

# COUNTcam2 Firmware Installation

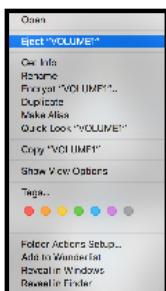
*If you are experiencing connectivity issues with your COUNTcam2, the firmware may be compromised. Reinstalling the firmware is a simple way to restore connectivity. This document will demonstrate how to Install the firmware update on your COUNTcam2.*



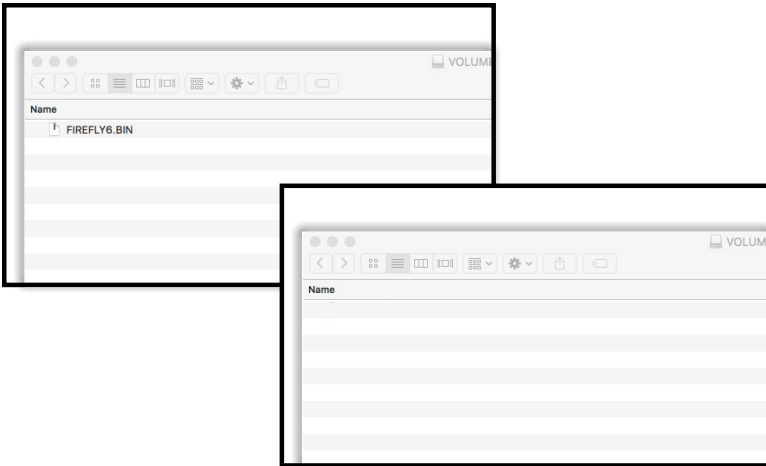
- 1) Connect the COUNTcam2 to your computer using the video download cable. Delete any files on your COUNTcam2 storage.



- 2) Download the COUNTcam2 firmware, the firmware file is named 'FIREFLY6.BIN' Copy 'FIREFLY6.BIN' to the COUNTcam2 folder.



- 3) Eject the COUNTcam2 from your computer, then, unplug the download cable and plug it back in to your computer. Re-connecting to your computer will initialize the firmware update.



- 4) It will take about 30 seconds for the firmware to install. Once firmware install is complete, the COUNTcam2 folder will reappear on your computer. Delete the 'FIREFLY6.BIN' file, then eject the COUNTcam2. If the COUNTcam2 folder reappears immediately, the install was likely unsuccessful, start from step 1 and attempt to install the firmware again.

*We hope you found this helpful! If you are still experiencing issues with your Spack Solutions equipment and need further assistance please get in touch with our Support Team. You can reach us by emailing [help@spacksolutions.com](mailto:help@spacksolutions.com) or calling 888-859-9425 (ask for tech support). You can also visit [www.SpackSolutions.com](http://www.SpackSolutions.com) and fill out a support ticket online.*