TEAL SUP-00007 Updating System Software / Firmware User Guide

**UPDATING SYSTEM SOFTWARE /
FIRMWARE INSTRUCTIONS**

Contents

OVERVIEW

By completing these instructions, both the software / firmware on the Golden Eagle and the TAC will be updated. While the TAC system software / firmware updates are automatic when connected to a wi-fi network, this may not be ideal if this delays a mission or affects anticipated battery pack charge usage.
Please be sure to update both the drone and the TAC as soon as possible for optimal system performance and to prevent the automatic update from interfering any mission needs.
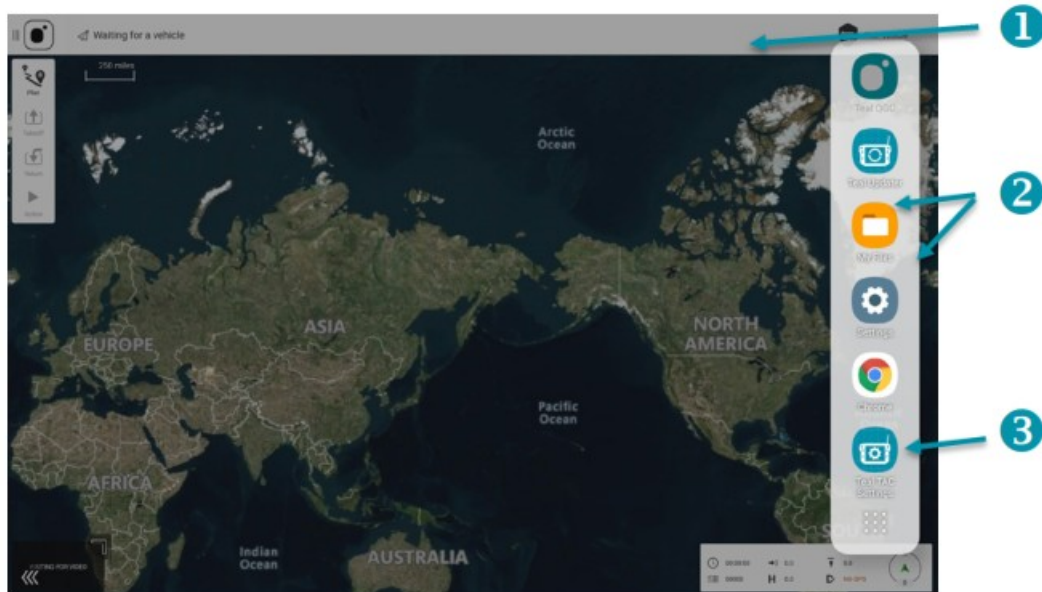
SYSTEM REQUIREMENTS:

- Access to a wireless network with access to the internet
- Ensure that the system is paired and communicating prior to proceeding
- Use a fully charged battery pack in both the drone and the TAC
- Do not power off the drone or the TAC at any time during the update process

ESTIMATED TIME: 15-35 Minutes (this depends on individual internet speeds)
NOTE: Updating to the 1.5.0 software will result in TEAL SECURE MODE being renamed TEAL FOCUS MODE. After completing the update, please ensure that Teal Focus Mode is enabled before flying missions for optimal system performance.

SWITCH ACTIVE NETWORK TO WIFI

1. Touch anywhere along the top edge of the TAC screen and swipe downward.
   - A very narrow vertical gray side-bar menu tab appears the right edge of the screen.
2. Touch and slide this gray side-bar menu tab to the left.
   - This exposes the vertical sidebar menu.
3. Touch the TEAL TAC SETTINGS icon.
4. Switch the ACTIVE NETWORK to WIFI from DRONE.

AT THIS POINT, THE TAC SHOULD AUTOMATICALLY UPDATE. IF SO, PROCEED TO STEP 4. IF NOT, PROCEED TO STEP 2.

EXIT TEAL SECURE / TEAL FOCUS MODE

1. Press and hold the tablet power button (not the TAC battery pack) for 1-2 seconds until 3 system icons appear:
   POWER OFF, RESTART, and
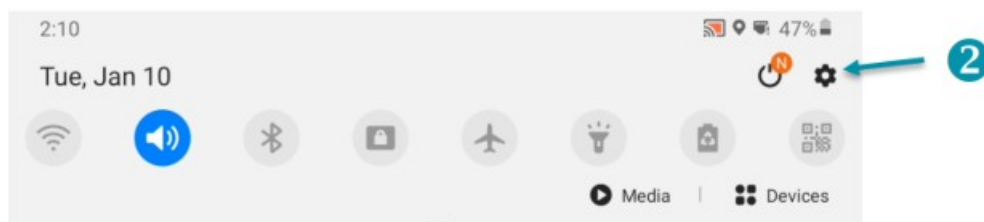   EXIT TEAL SECURE / TEAL FOCUS.

2. Select EXIT TEAL SECURE / TEAL FOCUS.

3. Enter the password teamteal teamteal (all lowercase, no spaces, no special characters) in the dialog box at the bottom of the screen.

   • You will automatically be taken to the tablet desktop screen, and you will be allowed to complete the update.
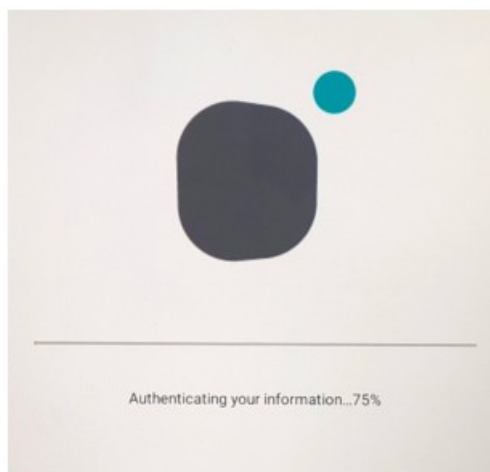
PROCEED TO SECTION 3 ON THE NEXT PAGE TO COMPLETE THE UPDATE ON THE TAC.

UPDATE THE TAC SOFTWARE / FIRMWARE

1. From the main tablet desktop screen, swipe down from the top of the screen to open the tablet main menu.
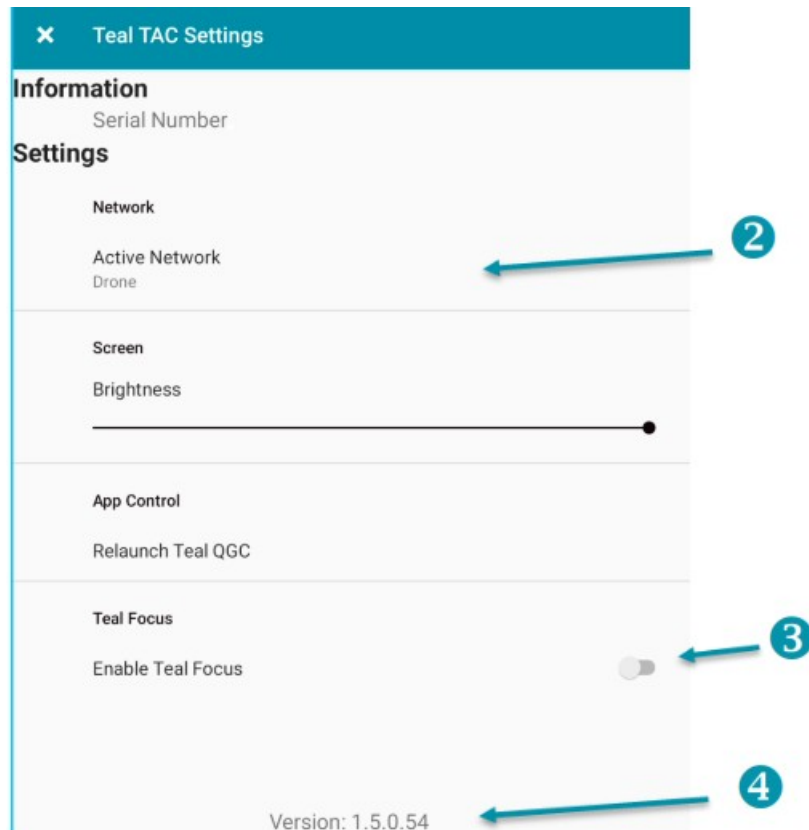2. Touch the gear icon to open the SETTINGS menu.

3. Scroll to the bottom and select ABOUT TABLET.
4. Select SOFTWARE INFORMATION.
5. Select CONFIGURE KNOX.
6. Select APPLY LATEST PROFILE.
7. Select APPLY.
8. The screen will rotate 90 degrees and a progress bar and Teal logo will appear.

9. When finished, you will automatically re-enter Teal Focus Mode, Teal QGC will relaunch, and you will return to the main Fly Screen.

CONFIRM TEAL TAC SETTINGS

1. Go into the TEAL TAC SETTINGS app, as shown in Section 1, steps 1-3.

2. Make sure that the ACTIVE NETWORK is set to WIFI to update the drone (see Section 5).
3. Make sure that ENABLE TEAL FOCUS is grayed-out with the toggle button enabled. If it is not, toggle the button to ON, and then select YES, PROCEED.
4. The updated version will be visible at the bottom of the screen, confirming that the software was successfully updated.

PROCEED TO SECTIONS 5 & 6 STARTING ON THE NEXT PAGE TO UPDATE THE GOLDEN EAGLE.

NOTE: If for any reason the update was unsuccessful, a "COULDN'T UPDATE PROFILE" error message will appear.
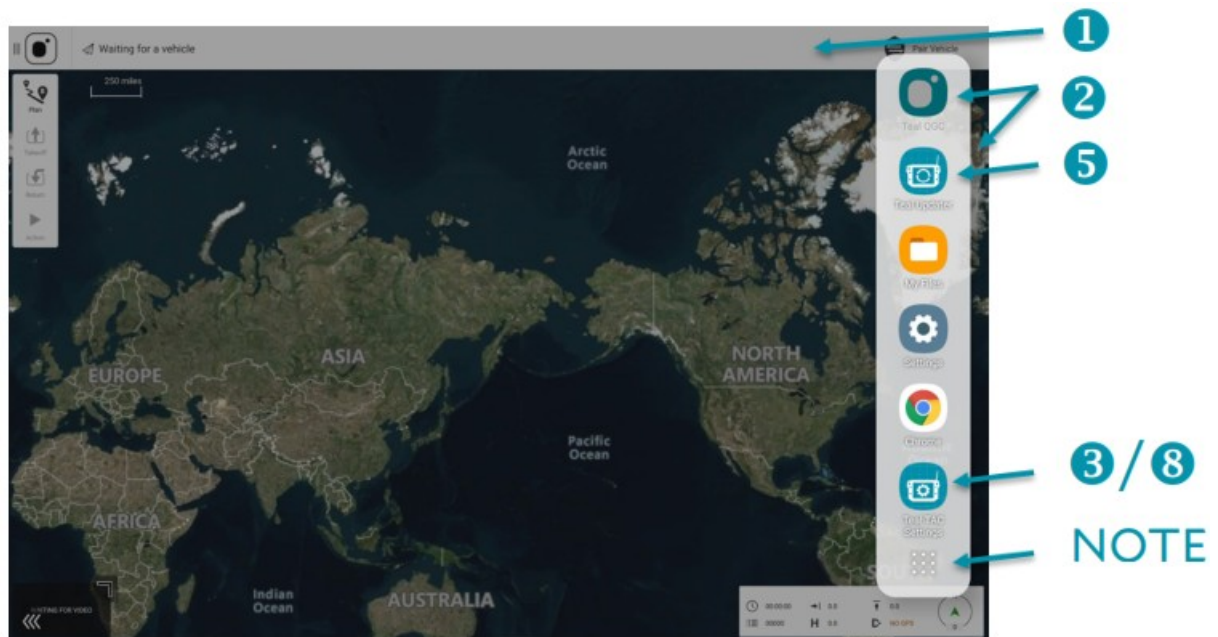Simply repeat steps 6 & 7 until the update is successful.
If any problems persist, please feel free to contact Teal Technical Support at:

For sections 5 & 6, you may follow along with our instructional video, Firmware Updates: Teal Golden Eagle Drone, that can be found on our website support page at: **https://tealdrones.com/support/training-videos/** or by scanning this QR code:
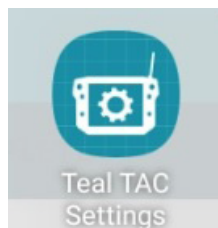
DOWNLOAD THE SOFTWARE / FIRMWARE FOR THE GODLEN EAGLE

NOTE: The order of the app icons in the sidebar menu will vary by frequency of use and may look different than as shown above. Touching the icon at the bottom of the sidebar menu will show all available apps.

1. Touch anywhere along the top edge of the TAC screen and swipe downward.
   - A very narrow vertical gray side-bar menu tab appears the right edge of the screen.
2. Touch and slide this gray side-bar menu tab to the left.
   - This exposes the vertical sidebar menu.
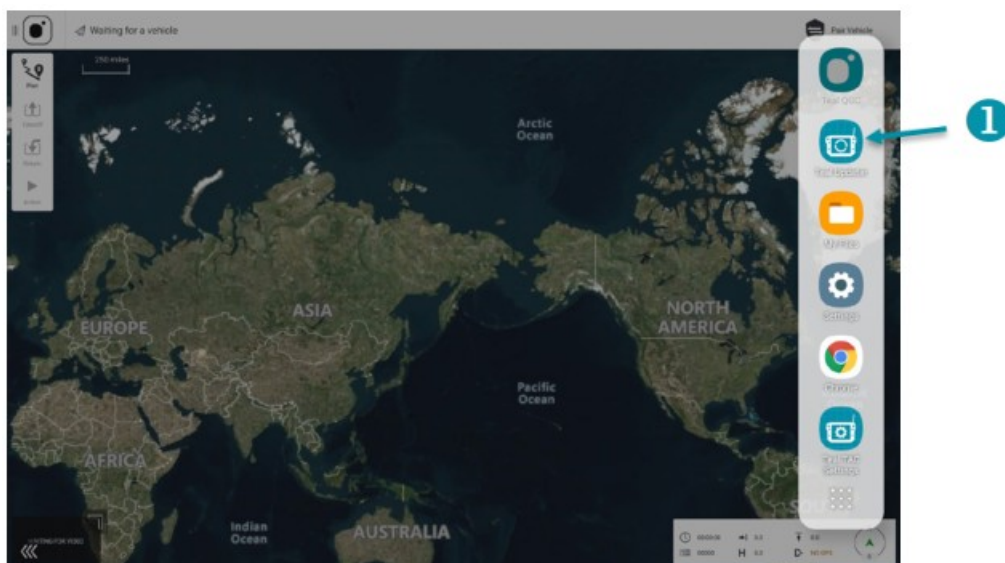3. Touch the TEAL TAC SETTINGS icon.

4. Make sure that the ACTIVE NETWORK is set to WIFI.
5. Touch the TEAL UPDATER icon to launch the app.

Teal
Updater

6. Select the CHECK CLOUD FOR NEW VERSION button.

   • You should see the 1.5.0 software / firmware update available.

7. Select the DOWNLOAD FROM CLOUD button.

   • You will see a DOWNLOAD COMPLETE notification when finished.

   • You can now reconnect the drone and begin the installation process.

8. Go back into the TEAL SETTINGS app and switch the ACTIVE NETWORK to DRONE from WIFI.

   • The drone will be reconnnected to the TAC.

   • You should see a CONNECTED message at the bottom fo the TEAL UPDATER app.

PROCEED TO SECTION 6 ON THE NEXT PAGE TO COMPLETE THE UPDATE ON THE DRONE.
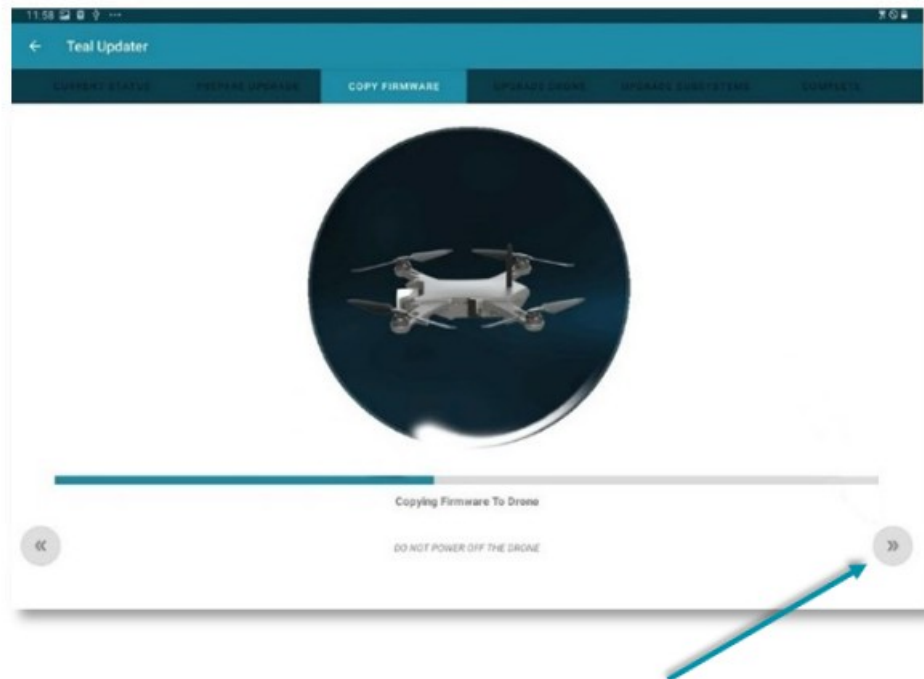

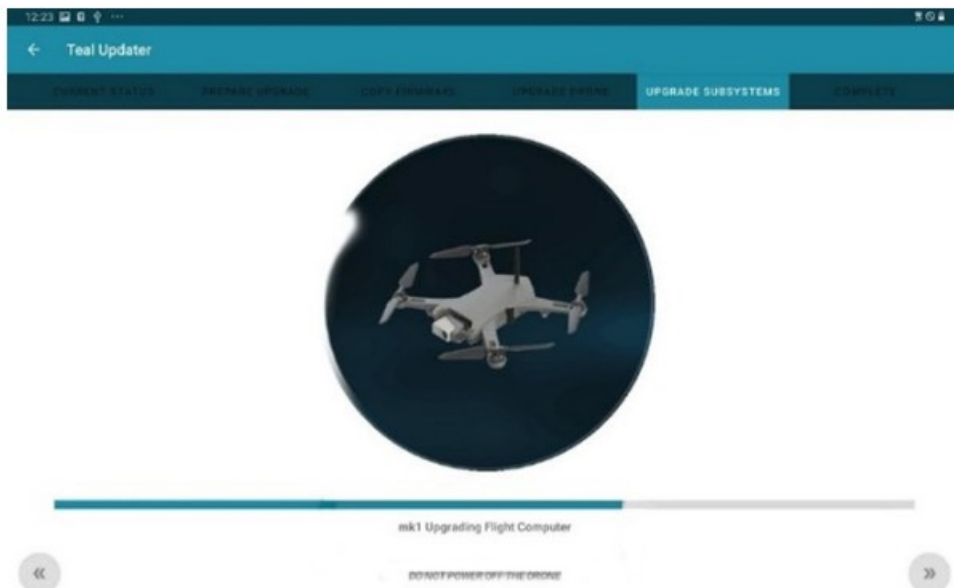## UPDATE THE GOLDEN EAGLE & SUBSYSTEMS

1. While still in the TEAL UPDATER screen from section 5, you should see a CONNECTED message at the bottom of the screen.
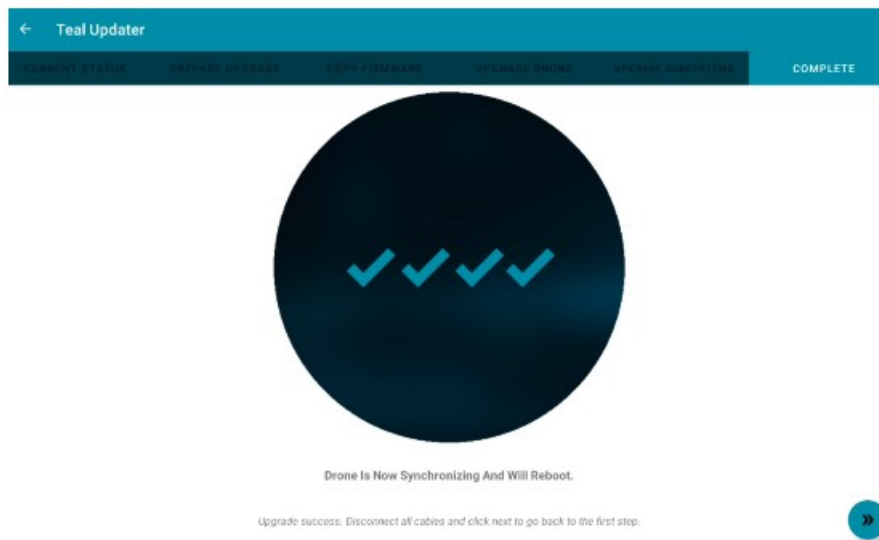
2. Select NEXT button to update the Golden Eagle and all its subsystems.

   • The system will first prepare the Golden Eagle.

   • This should take less than a minute.

3. Select NEXT to continue.

   • The system will copy the firmware on the TAC to the Golden Eagle.

   • This may take 5 minutes or more.

4. Select NEXT to continue.
   - The system will update all subsystems.
   - This may take about 5 minutes.
5. Select NEXT to continue.
   - The system will update all ESCs.
   - Chirping sounds and small movements from the drone are normal.

6. Once all subsystems are upated, you will see a confirmation screen.
   - You sill see the mesage "DRONE IS NOW SYNCHRONIZING AND WILL REBOOT".

Drone Is Now Synchronizing And Will Reboot.

Upgrade success. Disconnect all cables and click next to go back to the first step.

7. Select NEXT.

• You will be taken to the first screen and you will see "CONNECTING TO DRONE" at the bottom of the screen. The system will attempt to reboot the drone.

• When completed, you will automatically be taken to the Fly Screeen and the system will automatically reconnect the TAC and drone.

NOTE: If the drone does not automatically reboot, please manually power cycle the drone and confirm the new software version. If any problems persist, please feel free to contact Teal Technical Support at:

TEAL DRONES TECHNICAL SUPPORT
For further information or to submit an RMA, please contact us.

TEALDRONES.COM/SUPPORT

(385) 281-8415

SUPPORT@TEALDRONES.COM

Dominate the Night™

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SUP-00007, UPDATING SYSTEM SOFTWARE / FIRMWARE, REV A

Documents / Resources

TEAL SUP-00007 Updating System Software / Firmware [pdf] User Guide
SUP-00007 Updating System Software Firmware, SUP-00007, Updating System Software Firmware, Software Firmware

References

- **Training Videos - Teal Drones**