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Mission Control Station (MCS) 13.2 Upgrade Service Bulletin (20240603-001)

This service bulletin provides an overview of the new features and the procedure for upgrading to MCS Version 13.2.

 PRINT

Views: 3

Service Bulletin Type

For SkyRanger® R70 operators upgrading from MCS Version 13.1, the upgrade is a **mandatory** upgrade. For all other operators, the upgrade is optional.

This upgrade is not for use with SkyRanger® R60 systems.

Details

The updates in this release incorporate new features and fixes for previous versions of MCS and build upon the User Interface (UI) improvements from 13.1.

New features in Mission Control Station Version 13.2

- **Support for new hardware** – This release includes support for the Radionor CRE2-SUAS radio. In combination with a Radionor ground antenna, you can detect, calibrate, and orient the ground antenna in MCS and use the information it provides for position estimation.
- **Correction when Non-Fatal Condition Response set to Home and Hover** – This release corrects an issue where the aircraft incorrectly descended to its configured **Takeoff Height** when the **Non-Fatal Condition Response** option was set to **Home and Hover**. Now, the aircraft correctly returns home and hovers in place.
- **Updated UI terminology** – In this release, instances of "outgoing waypoint path" and "incoming waypoint path" were changed to "outgoing SafeRoute" and "incoming SafeRoute".
- **Additional improvements** – The following additional improvements were made in this release:
 - You can now click a warning dialog box to dismiss it quickly. For certain warnings, you can also access settings directly from the warning dialog box.

- For compatibility with certain video players, support was added for non-mpeg.ts video when metadata is not enabled.
- Improvements were made for non-English languages to fix various display issues and instances of truncated text.

Links to user documentation in the Customer Portal

For more information on the changes in this release, review the following documents in the Customer Self-Service Portal:




- [SkyRanger® R70 Pilot Operating Manual for MCS Version 13.2](https://selfservice.teledyneflir.com/knowledgebase/article/KA-02650/en-us)
(<https://selfservice.teledyneflir.com/knowledgebase/article/KA-02650/en-us>).
- [Release Notes for Mission Control Station Version 13.2 for use with SkyRanger® R70](https://selfservice.teledyneflir.com/knowledgebase/article/KA-02652/en-us)
(<https://selfservice.teledyneflir.com/knowledgebase/article/KA-02652/en-us>).

Customer action

Recommended: Download and install MCS Version 13.1 and upgrade your system software.

Download and install software updates

If an update is available, when you connect the tablet to the internet, a notification appears in the Windows notification area.


1. In the Windows notification area, right-tap .
2. Tap **Download Software Update**. While the software is downloading,  appears in the Windows notification area.
3. After the download finishes, right-tap .
4. 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_R13.2.0.26471-181e899.exe) (https://aeryonpublicsite.blob.core.windows.net/support-public/MCS_R13.2.0.26471-181e899.exe) file) or here ([.zip](https://aeryonpublicsite.blob.core.windows.net/support-public/MCS_R13.2.0.26471-181e899.zip) (https://aeryonpublicsite.blob.core.windows.net/support-public/MCS_R13.2.0.26471-181e899.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. 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%.


After the update of the aircraft and base station is complete, the system updates all attached parts, include each leg, propulsion arm, payload, and battery. To update the arms, you must attach all four arms to the aircraft or take control of the aircraft in MCS first.

If you have extra batteries, legs, payloads, or propulsion arms, you must update those parts before flying with them. If you insert a part that does not match the system software, an error appears, and you cannot proceed with the flight until the part is updated. You must have at least two batteries in the aircraft to update the batteries.

 After you update a battery, the first time that you press , six LEDs light up on the side of the battery. After the six lights appear, the battery LEDs light up to show the actual battery power level.

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.

 If the aircraft does not appear in the dialog box, check that your tablet is connected to the base station. Restart the aircraft and base station.

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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