## Firmware Update Utility Procedure for MCR, GMR, RC, and NTDS Series Clocks.

- 1. Download and extract the files from the .zip file containing the latest firmware update utility and firmware.
- 2. Run the update application named "UpdateUtilityUser.exe" located inside the "Masterclock\_Firmware bin files" folder.

Name	Date modified	Туре	Size
McrModules - Shortcut	11/27/2015 9:33 AM	Shortcut	1 KB
mcrPrimary.hex	9/21/2015 3:24 PM	HEX File	1,285 KB
mcrRamBoot.hex	6/13/2011 10:29 AM	HEX File	425 KB
MfdBootloader_1.hex	10/12/2015 3:33 PM	HEX File	304 KB
MfdBootloader_1_96.hex	7/1/2014 3:30 PM	HEX File	271 KB
MfdBootloader_1_97.hex	7/1/2014 3:31 PM	HEX File	271 KB
MfdBootloader_2.hex	5/25/2016 9:52 AM	HEX File	304 KB
MfdBootloader98.hex	4/19/2013 11:23 AM	HEX File	214 KB
MfdBootloader99.hex	4/19/2013 11:24 AM	HEX File	214 KB
MfdPrimary_1.hex	10/12/2015 3:36 PM	HEX File	1,351 KB
MfdPrimary_1_96.hex	7/1/2014 5:57 PM	HEX File	1,452 KB
MfdPrimary_1_97.hex	7/1/2014 5:59 PM	HEX File	1,452 KB
MfdPrimary_2.hex	5/25/2016 10:13 AM	HEX File	2,228 KB
MfdPrimary98.hex	4/19/2013 11:26 AM	HEX File	799 KB
MfdPrimary99.hex	4/19/2013 11:27 AM	HEX File	799 KB
rcBoot.hex	6/19/2013 8:14 AM	HEX File	426 KB
rcPrimary.hex	1/3/2014 10:51 AM	HEX File	1,187 KB
rcRamBoot.hex	7/14/2011 5:04 PM	HEX File	423 KB
slBoot.hex	7/5/2012 6:13 PM	HEX File	429 KB
slPrimary.hex	9/21/2015 3:30 PM	HEX File	1,433 KB
slRamBoot.hex	6/13/2011 10:26 AM	HEX File	425 KB
🖓 UpdateUtilityProduction.exe	3/17/2016 2:47 PM	Application	6,676 KB
UpdateUtilityUser.exe	3/17/2016 2:51 PM	Application	6,676 KB

## **3.** Click the "Setup" option from the menu bar.

tup Search Optio	ons Start Update Abort				Log	About	Đ
Family	Name	Version	IP address	MAC address	Status		

## 4. Click on the button "Browse...." select the "Masterclock\_Firmware bin files" folder and click "okay".

Path to binary (.hex) files	➡ Br	WSE
Password (max. 12 characters)		
qu		
4P Select directory and enter password Path to binary (.hex) files		ОК
up Select directory and enter password Path to binary (.hex) files C:\usr\Masterclock_Firmware	▼ Br	owse

5. Enter the password {Note: the factory default password is "public"}

Sciect Scarch option non the mena ba	6.	Select	"Search"	option	from	the menu	bar
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etup Search Optio	ns Start Update Abort			Lo	g About	Ex		
urrent Task: D	evice search.	Activity Log: Setup completed. Initiating local sub	net search.					
Family	Name		Version	IP address	MAC address	Status		

- 7. When search is complete select your device(s) from the returned search list.
  - [Note: it is highly recommended to test update on one device first. After verifying functionality you may select multiple devices.]

etup Search Options Sta	nt Update Abort					Log .	About	Ð
urrent Task:	Activ	ity Log:						
	Setu Initi Com	ip completed; ating local subnet search, pleted device search, found :	140 devices in 8.322	? seconds				
Family	Name	Version	IP address	MAC address	Status			
NTDS Clocks	NTDS24-9E:0F	4.4.3	10.0.101.153	00:21:32:01:9E:0F				
NTDS Clocks NTDS Clocks	NTDS24-9E:0F NTDS24/8AL 73:F1 engr kev	4.4.3	10.0.101.153 10.0.101.117	00:21:32:01:9E:0F 00:21:32:01:73:F1				-
NTDS Clocks NTDS Clocks NTDS Clocks	NTDS24-9E:0F NTDS24/8AL 73:F1 engr kev NTDS24-9C:28	4.4.3 4.14.15 4.4.3	10.0.101.153 10.0.101.117 10.0.101.84	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:2B				11
NTDS Clocks NTDS Clocks NTDS Clocks NTP Clocks	NTDS24-9E:0F NTDS24/8AL 73:F1 engr kev NTDS24-9C:28 NTD26-0050\316B8F9-Kurt	4.4.3 4.14.15 4.4.3 2.0.2	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:28 00:50:C2:16:88:F9				-10
NTDS Clocks NTDS Clocks NTDS Clocks NTP Clocks NTDS Clocks	NTDS24-9E:0F NTDS24/8AL 73:F 1 engr kev NTDS24-9C:28 NTD26-0050[\21688F9-Kurt NTD286/46-9C:A0	4.4.3 4.14.15 4.4.3 2.0.2 4.14.0	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:2B 00:50:C2:16:B8:F9 00:21:32:01:9C:A0				-101
NTDS Clocks NTDS Clocks NTDS Clocks NTP Clocks NTDS Clocks NTDS Clocks	NTDS24-9E:0F NTDS24/8AL 73:F1 engr kev NTDS24-9C:28 NTD26-0050[31688F9-Kurt NTDS86/46-4C:A0 NTDS24-9E:03	4.4.3 4.14.15 4.4.3 2.0.2 4.14.0 4.4.3	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254 10.0.101.105	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:28 00:50:C2:16:B8:F9 00:21:32:01:9C:A0 00:21:32:01:9E:03				-111
NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks	NTDS24-9E:0F NTDS24/8AL 73:F1 engr kev NTDS24/96:28 NTD26-0050\21688F9-Kurt NTDS86/46-42:10 NTDS24-9E:03 NTDS24-90:DD	4.4.3 4.14.15 4.4.3 2.0.2 4.14.0 4.4.3 4.4.3	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254 10.0.101.105 10.0.101.105	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:73:F1 00:50:C2:16:88:F9 00:21:32:01:9C:A0 00:21:32:01:9E:03 00:21:32:01:9DDD				m
NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks	NTD524-9E:0F NTD524/8AL 73:F1 engr kev NTD524/8AL 73:F1 engr kev NTD56-0050 \21688F9-Kurt NTD584-9E:03 NTD524-9E:03 NTD524-9E:00	4.4.3 4.14.15 4.4.3 2.0.2 4.14.0 4.4.3 4.4.3 4.4.3	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254 10.0.100.242 10.0.100.242 10.0.101.105	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:28 00:50:C2:16:88:F9 00:21:32:01:9C:A0 00:21:32:01:9E:03 00:21:32:01:9D:DD 00:21:32:01:9E:00				[11]
NTDS Clocks NTDS Clocks NTD Clocks NTD Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks Clocks CLAKTD Clocks	NTD524-9E:0F NTD524-96:07 NTD524-96:42 NTD526-95:07 NTD526-95:07 NTD524-9E:03 NTD524-9E:03 NTD524-9E:03 NTD524-9E:00 DNTD524-9E:00 CLRVTD12 GREEN Mikes Cube	4.4.3 4.14.15 4.4.3 2.0.2 4.14.0 4.4.3 4.4.3 4.4.3 4.4.3 4.15.0	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254 10.0.101.105 10.0.100.242 10.0.101.100 10.0.100.241	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:28 00:50:C2:16:88:F9 00:21:32:01:9C:A0 00:21:32:01:9E:03 00:21:32:01:9D:DD 00:21:32:01:9E:00 00:21:32:01:9E:00				-m
NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks CLKNTD Clocks CLKNTD Clocks NTDS Clocks	NTDS24-9E:0F           NTDS24-9E:0F           NTD524-9E:02           NTD524-9E:02           NTD584-9E:02           NTD584-9E:03           NTD524-9E:03           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00	4.4.3 4.14.15 4.4.3 2.0.2 4.14.0 4.4.3 4.4.3 4.4.3 4.4.3 4.4.3 4.4.3 4.4.3 4.4.3 4.4.3	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254 10.0.100.254 10.0.101.105 10.0.100.242 10.0.101.100 10.0.102.241 10.0.101.181	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:73:F1 00:50:62:16:B8:F9 00:21:32:01:96:28 00:21:32:01:96:03 00:21:32:01:96:00 00:21:32:01:90:05 00:21:32:01:90:58				[m]
NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks CLKNTD Clocks CLKNTD Clocks NTDS Clocks MTDS Clocks	NTD524-9E:0F NTD524-9E:0F NTD524-9C:29 NTD524-9C:29 NTD524-9C:30 NTD524-9E:03 NTD524-9E:03 NTD524-9E:00 CLINITD I GREEN Mikes Cube NTD524-9D:6F GMR 1000-NTP-777 E EUT2OCX0	4,4,3 4,14,15 4,4,3 2,0,2 4,14,0 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3 4,15,0 4,4,3 4,15,0 4,4,3 4,12,0	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.254 10.0.100.254 10.0.100.242 10.0.100.242 10.0.100.242 10.0.100.241 10.0.100.181	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:32 00:50:C2:16:188:F9 00:21:32:01:9C:03 00:21:32:01:9D:0D 00:21:32:01:9D:0D 00:21:32:01:9D:0D 00:21:32:01:9D:0F 00:21:32:01:9D:6F 00:21:32:01:77:7E				m
NTDS Clocks NTDS Clocks NTD Clocks NTDS Clocks	NTDS24-9E:0F           NTDS24-9E:0F           NTDS24-9CF23           NTDS24-9CF23           NTDS54-9E:03           NTDS24-9E:03           NTDS24-9E:03           NTDS24-9D:0D           NTDS24-9D:0D           NTDS24-9E:03           NTDS24-9E:00           NTDS24-9E:00           NTDS24-9E:00           NTDS24-9E:00           NTDS24-9D:0F           GMR 1000-NTP-77: ZE UT2OCXO           RC600-6D:42 eng kev	4,4,3 4,14,15 2,0,2 4,14,0 4,4,3 4,4,3 4,4,3 4,4,3 4,15,0 4,4,3 4,15,0 4,4,3 4,12,0 4,14,15	10.0.101.153 10.0.101.117 10.0.101.84 10.0.100.105 10.0.100.254 10.0.100.254 10.0.100.242 10.0.101.100 10.0.100.241 10.0.101.181 10.0.100.219	00:21:32:01:9E:0F 00:21:32:01:73:F1 00:21:32:01:9C:20 00:50:C2:16:88:F9 00:21:32:01:9C:20 00:21:32:01:9C:30 00:21:32:01:9D:DD 00:21:32:01:9D:DD 00:21:32:01:9D:6F 00:21:32:01:9D:6F 00:21:32:01:FD:6F				-m-
NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks CLIANT Clocks CLIANT Clocks GMR 1000 Master Reference RC600 Controller NTDS Clocks	NTDS24-9E:0F           NTDS24-9E:0F           NTDS24-9C:22           NTDS24-9C:22           NTDS24-9C:22           NTDS24-9C:23           NTDS24-9C:03           NTDS24-9C:03           NTDS24-9C:03           NTDS24-9C:03           NTDS24-9C:03           NTDS24-9C:04           NTDS24-9C:05           GMR 1000-NTP-77:7E           EUT20CXO           RC600-6D:A2 eng kev           NTDS24-9D:0F7	4,4,3 4,14,15 4,4,3 2,0,2 4,14,0 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3 4,15,0 4,4,3 4,12,0 4,14,15 4,4,3	10.0.101.153 10.0.101.117 10.0.101.184 10.0.100.105 10.0.101.05 10.0.100.254 10.0.101.105 10.0.100.242 10.0.101.100 10.0.100.241 10.0.101.181 10.0.100.181	00:21:32:01:95:07 00:21:32:01:73:F1 00:21:32:01:73:F1 00:21:32:01:95:28 00:50:C2:16:88:F9 00:21:32:01:95:00 00:21:32:01:95:00 00:21:32:01:95:00 00:21:32:01:95:00 00:21:32:01:90:67 00:21:32:01:90:F7				III.
NTDS Clocks NTDS Clocks	NTD524-9E:0F NTD524-9E:0F NTD524-95CF20 NTD526-0050/\$1688F9-Kurt NTD584-9E:03 NTD524-9E:03 NTD524-9E:00 NTD524-9E:00 CLINITD 12 GREEN MIKes Cube NTD524-9D:6F GMR.1000-NTP-77:7E EUT2OCXO RC600-60:A2 eng Kev NTD524-9D:F8	$\begin{array}{c} 4, 4, 3\\ 4, 14, 15\\ 2, 0, 2\\ 4, 14, 0\\ 4, 14, 0\\ 4, 4, 3\\ 4, 4, 3\\ 4, 4, 3\\ 4, 4, 3\\ 4, 15, 0\\ 4, 4, 3\\ 4, 15, 0\\ 4, 14, 15\\ 4, 4, 3\\ 4, 14, 15\\ 4, 4, 3\\ 4, 4, 4\\ 4, 4$	$\begin{array}{c} 10.0, 101, 153\\ 10.0, 101, 117\\ 110.0, 101, 184\\ 10.0, 100, 105\\ 10.0, 100, 254\\ 10.0, 101, 105\\ 10.0, 100, 242\\ 10.0, 101, 100\\ 10.0, 100, 241\\ 10.0, 100, 181\\ 10.0, 100, 181\\ 10.0, 100, 181\\ 10.0, 100, 181\\ 10.0, 100, 181\\ 10.0, 101, 82\end{array}$	007211320119500 00221132011737F1 0022113201157251 0015015201155223 0015015210195240 0012113201195240 0012113201195040 0012113201195040 0012113201195050 0012113201190158				
NTDS Clocks NTDS Clocks NTD Clocks NTDS Clocks NTDS Clocks NTDS Clocks NTDS Clocks CLKNTD Clocks CLKNTD Clocks GNR 1000 Master Reference RC600 Controller NTDS Clocks NTDS Clocks NTDS Clocks	NTDS24-9E:0F           NTDS24-9E:0F           NTD524-9E:22           NTD524-9E:02           NTD584-9E:02           NTD524-9E:03           NTD524-9E:03           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:00           NTD524-9E:07           NTD524-9D:F7           NTD524-9D:F7           NTD524-9D:F7	4,4,3 4,14,15 4,4,3 2,0,2 4,14,0 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3 4,15,0 4,4,3 4,12,0 4,4,3 4,12,0 4,14,15 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3 4,4,3	$\begin{array}{c} 10.0.101.153\\ 10.0.101.117\\ 110.0.101.84\\ 10.0.100.105\\ 10.0.100.254\\ 10.0.100.254\\ 10.0.101.100\\ 10.0.101.100\\ 10.0.101.181\\ 10.0.101.181\\ 10.0.100.181\\ 10.0.101.81\\ 10.0.00.219\\ 10.0.52\end{array}$	00:21:32:01:95:07 00:21:32:01:73:F1 00:21:32:01:97:85 00:51:32:01:96:28 00:50:62:16:88:F9 00:21:32:01:96:00 00:21:32:01:96:00 00:21:32:01:90:67 00:21:32:01:90:67 00:21:32:01:90:67 00:21:32:01:90:F7 00:21:32:01:90:F7 00:21:32:01:90:F7				m

8. Select "Start Update" option from the menu bar. A message "Waiting for device to request download" will be displayed. The selected device should automatically begin downloading within 60 seconds (2-3 minutes if not on a DHCP enabled server). Monitor the message in the application.

	rt Update Abort					Log	About	1
irrent Task:		Activity Lon:						
Mike (Essemtec) will reset a	ind request download.	Programming s Device Mike (E 1 device(s) fail 0 device(s) will Programming s Initiating local Completed dev	equence completed issemtec) failed pass led password test al l be updated. sequence completed subnet search. vice search, found 1	<ul> <li>0 devices update word test and will r nd will not be updat</li> <li>0 devices update</li> <li>38 devices in 8.314</li> </ul>	d, 0 failures. tot be updated. ed. d, 0 failures. seconds			
Updating dev	ce 1 of 1	1 device(s) will Waiting for Mik	ed. I be updated. (Essemtec) to rec</th <th>uest download.</th> <th></th> <th></th> <th></th> <th></th>	uest download.				
mile	Name		Vertion	IP address	MAC address	Chatria		-
MR 1000 Master Reference	GMR 1000-PTP-9A: 7E K66		4,14,14	10.0.101.29	00:21:32:01:9A:7E	Cruids		
MR 1000 Master Reference	GMR 1000-PTP-9A:80 K66		4, 14, 14	10.0.101.31	00:21:32:01:9A:80			R
MR 5000 Master Reference	GMR 5000-PTP-67:2E k66 er	ng kev	4.14.14	10.0.102.5	00:21:32:01:67:2E			1
MR5000 Master Reference	GMR5000-PTP-67:3E k66 .2	16 	4,14,14	10.0.100.26	00:21:32:01:67:3E			
MR 5000 Master Reference	GMR 5000-PTP-70:20 k86 er	ig kev	4, 14, 14	10.0.102.6	00:21:32:01:70:20			
MR5000 Master Reference	GMR 5000-PTP-83:D8 "Mike"	s Cube	4.15.0	10.0.100.106	00:21:32:01:83:D8			
MR5000 Master Reference	Kyle'SGMR		4.14.14	10.0.100.216	00:21:32:01:77:DD			
CR Reference Generator	MCR 5000-KyleDesk		3.1.0	10.0.100.206	00:21:32:01:12:96	0002000	-	d
TP Clocks	NTD44- Accounting Dept.		2.0.2	10.0.100.129	00:50:C2:16:B1:F4	WORKING		١
TDS Clocks	NTDS112-RM-2C:61		3.0.9	10.0.101.56	00:21:32:01:2C:61			
TDS Clocks	NTDS16-DT-61:FD		3.0.9	10.0.100.237	00:21:32:01:61:FD			
TDS Clocks	NTDS16-RM-59:02		3.0.9	10.0.101.74	00:21:32:01:59:02			
TDS Clocks	NTDS24-72:18		4.2.2	10.0.101.42	00:21:32:01:72:18			
mod i	10001 00 00				00.01.00.01.00.05			
erclock Programming Utilit	/							
up Search Options Sta	rt Update Abort					Log	About	
rrent Task:		Activity Log:						
Downloading for NTDS26/8	AL-90:29 Mike's Cube:	Update proces	is aborted.	0 devices undate	d O faitures			1
K64 primary a	pplication	Programming s Setup complete	equence completed	<ul> <li>0 devices update</li> </ul>	d, 0 failures.			
		Programming s	equence completed	0 devices update	d, 0 failures.			J
Sending block 646 of	2887 (retries: 0)	Initiating local :	subnet search.	38 devices in 8 361	seconds			
Updating devi	ice 1 of 1	1 device(s) will	be updated.	Jo devices in 0.301	seconds			
	18.	Waiting for NTI	DS26/8AL-90:29 Mil	e's Cube to reques	t download.			l
		Downloading K	.64 primary applicati	on for NIDS26/8AL	90:29 Mike's Cube			
amily	Name		A Version	IP address	MAC address	Statue		-
TDS Clocks	NTDS26-12:4D conf room		309	10.0.100.198	00-21-32-01-12-AD	ordros		
TDS Clocks	NTDS26-1C:70		3.0.2	10.0.101.54	00:21:32:01:1C:70			
TDS Clocks	NTDS26/8AL-90:29 Mike's C	lube	4.14.14	10.0.100.157	00:21:32:01:90:29	Programming: 22	6	4
TDS Clocks	NTDS26LUX-74:47 Mike's Ci	ube"	4.15.0	10.0.100.212	00:21:32:01:74:47			
TDS Clocks	NTDS26LUX-9A:45		4.14.0	10.0.101.99	00:21:32:01:9A:45			
TDS Clocks	NTDS29-9A:C9 eng kev		4.14.15	10.0.100.197	00:21:32:01:9A:C9			
TDS Clocks	NTDS44-9E:17		4.14.0	10.0.100.191	00:21:32:01:9E:17			
TDS Clocks	NTDS46-2_9A:CB engr kev		4.14.15	10.0.101.87	00:21:32:01:9A:CB			
TDS Clocks	NTDS46-75:55		4.5.0	10.0.101.1	00:21:32:01:75:55			
TDS Clocks	NTDS46/12AL-9A:CA eng ki	ev	4.14.15	10.0.100.140	00:21:32:01:9A:CA			
TDS Clocks	NTDS46/12alpha-48:17		3.1.0	10.0.100.200	00:21:32:01:4B:17			F
TDS Clocks	NTDS46/26/3alpha-0A:B0-C	DS	3.0.9	10.0.101.57	00:21:32:01:0A:B0			Ľ
TDS Clocks	NTDS46/26/38ipna-26:58 NTDS49-9D:88		3.0.9	10.0.101.21	00:21:32:01:26:58 00:21:32:01:9D:88			
	1000000			10.01.001.003				
	/							
erclock Programming Utility	rt Update Abort					Log	About	
erclock Programming Utility up Search Options Sta								
erclock Programming Utility up Search Options Sta rrent Task:		Activity Log:						1
terclock Programming Utilit; up Search Options Sta rrent Task:		Activity Log: Programming s	requence completed	0 devices update	d, 0 failures.			
terclock Programming Utilit; up Search Options Sta rrent Task:		Activity Log: Programming s Initiating local Completed dev	equence completed subnet search. /ice search, found 1	0 devices update 38 devices in 8.361	d, 0 failures. seconds			
terclock Programming Utilit; up Search Options Sta rrent Task:		Activity Log: Programming s Initiating local Completed dev 1 device(s) will Waiting for Arr	equence completed subnet search, vice search, found 1 be updated. DS26/841-00-20 Mil	0 devices update 38 devices in 8.361	d, 0 failures. seconds			
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**IMPORTANT NOTES:** Do not interrupt the update process or power cycle the device being updated after the download process has begun, as this may cause the device to become non-responsive, and it unable to recover. Under this circumstance, the device will have to be returned to Masterclock under our RMA procedure.

Allow the device to update fully – This may take 5 to 10 minutes, per device. Be patient – the device may be receiving a full update of all internal hardware, and this may take several download cycles. If the application does not begin downloading to the device within 60 seconds (2-3 minutes if not on DHCP enabled servers). Cycle the power on the device while the firmware update application is still open to initiate the download request. Do not cycle power during the update process.