

# SNP-1: How to Manually Update Firmware

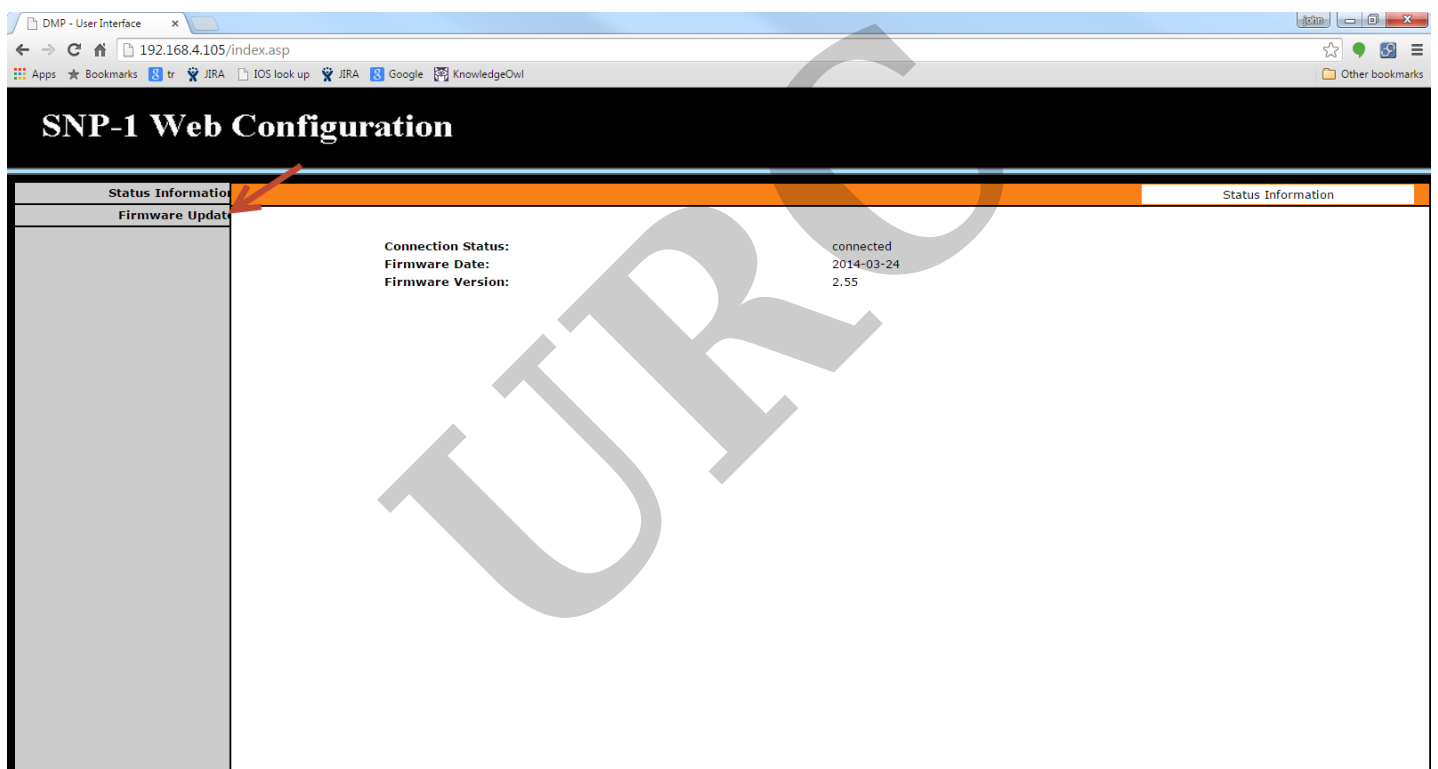
Last Modified on 05/12/2016 1:30 pm EDT

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

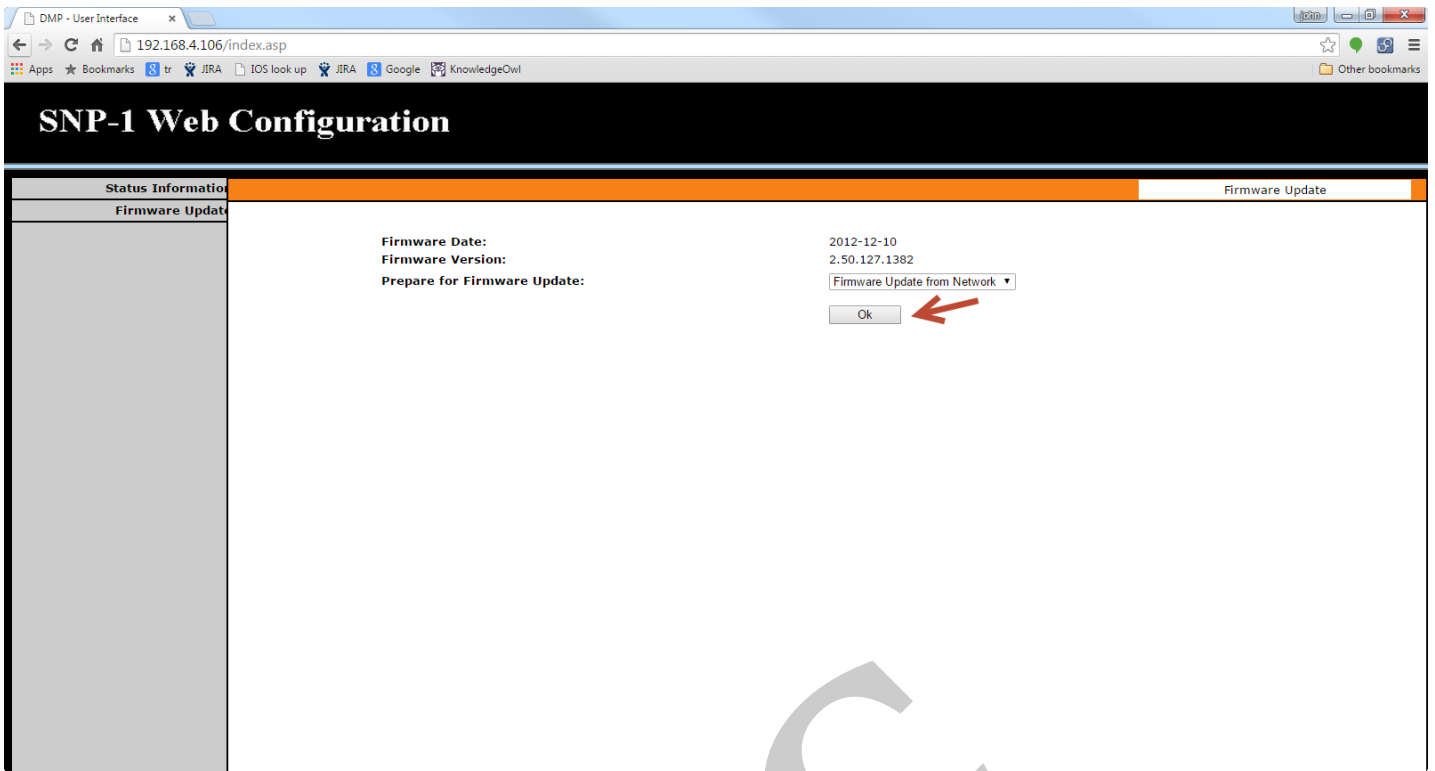
## Symptom:

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

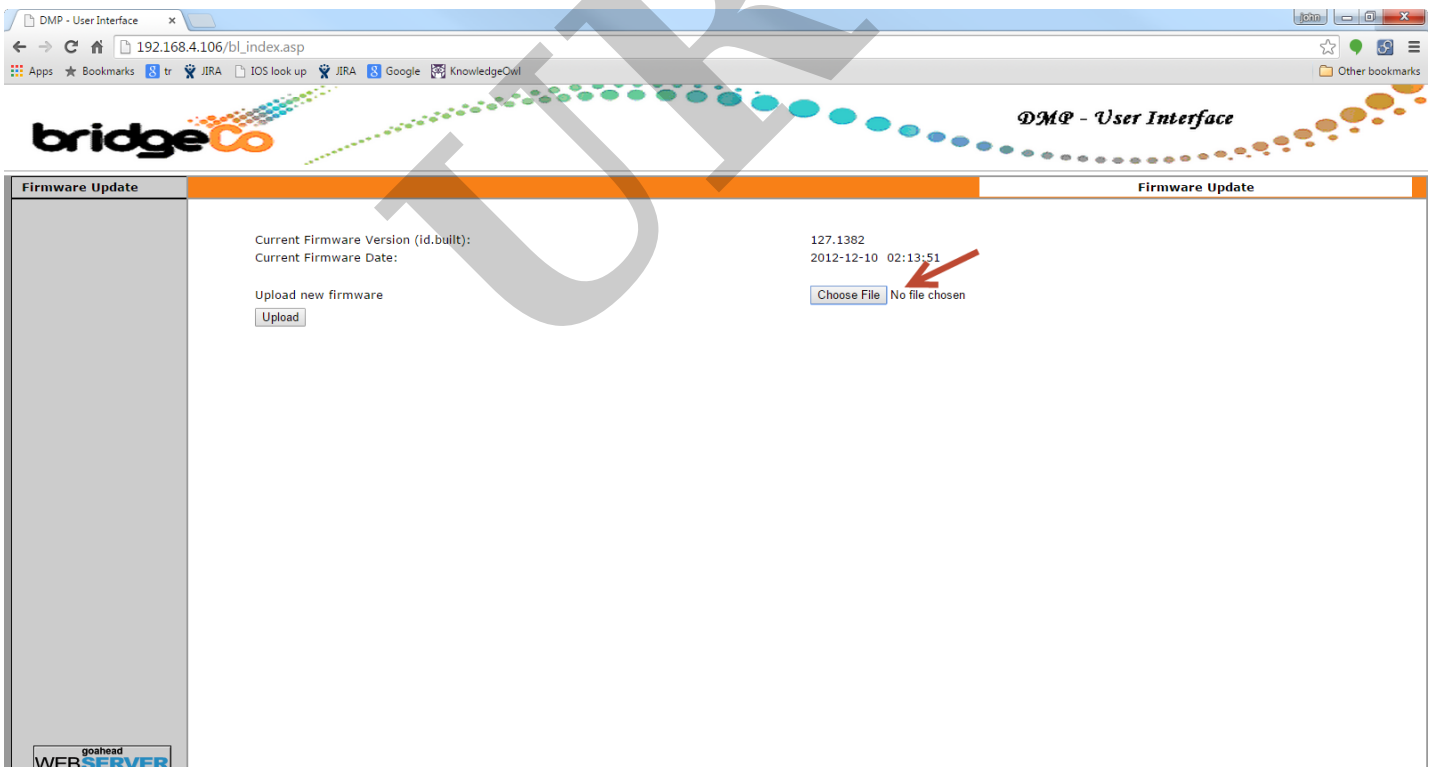
1. Enter the IP address of the **SNP-1** into a web browser:



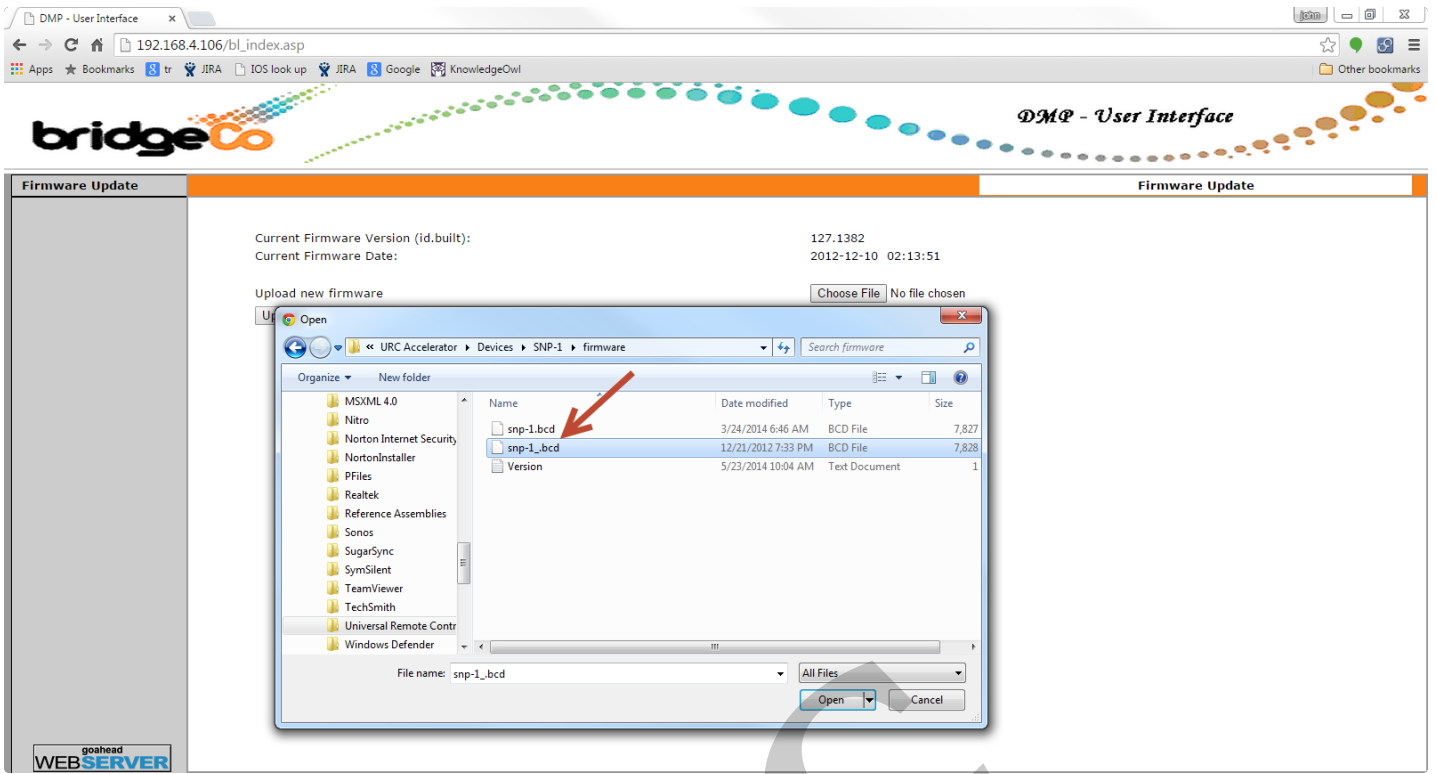
2. Select **Ok**:



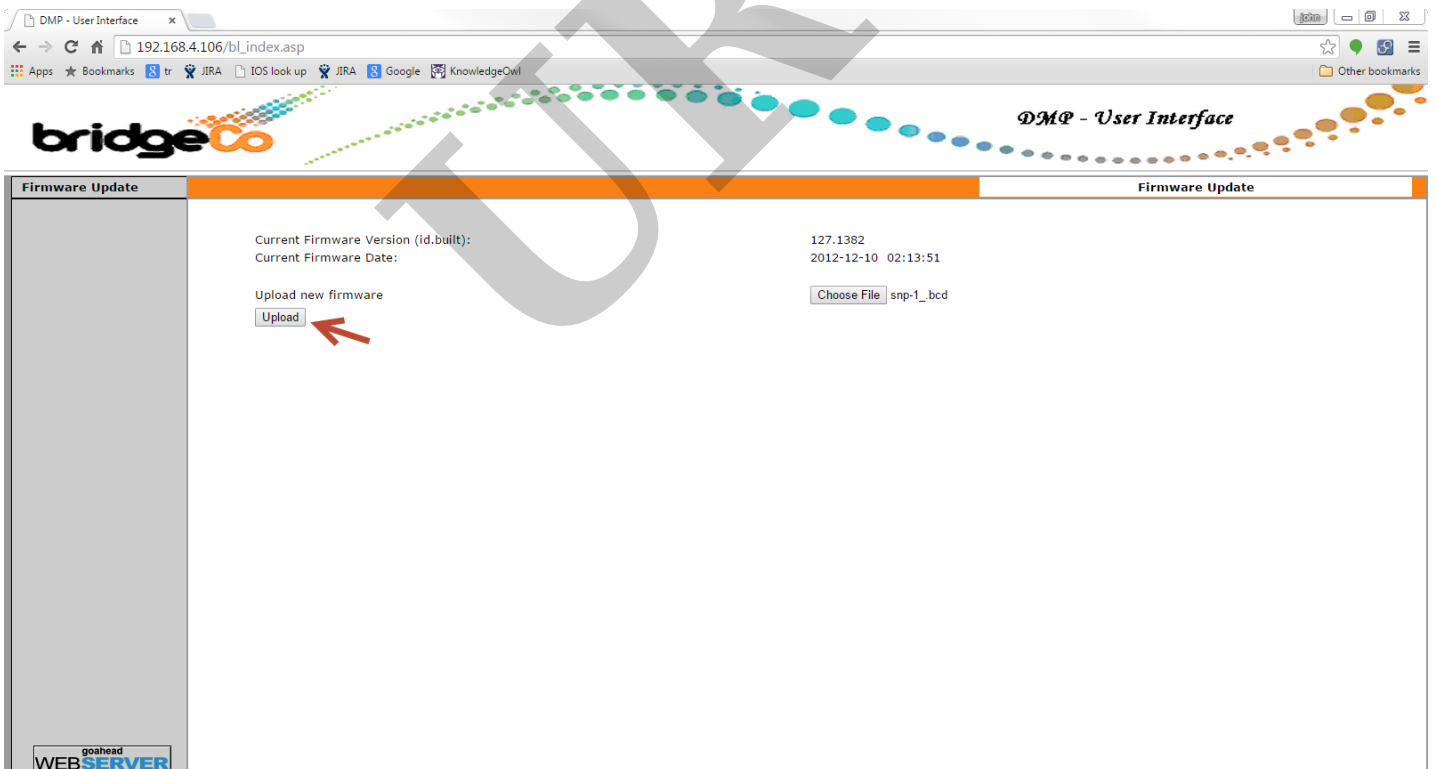
### 3. Select Choose File:



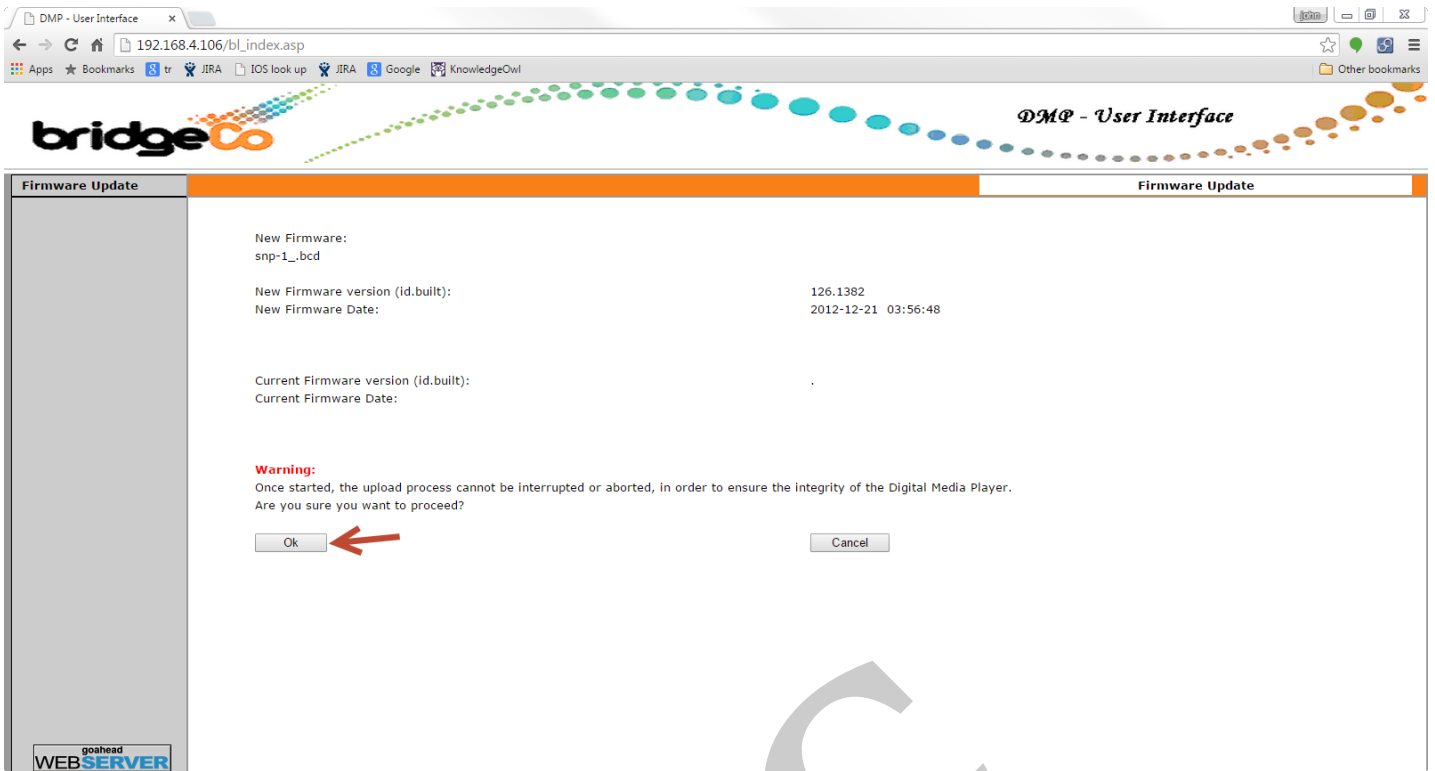
### 4. Go to c:/Program Files (x86)/Universal Remote Control, Inc/URC Accelerator/Devices/SNP-1/firmware/SNP-1\_bcd



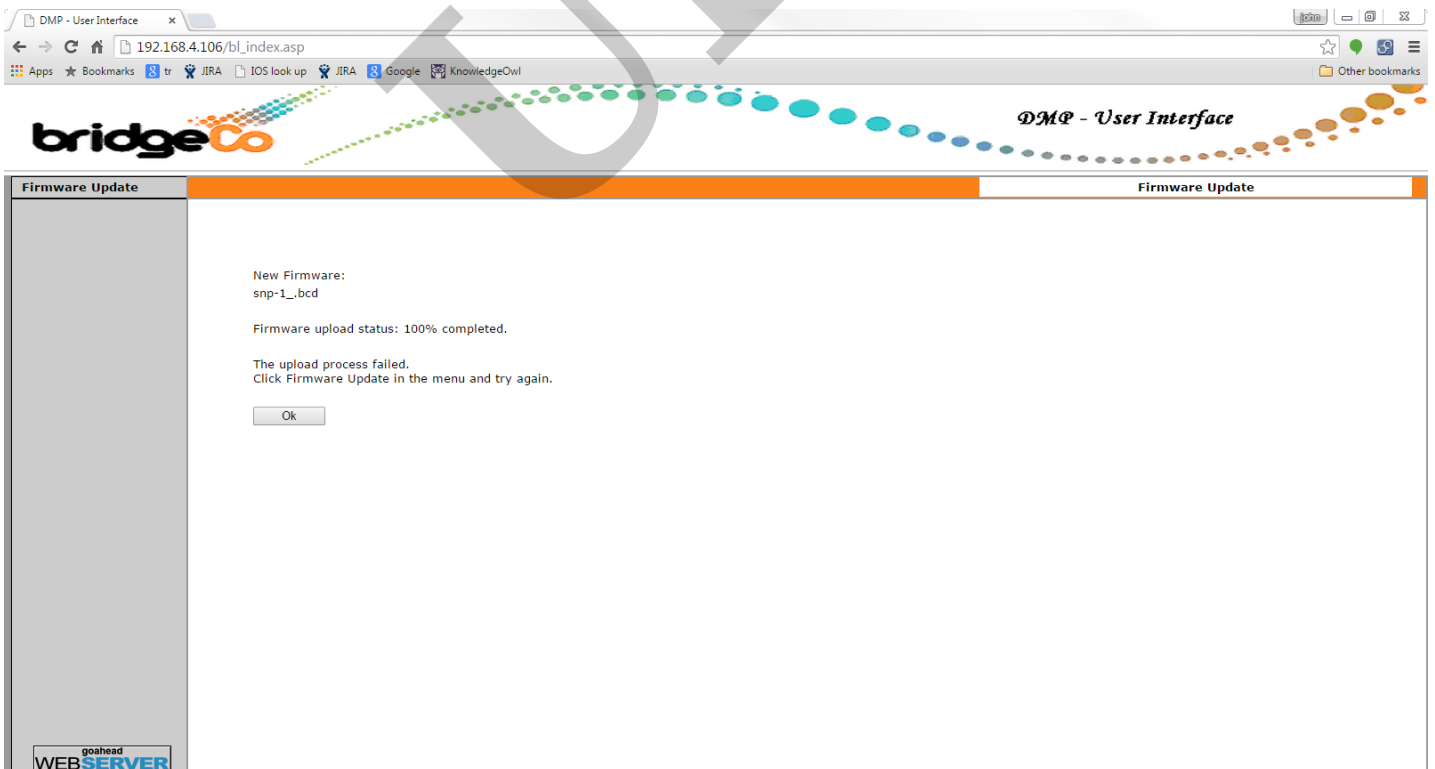
## 5. Select Upload:



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



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

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