Miller ArcReach Heater Software Update Instructions

The first part of these instructions explains how to obtain the software update from the website and store the update file on a USB Flash Drive. The second part explains how to use this USB Flash Drive to load the software update into the ArcReach Heater System.
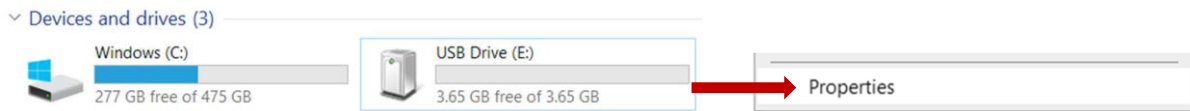
Part 1: Obtaining the Software Update

The following procedure uses File Explorer in Microsoft Windows 10 and Internet Explorer is also used as a reference browser.

1. Insert a _**blank**_ USB Flash Drive into an available USB port on the computer.

2. Press the Windows key to open the Start Menu, then start typing "This PC" and click on its icon when it appears to open This PC in File Explorer. Earlier Windows versions have My Computer instead of This PC.

3. Browse to This PC's Devices and drives section, right-click on the inserted USB Flash Drive, and click on Properties.
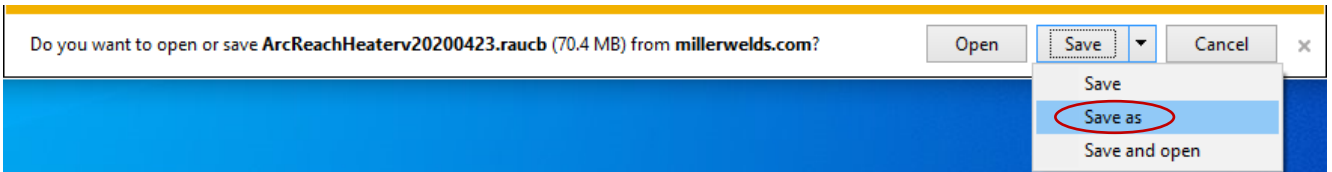

4. In the Properties window that opens, note if the file system is not FAT32 or FAT, then close the Properties window.
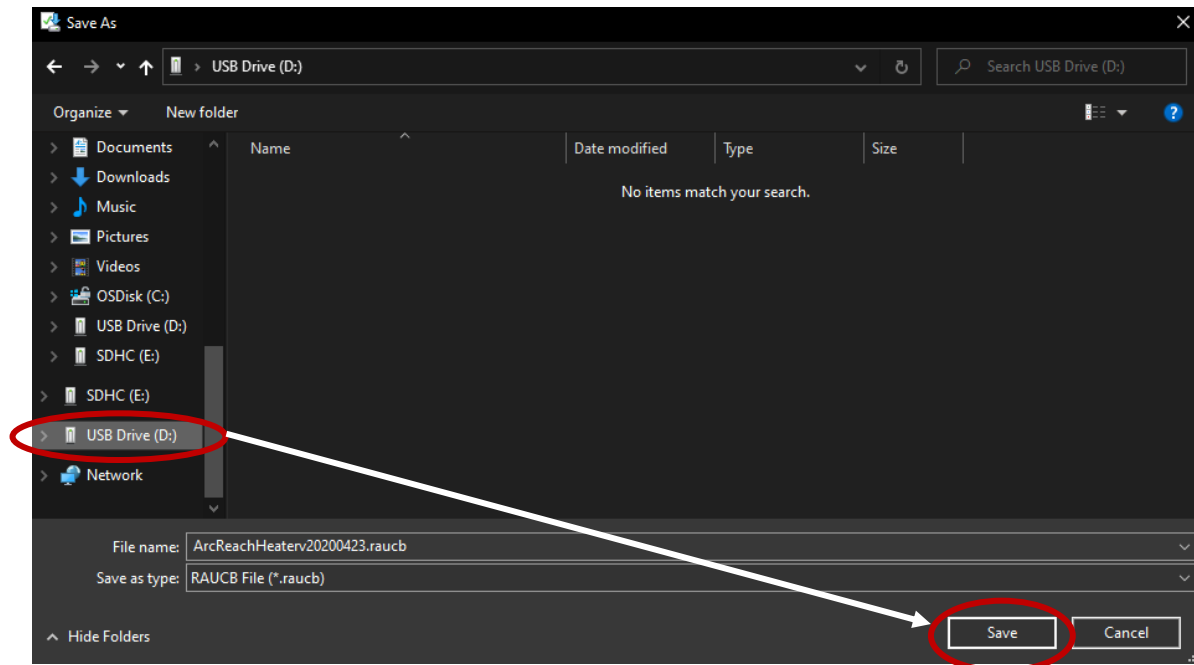

5. Complete these next few steps **only if** the USB Flash Drive's file system is **exFAT** or **NTFS**:
   a. Right-click on the USB Flash Drive and click on Format... in the pop-up menu.
   b. In the window that opens, choose FAT32 from the drop-down list, then click the Start button.
   c. Click the Close button after formatting is complete.
   d. Repeat steps 3 and 4 to verify the file system is now FAT32.
   e. If FAT32 isn't listed in the Format window, try using a smaller USB Flash Drive (32GB or less).

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6. Use a web browser and connect to the AR Heater Millerwelds.com-Support-Software page:
   https://www.millerwelds.com/support/software/arcreach-heater-software

7. Download the following update file from the website: **ArcReachHeater-vYYYY.MM.DD.raucb**

(***Note:** The update file is located under "Option 2: ArcReach Heater Equipment Software" on the web page.)
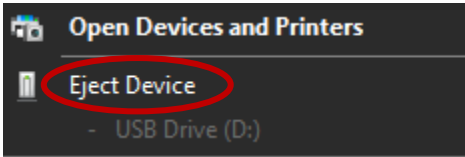
8. Save the update file onto your blank USB by finding and selecting the USB Drive on the left and clicking "Save" button.

9. The USB Flash Drive has been successfully loaded with the ArcReach Heater Software Update.

10. Close any related windows that remain open.

11. Click on the **Safely Remove Hardware and Eject Media** icon near the right corner of the Windows Taskbar.

12. Click on **Eject USB DISK**.

13. The computer will display Safe to Remove Hardware.

14. Unplug the USB Flash Drive from computer.

Part 2: Loading Software Update into ArcReach Heater System

This plan assumes that the ArcReach Heater is connected to a compatible power-source before following the steps outlined below.

Needed: A USB stick containing the latest firmware image (*See Part 1*).

Step 1: If not already, power up the ArcReach heater. You should be at a "Home" screen showing the temperature read-outs of the 6 Thermocouples.
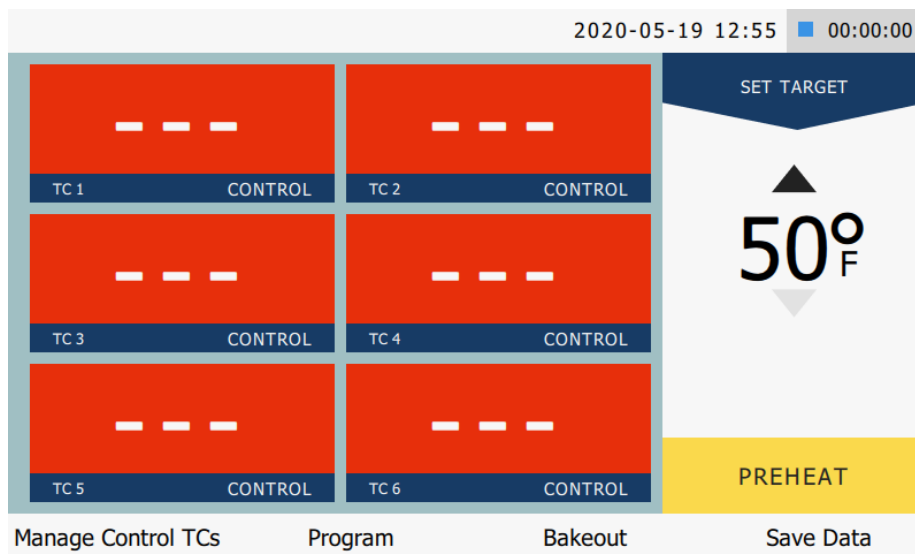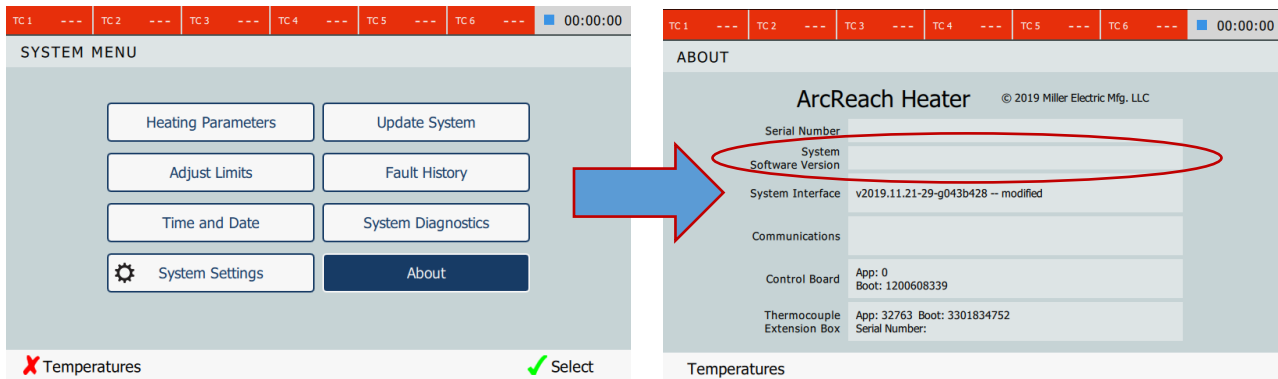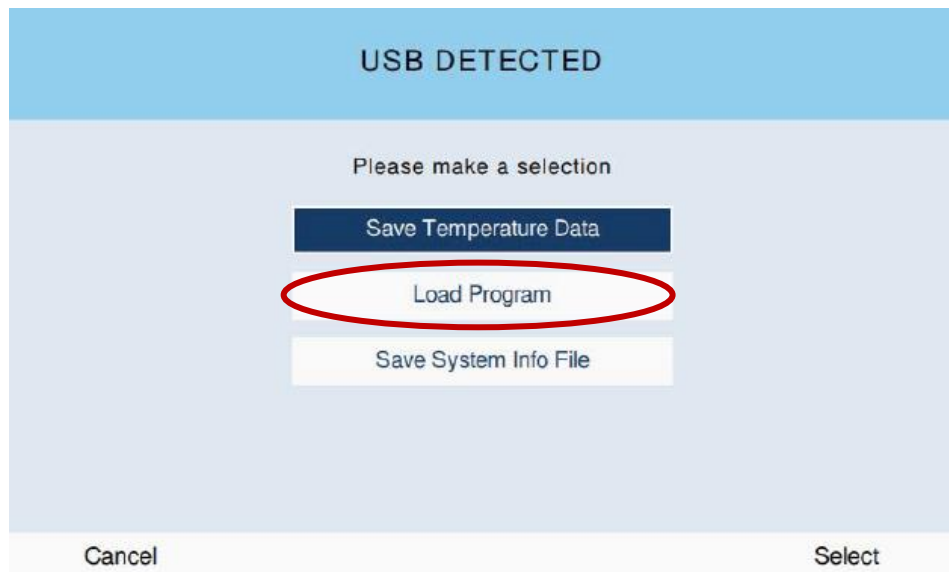

Figure 1 – "Home" Screen

Step 2: Press the "Menu" button to open the system menu. You should see a list of options to pick from. Please navigate to the "About" option using the soft-button arrows and choose it with the 'Select' soft button. In this screen, please note the **System Software Version**. You will later use this value for comparison to ensure that the update successfully took place.
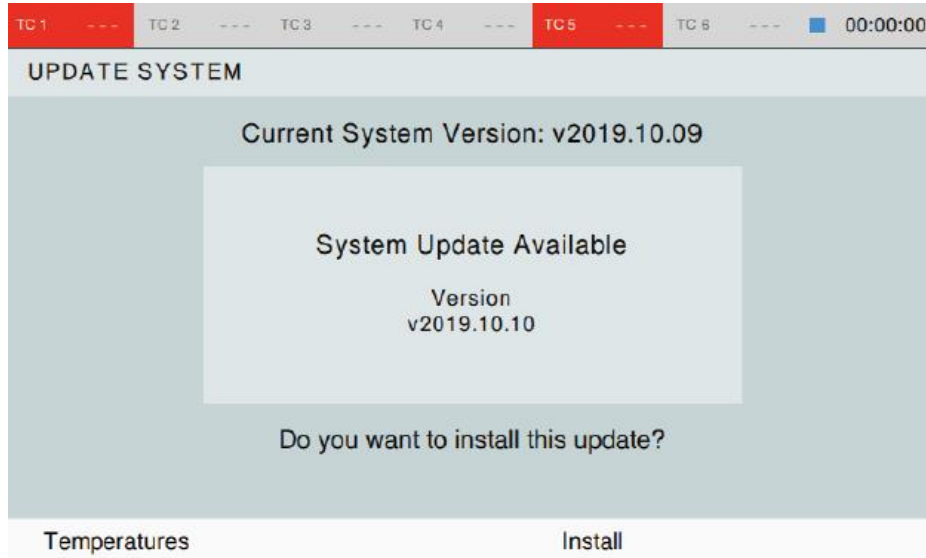

Figure 2 – System Menu and "About" Section

Step 3: Insert the USB stick containing the latest firmware image. After a few seconds, you will be prompted with a screen showing various USB options. Please navigate to the **Load System Update** option and press the "Select" soft button. **Note: If no 'Load System Update' option is available, the firmware image on the stick is not being recognized correctly/is not present. Caution!** Do not unplug USB Flash Drive or turn off power until updating is complete.

Figure 3 – USB Detect

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Step 4: A screen will appear asking if you would like to update to the revision found on the USB stick. Select "Install".

Figure 4 – Installing Update

(*****Note:** Dates used in the system version format image are for example only and do not correspond to the latest version.)

Step 5: A progress bar will appear as the firmware update is copied onto the UI. Once reaching 100%, you will be prompted to remove the USB stick from the ArcReach heater. Do so now.

Step 6: The screen will go black as the UI reboots. Once power returns, a readout will appear depicting that Process Control 1 of 2 is being updated. When the progress bar completes, Process Control 2 of 2 will be updated. After this completes, the unit should return to the "Home" screen (see Step 1).

Step 7: Follow the directions dictated by **Step 2**, and note that the **System Software Version** should now be updated**.**

Step 8: After successfully updating, please cycle power on the unit, allowing it to be powered off for ~10 seconds.