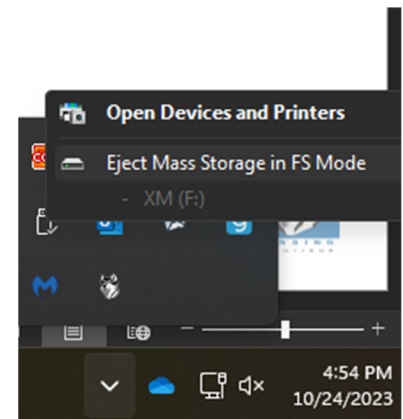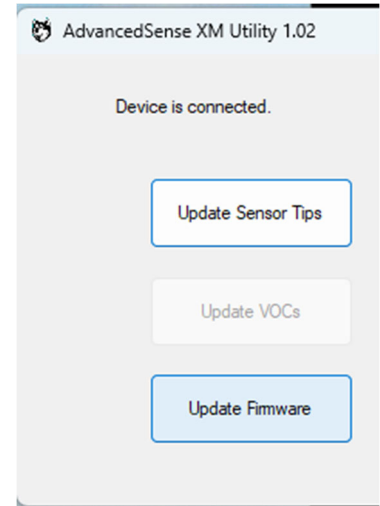# Updating AdvancedSense XM

The AdvancedSense XM is updated via the USB-C port on the top of the device and connecting it to the AdvancedSense XM Utility. Both the AdvancedSense XM Utility and the update .zip folder are available for download from the Graywolf Customer Portal, or provided by a GrayWolf representative. https://graywolfsensing.com/portal

NOTE: The AdvancedSense XM connects as a USB drive to your computer. If prompted, **do not format the drive**, **or risk losing all data on the unit**. It is okay to scan and repair drive if prompted, but first disconnect the AdvancedSense XM, power cycle and attempt connection again.
Fully charge and keep AdvancedSense XM unplugged from DC power during update.

1. Download and Install the AdvancedSense XM Configuration Tool from the Customer Portal.
2. Download the AdvancedSense XM WolfOS .zip folder from the Customer Portal. Do not unzip the folder.
3. Power on the AdvancedSense XM and tap the Quick Access Dropdown LIVE > at the top of the screen.
4. Click the **Transfer** button ⇅ in the bottom right of the Quick Access Tiles and then connect the device to a Windows computer with the included USB-C to USB-A cable. The unit will appear as an external USB drive in the File Explorer.
5. Once connected, open the AdvancedSense XM Utility from your downloads folder. Check that the status message reads, "Device is Connected" and then press **Update Firmware.**
6. Follow the prompt to **Open Update** and select the update .zip folder, then press **Open** in the File Explorer. The XM Utility will automatically copy the update onto the AdvancedSense XM and display the release notes for the updated version.
7. Follow the prompts in the XM Utility to eject the unit from the computer by going to the task bar and right clicking on the USB icon. Select the option to "Eject Mass Storage in FS Mode".
8. On the AdvancedSense XM, press the **Exit Mode** button on the Data Transfer screen and disconnect the USB transfer cable from the meter.
9. Navigate to the AdvancedSense XM's **Menu** ☰, select **Settings** and then **Service**.
10. Tap on the GrayWolf logo (wolf head icon) 4 times to access the Factory Code panel. Enter the 4-digit code provided From the XM Utility or given to you by your GrayWolf representative and press **Enter** to detect the update.
11. Press the **OK** button on the update screen. The update takes about 1-2 minutes and will automatically power off the AdvancedSense XM when complete.
12. Power on the device when the update has finished. Confirm a successful update by looking for the 'Software Updated" screen and verifying the new software version.

   If the update process is not successful, power down the AdvancedSense XM and attempt the update procedure again. If there are complications, contact GrayWolf tech support by filling out a request in the Customer Portal, or email GrayWolfService@GrayWolfSensing.com.