

Q: I am using the FLIR Tools mobile app, will that also be discontinued?

A: No, the FLIR Tools mobile app will continue to be supported and improved for the foreseeable future.

Q: I have a K-series thermal camera, how will I handle my camera configuration and firmware updates?

A: For K-series thermal camera users, you will be able to continue to use FLIR Tools Desktop for your configuration and firmware updates. Please visit flir.custhelp.com for additional information and instructions.

Q: I am using FLIR Tools for updating my thermal camera firmware, what should I use instead?

A: You can continue to use FLIR Tools Desktop to update the firmware on your thermal camera or, if not available, you can follow the steps [found here on flir.custhelp.com](http://flir.custhelp.com) to perform your updates.

Q: I use FLIR Tools / Tools+ Desktop Software for my thermal inspections and reporting, what do you recommend I use going forward?

A: Our new FLIR Thermal Studio Suite completely replaces all FLIR Tools / Tools+ desktop software functionality and provides superior image analysis and report generation. It is available in both free and paid (subscription and perpetual license) versions. For feature comparison of the FLIR Studio Suite to FLIR Tools / Tools+ software, please visit flir.custhelp.com

For mobile thermal analysis and reporting we recommend [FLIR Tools® Mobile](#) app.

If you need cloud services that allow you to upload, view and easily share images with colleagues or customers, we recommend [FLIR Ignite™ Cloud Solution](#). FLIR Ignite integrates directly with our cloud enabled cameras, C3-X and C5. Check back later this year, we intend to make this available on a wider range of thermal cameras.

For reporting with a route based workflow, the [FLIR Route Creator plugin](#) for FLIR Thermal Studio Pro creates routes that run on compatible FLIR cameras with support for Inspection Routes (all new FLIR T8xx, T5xx, T1xxx and GF77 cameras).

Over the course of 2021, all of the software mentioned above will be further developed and integrated, for a better, more seamless user experience.

Q: What if I already have FLIR Tools / Tools+ installed on my computer, will I be able to keep using it?

A: Yes, you will be able to continue using your existing FLIR Tools Desktop software with the following restrictions:

- From now on, there will be no new updates done on the FLIR Tools Desktop software. Therefore we cannot guarantee that the software will continue to work, especially with factors beyond our control, such as system updates required on your PC (Windows® OS updates). We recommend all users to transfer to FLIR Thermal Studio Suite software.
- After December 31, 2021 you will need to use the off-line credentials to log-in. Please visit flir.custhelp.com for more information and instructions.
- In **December 2023 FLIR Tools / Tools+ Desktop will reach its official end of life**. At this time, users will not be able to re-install the software.

Q: Who can I contact if I have any further questions?

A: Please contact our customer support team at flir.custhelp.com