

# 1. Updating Guide

## 1.1 Kindly Note:

- **It takes the risk to update the firmware, please avoid updating the firmware when the device is used for the important events**
- **To avoid the power being cut off suddenly during the updating, please make sure the device with enough power during updating.**
- **Please feel free to contact our technical support engineer if the updating failure or error causes the malfunction of the device:**  
**The link for contacting Hollyland Technical Support Engineer: [support@hollyland-tech.com](mailto:support@hollyland-tech.com)**

## 1.2 Updating Tool

- A computer with Windows 10 or Mac OS 12.6 system
- A USB flash disk which is under 32G storage (FAT32 format)
- USB-A to Type-C cable

## 1.3 Operation Steps

### 1.3.1 Upgrade with USB disk

- Download the firmware file
- Prepare one USB disk with USB-A port which memory less than 32GB
- Plug the USB disk into laptop, format the USB disk to FAT32, put the upgrade firmware(.ota file) into the root directory of the USB disk(make sure only one firmware inside), please do not put it inside of any folder
- Plug the USB disk into HUB via USB-A port, the HUB will recognize the USB disk and start to upgrading, the HUB will reboot automatically after upgraded
- After upgrade the HUB successful, then connect the headset to HUB one by one with USB cable for upgrade

### 1.3.2 Upgrade with laptop

- Download the firmware file
- Connect the HUB to the laptop via LAN port with cat 5e cable, and then set up the HUB and laptop IP address in the same IP section(like 192.168.218.10 and 192.168.218.20), make sure both of them can communicate via LAN connection
- Open web based software by open the HUB IP address(like 192.168.218.10) with browser(recommend to use Google)
- Login with default account and password(user name: admin, password:12345678)
- Go to "settings"->"others"->"firmware update", and the select the ".ota" file to start upgrading,the HUB will reboot automatically after upgraded
- After upgrade the HUB successful, then connect the headset to HUB one by one with USB cable for upgrade