

Firmware Version 4.0.2.0 is now available for ARC Plus Touch

ARC Plus Touch systems running Version 4 firmware can now be upgraded with new features and capabilities. Changes from firmware version 4.0.1.20 to 4.0.2.0 are highlighted below. Detailed descriptions of these changes can be found in the Release Notes document included in the firmware download package.

New Features and Enhancements

- Warp Engine™ polling using AutoPilot® software is now supported.
- ARC Plus Touch users with Version 4 firmware can now take advantage of the Burk Email Cloud Service.
- The alarm for communications network failure between the ARC Plus and a connected Plus-X device can now be suppressed.
- The alarm for an IP network outage between the ARC Plus and a connected Plus-X device now more clearly identifies the link failure

Resolved Issues

- Longer TCP acknowledgement delays are now accommodated.
- ESI Raise and Lower commands now execute correctly on channels that control macros.
- Virtual channel calculations now correctly track state changes of status variables.
- Virtual channel configuration on a channel formerly assigned to a Plus-X device now takes effect without delay.
- Visual indicators now identify offline status for channels associated with non-communicating Plus-X devices.
- The Enhanced Speech Interface now reports status for all networked ARC Plus units when requested.
- Delays based on Wait commands in Jet Flowcharts or Macros executing on the ARC Plus are now
- A running macro must now complete execution or be stopped before it can be started again.
- A muted channel is now prevented from generating SNMP traps.
- Web page processing efficiency and priority are now enhanced.
- The inversion flag is now properly accounted for on virtual status channels.
- Email addresses on alarm notification messages are now properly separated by semicolons.
- Email notification for an ARC-16 status channel alarm condition now includes the channel's ON label.
- Reliability of modem connections has been enhanced.

To install the new firmware

- 1) Visit www.burk.com/downloads and select the support page for ARC Plus Touch.
- 2) First download and install AutoLoad Plus version 3.1.91 or higher.
- 3) Then download the ARC Plus Touch zip folder titled 4.0.2.0.

- 4) From this zip folder, extract and save files "Release Notes ARC Plus Touch 4.0.2.0.pdf" and "ArcPlus_4_0_2_0.bin".
- 5) At the Windows Start Menu, navigate to All Programs > Burk Technology > AutoLoad Plus > ARC Plus Firmware Loader.
- 6) Launch the ARC Plus Firmware Loader and browse to the "ArcPlus_4_0_2_0.bin" file to complete the installation.

For further information or for assistance with this upgrade, please contact Burk Technology Technical Support at 978-486-3711 or by email at support@burk.com.