SNP-1: How to Manually Update Firmware

Last Modified on 05/12/2016 1:30 pm EDT

The SNP-1 needs to be firmware updated in a unique way compared to our other devices. Follow the following steps:

Symptom:

Message on interface that reads "Unable to connect to SNP Firmware."

1. Enter the IP address of the **SNP-1** into a web browser:

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SNP-1 Web Conf	iguration		
Status Information			Status Information
Status Information	Connection Status: Firmware Date: Firmware Version:	connected 2014-03-24 2.55	Status Information

2. Select Ok:

4. Go to c:/Program Files (x86)/Universal Remote Control, Inc/URC

Accelerator/Devices/SNP-1/firmware/SNP-1_bcd



6. A warning appears informing the user the upload process cannot be stopped. Click **Ok**:

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bridge	6	DMQ - User Interface	
Firmware Update		Firmware Update	
	New Firmware: snp-1bcd New Firmware version (id.built): New Firmware Date:	126.1382 2012-12-21 03:56:48	
	Current Firmware version (id.built): Current Firmware Date:		
	Warning: Once started, the upload process cannot be interru Are you sure you want to proceed?	pted or aborted, in order to ensure the integrity of the Digital Media Player.	
	Ok	Cancel	
goahead WEBSERVER			

7. A message appears after the upload that reads "The upload process failed. Click Firmware Update in the menu to try again". This is a default message **this does not mean the**

upload actually failed.

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bridg	e 6	DMP - User Interface
Firmware Update		Firmware Update
	New Firmware: snp-1_,bcd Firmware upload status: 100% completed. The upload process failed. Click Firmware Update in the menu and try again.	

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.