



Technical Bulletin

Display Firmware Compatibility on the RF Scout Plus

Scope

This document defines firmware and hardware compatibility for the touch screen display on the RF Scout Plus and provides a recovery process to follow if an incompatible display firmware version has been installed.

Display Firmware and Hardware Compatibility

RF Scout Plus units with serial number CB192301 or higher employ a modified touch screen display design. The newer display assembly requires display firmware version 1.0.12 or higher.

Display Firmware Recovery

The touch screen display will not function properly if an incompatible display firmware version has been loaded to the unit. Proper operation can be restored by loading a compatible display firmware version using the RF Scout Plus web interface.

Using the Web Interface to Upload Firmware

Visit www.burk.com/downloads and select the RF Scout Plus support page. Download the display firmware file RFScoutPlusDisplay_1_0_12.rfs or later and place it in an accessible directory on your PC. Direct your browser to the IP address of the RF Scout Plus, log on, navigate to the **System** page and select **Upload Firmware** in the menu at the left side of the screen.

Dielectric COMMUNICATIONS **RF Scout Plus** Location: LocalSite
User: admin
Permission: Administrator
Version: 1.0.10

Home Alarms History System Log Off

Networking
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Upload Firmware
System Information
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Firmware Upload Instructions

Enable the firmware upload by clicking this button: [Enable Upload](#)

The RF Scout Plus Firmware and Webpages files are available as a single combined .zip file.

Use the Burk Firmware Loader application to Upload this combined file to the RF Scout Plus.

Start the Burk Firmware Loader application.

Enter **192.168.0.88** into the **IP Address:** input field

Enter your **admin username** into the **Username:** input field

Enter your **admin password** into the **Password:** input field

Select the firmware .zip file to load using the [...] button located at the right side of the **Firmware file** input field

Click the **upload** button

An **upload Progress** dialog box will appear.

Wait for the Upload process to complete.

A successful upload will display an **upload Complete** dialog box.

Click the **Okay** button

Display Firmware Upload Instructions

Select the firmware file: [Choose File](#) No file chosen

Upload the Display Firmware file to the unit by clicking this button: [Upload Display Firmware](#)

In the **Display Firmware Upload Instructions** section, click on the **Choose File** button and select the **.rfs** display firmware file you downloaded. Then click the **Upload Display Firmware** button.

Important Note: Do not navigate away from the web page during this process. Once the upload is complete, the RF Scout Plus will automatically reboot and restore the correct display firmware.

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.

Thank you,

Burk Technology Technical Support Team
www.burk.com

Rev A