v1.0

Acendo Core Software Update Process

7-Jun-21

If you have just received your Acendo Core unit or if a new version of the Acendo Core software is available you will need to update your Core software on your unit using the steps below.

If your unit is not already running v2.0.0.0 then you must first update to v2.0.0.0 before updating to any subsequent versions.

Steps

1. Download Core Software version 2.0.0.0 zip file from the Acendo Core product page on AMX.com: https://www.amx.com/en-US/products/acr-5100 .
2. Extract the .EXE & readme files from the ZIP file. Transfer the .EXE file to the root directory of an USB drive. You can only have one Acendo Core .EXE file in the root directory at a time, having more than one Core software file will result in a failure to update.
3. Plug the USB into the Acendo Core and reboot the device. On reboot, the Core will detect the USB and load the software. Progress will be displayed on-screen during the update. If the Core does not update, check to see that the EXE is in the root of the USB drive and that it's the only Core software file in the root directory.
4. When the update is complete, the Core will load normally. Log into the Core as coreadmin (default password c0r3@dmiN).
5. A message will pop up, asking to allow Acendo to make changes to the device. Select [Yes] and you will see that some additional updates are in progress. When this step is complete, the update to version 2.0.0.0 is finished.
6. (Optional) If you would like to enable CloudworX connectivity (https://cloudworx.harman.com), repeat step 1 thru 5 with the Core software version 2.1.6.0. This update will go much faster as it is a smaller upgrade than the major release version 2.0.0.0.