



## FIRMWARE UPDATE PROCEDURE

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We strongly recommend to update the firmware periodically. This will preserve optimal performance of the platform and lifetime. The firmware version is presented at the upper right corner of the dashboard.

To update the firmware, please follow the following procedure:

- Connect the system with a wired ethernet cable to a direct open Internet connection (not your PC).
- Switch on the system, while pressing the dashboard button. The dashboard LED will shine red.
- If the LED starts flashing red color, this means the system is downloading the firmware. (For older EDGE 6D models the LED will stay solid red during download.)
- Wait until the system restarts. If the LED flashes white color at the beginning of the restart, the firmware has been updated successfully.
- Verify that the latest firmware version is presented at the upper right corner of the dashboard.

## TROUBLESHOOTING

- Verify that there is little or no network traffic on your network, for example disable games communicating over the network and/or audio/video broadcasts.
- Ensure that your router/modem supports the TFTP protocol (e.g. turn off the firewall on your router and/or enable the TFTP Proxy helper Service).
- Contact your ISP (e.g. by phone or web portal) and request to 'open all ports'. Note that in some cases it may take a few days before this is effective.
- If it still doesn't work, try a different ISP, e.g. by using a cellular (3G/4G/5G) router (e.g. TP-Link TL-WR902AC) to connect to the internet through your cellular phone.
- For further support, please contact Gforcefactory.