

# LEICA BLK2GO & BLK ARC

HANDHELD IMAGING LASER SCANNER  
AUTONOMOUS REALITY CAPTURE

## RELEASE NOTES

FIRMWARE VERSION 4.0.2 – 7<sup>th</sup> May 2024

These Release Notes contain important information about the Leica BLK2GO and Leica BLK ARC new firmware version 4.0.2.

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 4.0.2 is compatible with the following software:

BLK Live app (iOS and Android)	2.1
Cyclone FIELD 360 (iOS and Android)	5.1
Reality Cloud Studio, powered by HxDR	-
Cyclone REGISTER 360 PLUS	v2024.0.1
Cyclone REGISTER 360 PLUS (BLK Edition)	v2024.0.1
BLK Data Manager	v2024.0.1

The BLK ARC running the firmware version 4.0.2 is compatible with the following software:

BLK ARC firmware	4.0.2
BLK ARC-UI	*3.0.0 or later
Cyclone 3DR scripts for offline mission planning	4.0 or later
Cyclone 3DR	V2024.0.1
Spot firmware	*4.0.0
SpotCORE I/O firmware	4.0.0
BLK ARC API	v0.8.0 or later

\*The versions above are the recommended setup. The BLK ARC firmware version 4.0.2 is still compatible with Spot FW 3.3.x, Spot CORE FW 3.2.x and BLK ARC UI v2.1.0.

With immediate effect, the new firmware can be downloaded from the myWorld customer portal <https://myworld-portal.leica-geosystems.com/> and the website <https://shop.leica-geosystems.com/blk2go-firmware>.

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### RECOMMENDATIONS

- After the upgrade, run a “Factory Reset” to ensure the proper installation of the firmware. *Be aware that Factory Reset will delete all your data from the scanner: make sure you have saved your data if you want to keep it.*
- When you use the device connected to the BLK Live app and/or Leica Cyclone FIELD 360, triggering the commands through the app icons is recommended for an improved scanning experience instead of the button on the sensor.
- We recommend using the new BLK Live app to access all the latest features. The BLK2GO Live app will soon be phased out.

### IMPROVEMENTS & BUG FIXES

- General system stability improvements.
- Minor bug fixes.

### KNOWN ISSUES

- In rare cases the update from firmware 4.0.1 to 4.0.2 could fail
  - A firmware update failure is visible by the following:
    - The device starts the firmware update, and the LED pulsates yellow. However, the unit will not restart, and it will go to a steady green LED.
    - The web page shows that the unit is still on firmware version 4.0.1.
  - To solve this firmware update issue, please proceed with the following steps:
    - a) Turn off the device.
    - b) Remove and insert the battery and turn on the device.
    - c) Connect the BLK2GO / BLK ARC to the webpage as usual.
    - d) Once connected, force the reload of the webpage, using the shortcut CTRL + F5 for Windows or CMD + R for Mac on Safari
    - e) Run the firmware update again, and 4.0.2 will be installed successfully.
- The download of the scan data through the device webpage or direct upload to Reality Cloud Studio does not yet have the Jobs, Tags and Links

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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 new companion apps.

- In rare cases, the LED might be blinking red after booting or during the firmware upgrade. If this happens, wait for the LED to be in solid state, with no blinking. If the LED is solid red, turn off the device and turn it on again. If the LED is solid green, the device is ready.
- In rare cases, connecting to the device via a USB-C cable can lead to the red LED. If this happens, unplug and plug again the USB-C cable. This should solve the issue and result in a green LED.
- Occasionally, it can take longer to boot up the device. Always check the LED is green to ensure the system is 100% ready for scanning.