

Updating the ARC Solo Firmware

Scope

This instruction applies to the ARC Solo Remote Control

Synopsis

The ARC Solo has a new method for updating the firmware. Please use the **Burk Firmware Loader** to upload firmware to the ARC Solo. The procedure is explained below.

Procedure

Download and install the Burk Firmware Loader (If not already installed)

1. If the Burk Firmware Loader is already installed on your computer, proceed to “Download the ARC Solo Firmware.”

NOTE: By default, only members of the Administrators group on a computer can install new software. If you do not have the rights to complete all steps of this process, please contact your system administrator.

2. Go to www.burk.com/downloads and select the ARC Solo section.
3. Download and install the Burk Firmware Loader.

Download the ARC Solo firmware

1. Go to www.burk.com/downloads and select the ARC Solo section.
2. Download and save the ARC Solo firmware folder.

Allow Burk Firmware loader through Windows Firewall

1. Click Start  >Control Panel and select Windows Firewall
2. Select **Allow a Program or feature through Windows firewall**
3. Select **Allow another program**

*NOTE: If the **Allow another program** button is un-selectable, click the **Change Settings** button first to unlock this.*

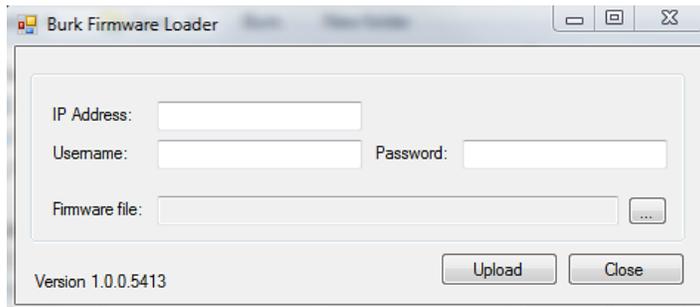
4. Now click **browse** and search for the file C:\Program Files(x86)\Burk Technology\Burk Firmware Loader.
5. Select BurkFirmwareLoader and click **Open** and then click **Add**

Enable upload on the ARC Solo

1. Open up a browser, put in the IP address of the ARC Solo and login to the web page with the admin account.
2. Click on **System>Upload Firmware** and click on the “Enable Upload” button.

Run the Burk Firmware Loader

1. Click Start  >All Programs>Burk Technology>Burk Firmware Loader and launch the program. The window below will open.



2. Enter the IP Address of the ARC Solo, the Username and the Password. Select the ARC Solo firmware folder that you previously saved and click upload.

*NOTE: The ARC Solo folder is a compressed (zipped) folder. You **do not** need to un-compress (un-zip) this folder before using it with the Burk Firmware Loader.*

3. A notification window will open when the upload is complete. Click **OK**
4. Go back to the ARC Solo Web Page and verify you are on the correct version by clicking on **System information**.

Thank you,
Burk Technology Technical Support Team

www.burk.com

We are committed to providing you with the best possible service and support for your Burk Technology product. If you should have any concerns or questions, please call us at 978-486-3711.