

FSB-59 (R1) Flightcell Service Letter

To:	Flightcell End Users, OEMs, Distributors, Resellers, Service Centres, and Installers
Subject:	Product Information
Effective Date:	01 March 2021
Status:	Optional
Affected Products:	DZP_04-xxx-xxxx Flightcell DZMx (all product variants) using vX.7.0 firmware
Affected Serial Numbers:	Any serial numbers with above firmware

Purpose

The purpose of this service letter is to notify customers who are using HD tracking that this setting will not be maintained after the upgrade and tracking will revert to using the standard periodic interval.

Change Summary

If the DZMx is using HD tracking, then this setting will not be maintained after the upgrade to vX.7.0 firmware and tracking will revert to using the standard periodic interval. To remedy this, the user must manually change the new HD Tracking Mode setting. This setting replaces the old HD Tracking Enable setting. The HD Tracking Mode setting must be set to 'Cell HD', which is equivalent to HD Enable, and will configure the DZMx to use 15 second tracking while cell data is available. Note that 'Full HD' is also an option for this new setting, and if 'Full HD' is selected, the DZMx will send messages more frequently via the Iridium modem and this will increase tracking costs. It is only required by certain customers and should only be selected if constant 15 second tracking via both cell and Iridium is required.

Warranty Information

For product registration and warranty information, please visit www.flightcell.com/warranty.

Labour Requirement

The change will take between 5 to 15 minutes to complete. Power must be maintained to the DZMx at all times.

Equipment Required

Either:

- A working mobile device with Wifi connectivity and a DZMx with Wifi capability
- A working Ethernet port on a PC or laptop connected to the DZMx Ethernet port

Modification Procedure

To modify the HD Tracking Mode setting, there are three options. Note that this setting is an Installer level setting:

Via DZMx Connect:

1. Install the DZMx Connect application on your mobile device and connect to the DZMx Wifi.
2. Open the DZMx Connect application, connect to the DZMx by selecting the picture of the DZMx.
3. Select Login and log in as an Installer.
4. Navigate to Settings->Tracking->General tab and update the HD Tracking Mode setting to 'Cell HD'

Via DZMx Manager:

1. Connect a laptop to the DZMx via the ethernet port connector.
2. Open an internet browser on the laptop and enter 192.168.4.1 into the address bar.
3. Click on picture of the DZMx, then click on the Login icon (near top left) and log in as an Installer.
4. Navigate to Settings->Tracking->General tab and update the HD Tracking Mode setting to 'Cell HD'

Via DZMx Menu:

1. Enable the Installer menu via the keypad; Menu->Hardware Config->Installer Menu Enable and enter the Installer PIN number
2. Navigate to the HD Tracking Mode setting; Menu->HD Tracking Mode
3. Select option 'Cell HD', then press the Enter key to save the setting.
4. Power cycle the DZMx by holding down the Enter/Power key
5. Repeat step 1+2 to ensure the setting has saved correctly.

Please contact Flightcell support at tech@flightcell.com if you have any problems with updating this setting.