
Release Notes

Product: BLK2GO, BLK ARC

Date: 7th of May 2026

From: MLS Product Management

BLK2GO and BLK ARC firmware v4.4.0 release



It is highly recommended to always use the latest version of the BLK2GO and BLK ARC firmware in a compatible configuration.

FIRMWARE COMPATIBILITY

The BLK2GO running the firmware version 4.4.0 is compatible with the following software:

BLK2GO Live App (iOS and Android)	v1.4.10
BLK Live App (iOS and Android)	v3.0.0 or higher
Cyclone FIELD 360 (iOS and Android)	v6.2.0 or higher
Hexagon GeoCloud	-
Cyclone REGISTER 360 PLUS	v2026.0.1 or higher
Cyclone REGISTER 360 PLUS (BLK Edition)	v2026.0.1 or higher
BLK Data Manager	v2026.0.1 or higher
PinPoint BLK Transfer Tool	4.2.1 or higher
PinPoint Registration Tool	4.2.1 or higher

The BLK ARC running the firmware version 4.4.0 is compatible with the following software:

BLK ARC-UI	v3.5.0 or higher
BLK Live App (iOS and Android)	v3.0 or higher
Cyclone FIELD 360 (iOS and Android)	v6.2 or higher
Cyclone 3DR scripts for offline mission planning	v4.0 or higher
Cyclone 3DR	V2025.0 or higher
Hexagon GeoCloud	-
Cyclone REGISTER 360 PLUS	v2026.0.1 or higher
Cyclone REGISTER 360 PLUS (BLK Edition)	v2026.0.1 or higher
BLK Data Manager	v2026.0.1 or higher
PinPoint BLK Transfer Tool	4.2.1 or higher
PinPoint Registration Tool	4.2.1 or higher
Spot firmware	5.1.4 or higher
SpotCORE I/O firmware	5.1.4 or higher
BLK ARC API	v0.12.0 or higher

With immediate effect, the new firmware can be downloaded from the [myWorld](#) customer portal and the [BLK website](#).

RECOMMENDATIONS

When using the device connected to the BLK Live app and/or Leica Cyclone FIELD 360, triggering the commands through the app icons is recommended (instead of the button on the sensor) for an improved scanning experience.

It is recommended to use the BLK Live app and/or Leica Cyclone Field 360 to access all the latest features. The BLK2GO Live app will be phased out soon.

WHAT'S NEW

Improved CPU Management

A series of performance optimisations has been introduced to enhance overall system efficiency and responsiveness. These improvements focus on refining CPU resource allocation and minimising unnecessary processing load during operational phases.

Key enhancements include:

- **Reduced CPU spikes during critical operations**, resulting in smoother performance and increased system stability.
- **Improved on-device point cloud filtering**, enabling more efficient processing and delivering noticeably smoother point cloud streaming to the companion app.

Together, these enhancements provide **greater device stability, improved reliability during extended operation, and more robust connectivity** with the companion application.

Refactoring of the Service Report Page

The refactored **Service Report** page introduces new options for sharing diagnostic information with Support. Users will now be able to download the following report types:

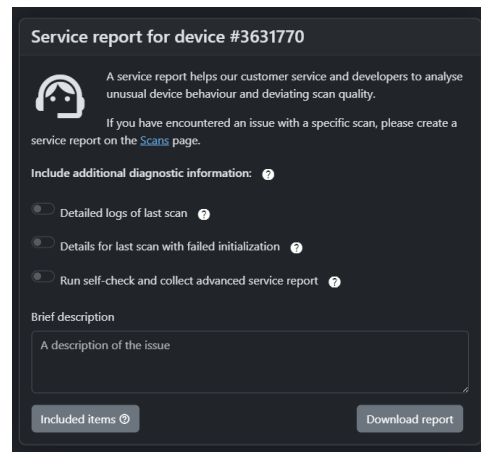
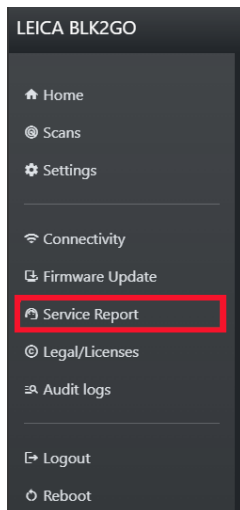
- **General Service Report**
Includes device information such as serial number, firmware version, known Wi Fi networks (without passwords), and a reduced dataset from the last five scans. Downloading this service report is recommended when the device experiences connection issues or downloading scans.
- **Detailed Logs of Last Scan**
Contains comprehensive logs from the most recent scan, in addition to all contents of the General Service Report. Downloading the service report is recommended when an issue occurs during the scan.
- **Details for Last Scan with Failed Initialisation**
Provides an extended database with additional information related to the most recent scan that failed to initialise, along with all contents of the General Service Report. Downloading the service report is recommended when an issue occurs during the scan initialisation process. Any data collected up to that point will be added to the service report.

- **Run Self Check and Collect Advanced Service Report**

Executes a diagnostic routine that checks various hardware components of the device.

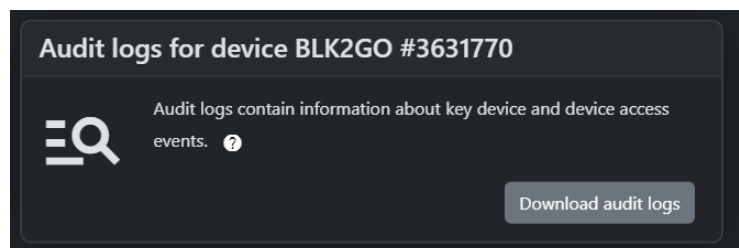
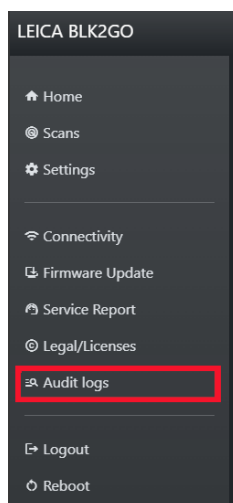
- During the process, the LED will display rotating yellow.
- When the routine finishes, the LED will turn green.
- The results are then combined with all contents of the General Service Report.
- **Important:** This feature is available **only when the device is fully powered** (i.e., for BLK2GO when a battery is installed, and for BLK ARC when connected to a power supply).
Downloading the service report is recommended if a hardware issue is suspected.

You can add multiple types of information to a single service report by enabling the corresponding toggles on the page. Once the Service Report is ready, the download will begin automatically.



Audit Logs

It is now possible to access the device's audit logs, which contain records of device logins and key events from the capture application (such as storing an image, starting a scan, and similar actions). Important: Audit logs do not contain any scan point clouds, images, or device credentials.



KNOWN ISSUES

After the firmware update completes, the device's LED will turn green, indicating that the update process has finished successfully. However, the internal webpage will not automatically reconnect at this stage. To regain access to the internal webpage, you must manually restart the device.

The download of the scan data through the device webpage or direct upload to Hexagon GeoCloud does not yet have the Jobs, Tags and Links information available. Ensure to directly import the scan data into Leica Cyclone REGISTER 360 PLUS or download using the BLK Data Manager to benefit from the work done within the field apps.

The connection to the BLK2GO Live app will be possible in offline mode only. It means that the upload of scans to Hexagon GeoCloud and downloading the upcoming firmware releases will not be possible. **Note:** The mentioned functionalities remain available to use within the BLK Live app and the Cyclone FIELD 360.