Arris/ Cisco Router Issues with TRC-1080 and RM-2

A problem was identified with **Arris/Cisco** routers. The issue was causing connection and discovering issues with the TRC-1080s. There was a firmware update in May 2015 that rectified this problem.

The TRC-1080 must be on the latest firmware. You can check the firmware by going into the settings menu and selecting systems. RCMain should read at least 1.2.2.13.

Please be advised, you are not be able to update the firmware while connected to that router. The update must be done on a different router before the remote can connect to the Arris router.

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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**.