

# SiteHawk Firmware Instructions

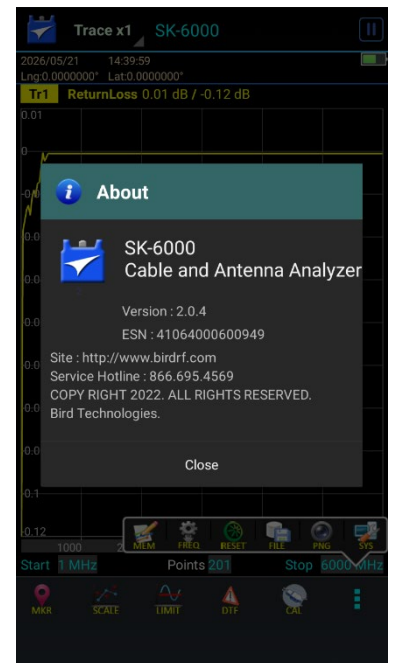
This guide is intended for RF professionals using SiteHawk Analyzers, models SK-4500-TC, SK-6000-TC, and SK-9000-TC.

## Before you Begin:

- **Check Current Firmware Version:** Visit the [Learning Center on birdrf.com](http://www.birdrf.com) to find the most recent Firmware for your SiteHawk.
- **Check Installed Firmware Version:** Confirm the version on birdrf.com is newer than the version installed on your SiteHawk by navigating to the About Screen in the SiteHawk app: : > SYS > ⓘ
- **Power Supply:** Ensure the analyzer is connected to a stable power source throughout the update process to prevent any interruptions.
- **Backup Data:** Before starting the firmware update, back up all essential data from the SiteHawk folder to avoid any data loss.

### IMPORTANT - Preparation for Firmware Installation:

Before installing the new firmware, please delete the existing SiteHawk folder and uninstall the current SiteHawk application. Failing to do so can cause the firmware upgrade to fail and may prevent the application from running properly.



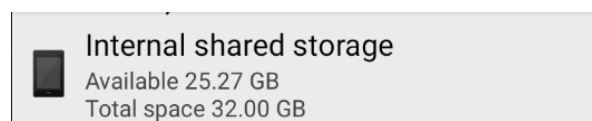
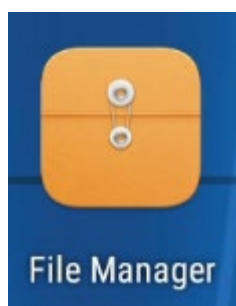
SiteHawk About Screen showing Installed Firmware 2.0.4

## Instructions

### Preparation: Backup Data

*Note: This step may look different depending on the software currently installed on your SiteHawk. For complete instructions on each File Manager, please see our Zendesk Article. [File Management & Transfer on Bird Hawk-Series Instruments – Bird](#)*

1. Create a **SiteHawk Backup** folder in the internal storage by selecting **File Manager** and navigating to Internal shared storage (under LOCAL on some versions). Press the + icon, enter the new backup folder name (**SiteHawk\_Backup**) and press Save!

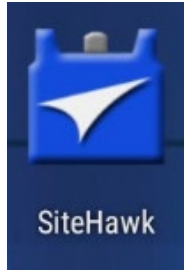


2. Copy all necessary files into this new folder. This step prevents loss of important data during the update process.

3. **Delete Existing SiteHawk Folder:** Navigate to the *sitehawk* folder within the internal storage and delete it along with all its contents.

#### Uninstallation:

**Uninstall Current SiteHawk Application:** From the home screen, access the application drawer and find the SiteHawk app.



Long press on the app icon and select **Uninstall** from the options that appear. Confirm uninstallation when prompted.

#### Installation of Firmware:

**Download Firmware:** Visit the [Bird Learning Center](#) page on Bird's website.

You will find a download that looks like the following, for Firmware version v2.0.4



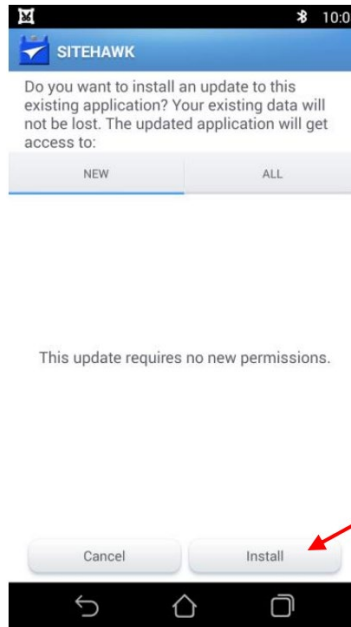
#### CAUTION:

**Do not connect the device directly to a PC via USB for file transfer. Use the USB drive provided.**

Extract and transfer the **apk** file to the memory stick provided in your kit.

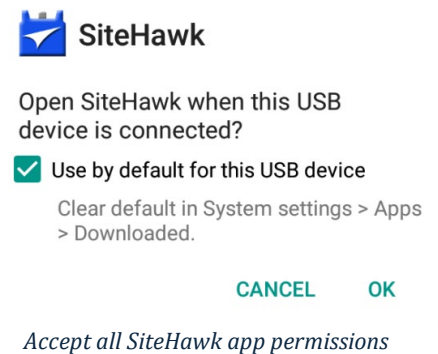
**Install New Firmware:** Connect the memory stick to your SiteHawk device. Navigate to the memory stick storage, locate the downloaded **apk** file, and tap on it to begin installation.

Follow the on-screen prompts to complete the installation. After installation, disconnect the memory stick and adapter from the SiteHawk device.



#### Restart Device:

- **Power Cycle:** After the update installs, restart your SiteHawk analyzer. Power down the device, wait for 5 seconds, then turn it back on.
- **Initial Restart:** You may see a 'Connecting' message on a blue screen initially. This may take up to 15 seconds as the device prepares the necessary files.
- **Important:** There will be a short pop-up giving you the option to “Always open SiteHawk when Transcom USB Device is connected.” If you do not select this and press OK, you will see a connecting screen and will not be able to use the application. If this happens you must restart the device to see the pop-up again.
- **Observe:** The 'Connecting' message may reappear briefly but should disappear within a few seconds, indicating a successful update.
- **Confirm Update:** You can confirm the currently installed firmware on your SiteHawk by navigating to the About Screen in the SiteHawk app: : > SYS > ⓘ



**Conclusion:**

By updating your SiteHawk Analyzer as described, you ensure it performs reliably in demanding RF environments. If you have any questions or encounter issues, our support team is ready to assist. Thank you for your commitment to maintaining up-to-date technology.

**Troubleshooting Section:**

- **Issue: 'Connecting' Message Persists**
  - **Solution:** Ensure the device was correctly powered down before restarting. If the issue continues, repeat the power cycle up to three times.
- **Issue: Update Fails to Install**
  - **Solution:** Check that the SiteHawk folder was fully deleted and that no previous version of the app is installed. Redownload the firmware and attempt the installation again.
- **Issue: Device Does Not Power On After Update**
  - **Solution:** Check the power connection and ensure the battery is charged.
- **Issue not resolved:**
  - **Solution:** If you have removed the old SiteHawk data, reloaded the firmware and followed all instructions properly without success, the issue is most likely hardware related. The next step is to fill out a Return Material Authorization (RMA) request form. [Bird Service Pricing & RMA Request | Bird – The RF Experts](#) For any questions on the RMA process please contact [BSC@BirdRF.com](mailto:BSC@BirdRF.com)