

COUNTcam 2 Firmware Installation

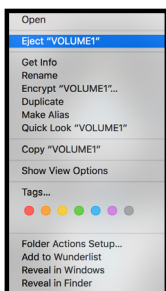
If you are experiencing connectivity issues with your COUNTcam 2 the firmware may be compromised. Reinstalling the firmware is a simple way to restore connectivity. This document will demonstrate how to Install the firmware update on your COUNTcam.



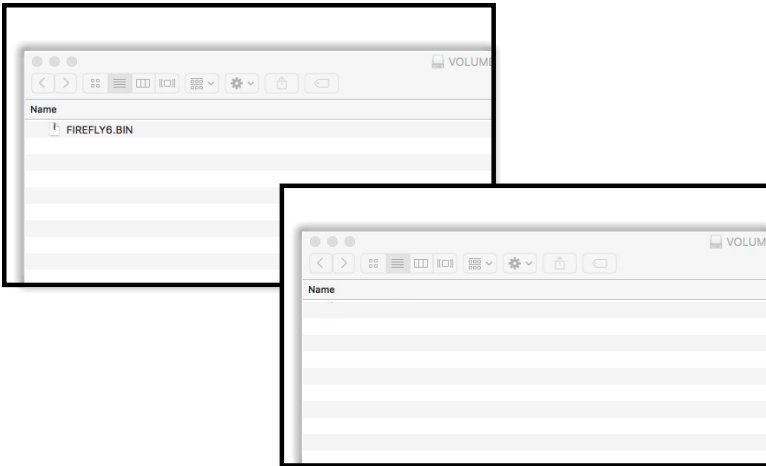
- 1) Connect the COUNTcam 2 to your computer using the video download cable. Delete any files on your COUNTcam 2 storage.



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



- 3) Eject the COUNTcam 2 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 COUNTcam 2 folder will reappear on your computer. Delete the 'FIREFLY6.BIN' file, then eject the COUNTcam 2. If the COUNTcam 2 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 CountingCars.com equipment and need further assistance please get in touch with our Support Team. You can reach CountingCars Support by emailing support@countingcars.com or calling 888-888-0637 ext. 2. You can also visit www.CountingCars.com and use our live chat to get in touch with a support representative.