update notification does not appear on your tablet, click here (.exe (https://aeryonpublicsite.blob.core.windows.net/support-public/MCS_R13.0.0.24414-3aeb662.exe) file) or here (.zip (https://aeryonpublicsite.blob.core.windows.net/support-public/MCS_R13.0.0.24414-3aeb662.zip) file), and download MCS 13.0 onto the tablet.

Upgrade the system software

The tablet, base station, and aircraft must use the same system software version. You can upgrade the base station and aircraft independently but performing a system upgrade is the easiest way to make sure that all components are using the same version. If you update the tablet first, it prompts you to update the entire system.

When you update the system, it must proceed without any interruptions. Before updating the software, fully assemble the aircraft. Ensure that you insert the XL batteries into the system. You must keep the tablet, base station, and aircraft turned on and connected during the update.

📖 When upgrading, connect the tablet and base station to power outlets and install fully charged batteries into the aircraft. The upgrade does not proceed if the battery power level in the aircraft or base station is less than 15%.

1. Open MCS.

2. In the lower-left corner of the screen, tap .

3. In the **Available Aircraft** dialog box, beside the aircraft name, tap **Update System**.

4. In the **FLIR System Update Tool** dialog box, tap **Update System**.

5. To view status information about the update, including the percentage of the update completed, select the **Show Details** check box.

6. After the update completes, close the dialog box.

After updating the system, the base station and aircraft restart and reconnect. If the update was successful, in the **Available Aircraft** dialog box, **Disconnect** appears beside the name of the aircraft. The aircraft's IP address appears below the aircraft name.

Contact SkyRanger Support

If you require further assistance, contact SkyRanger Support.

- If you are a current customer, visit our Customer Self-Service Portal at https://selfservice.teledyneflir.com (https://selfservice.teledyneflir.com).

- Call:

    - USA customers: +1 602-883-8287. Press 4.

    - International customers: +1 519-489-6726. Press 4.

- Email the Support team at skyrangersupport@teledyne.com (mailto:skyrangersupport@teledyne.com).

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