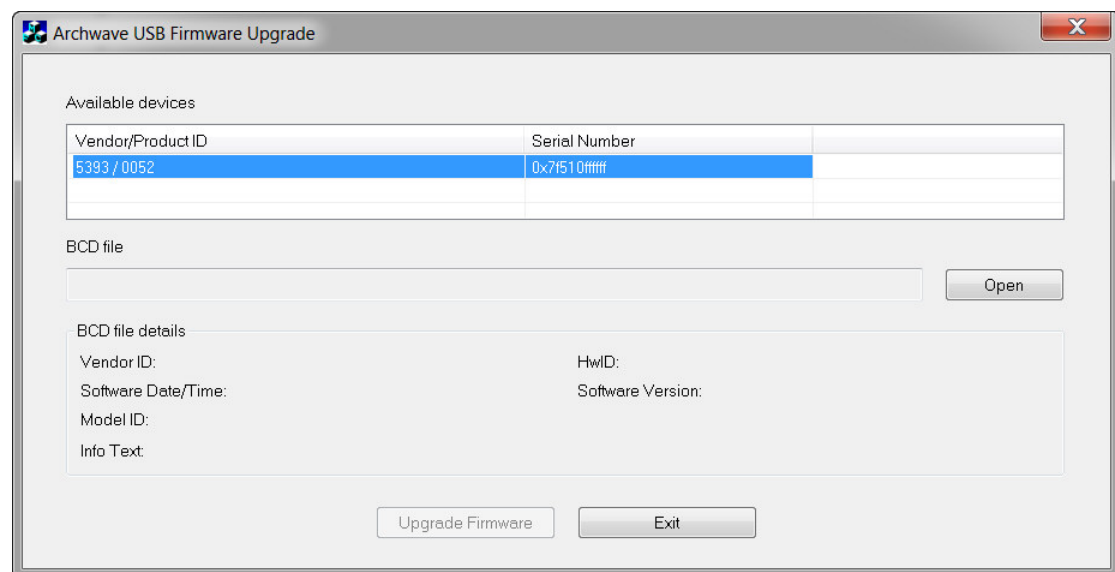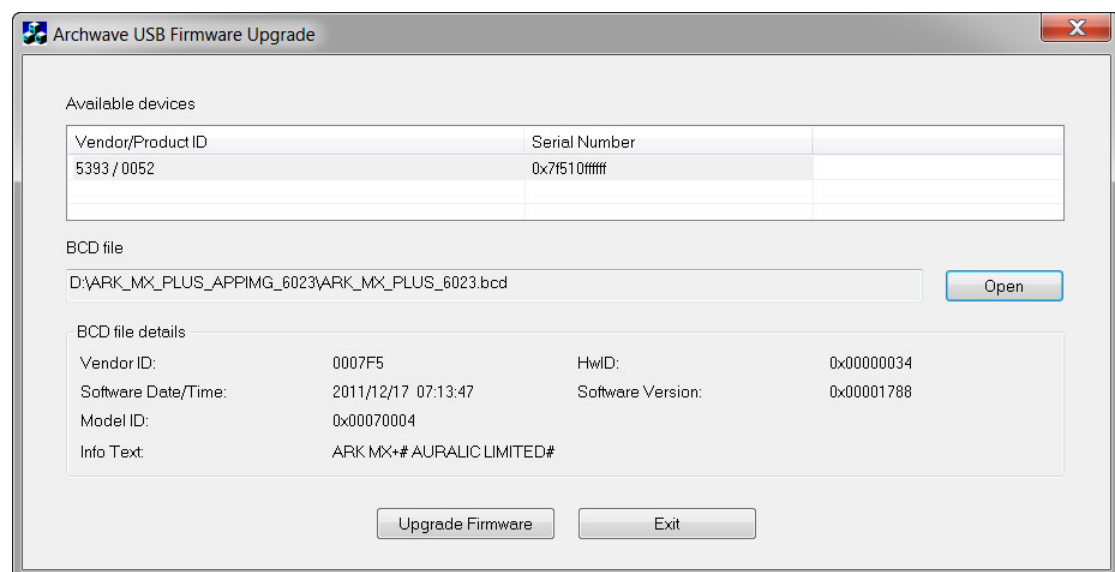# ARK MX+ Firmware Upgrade Guide

The ARK MX+ firmware upgrade program is subjected to use under Windows system, if you are using a computer with OS X, you need a Windows PC to process the upgrade. It is recommended to restart your computer as well as ARK MX+ before process the upgrade.

- ArchUsbFwUpgrade: Upgrade program for x86 Windows XP/Vista/7 system
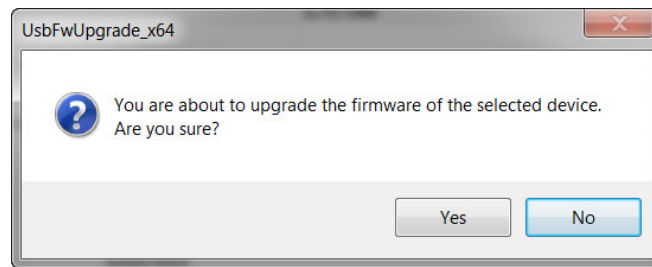- ArchUsbFwUpgrade_x64: Upgrade program for x64 Windows XP/Vista/7 system
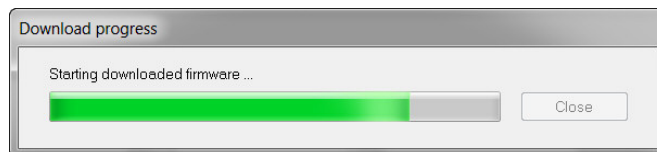
Start ARK MX+ and run the upgrade program:

Click on 'Open' button and select the firmware you just unpacked, i.e 'ARK_MX_PLUS_6023'. Upgrade program will report the image information if the file pass CRC check.
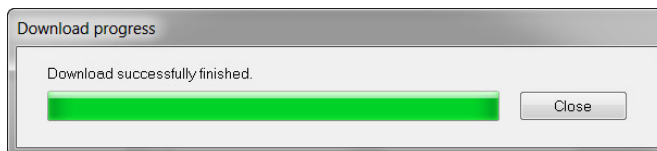
Press 'Upgrade Firmware' and select 'Yes' on the confirm Window.

The upgrade program will upload the new firmware into ARK MX+, write it into flash rom. This process takes 1-2 minutes, during that time, the program will stopped at the following step:

Program will report a success it is complete, click 'Close' to quit the program.

Troubleshooting

- **No 'Available devices' can be seen**

Make sure your ARK MX+ is power on and connected to PC, the driver is also need to be installed before process the upgrade.

- **Program report '0x12' error when upgrade is over**

The '0x12' error mean the firmware transferred to ARK MX+ could not pass CRC check, in this case, you should run the upgrade program once again to complete the procedure.

- **All the other instances that upgrade failed**

If the ARK MX+ failed to download the new firmware and could not boot up, the power indicator will keep flashing after power on. In this case, you simple need to process the upgrade once again using the same computer to recovery the firmware.