



JUST POWER ON



How to upgrade the firmware in App

Associated product(s):

EP500 Pro /EP500 /AC300 /AC500 /AC200Max /EB3A/EP600/AP9

Entry type: FAQ

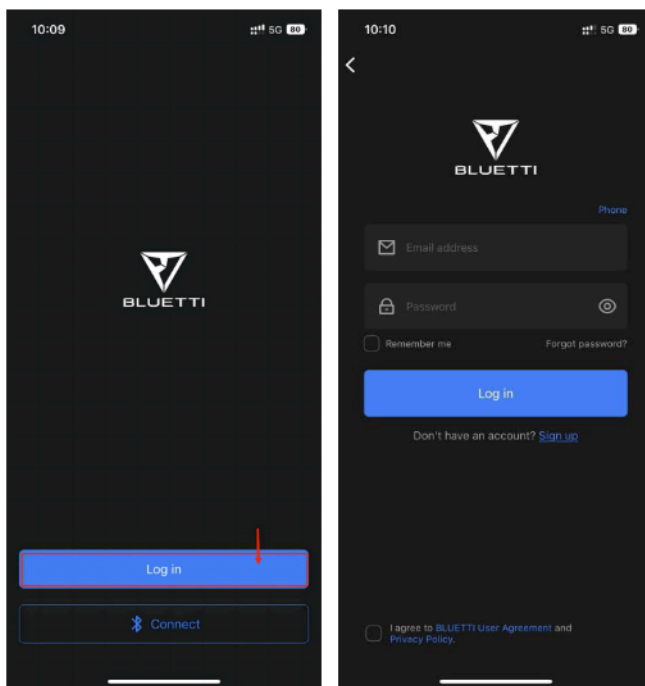
Entry ID:15221101

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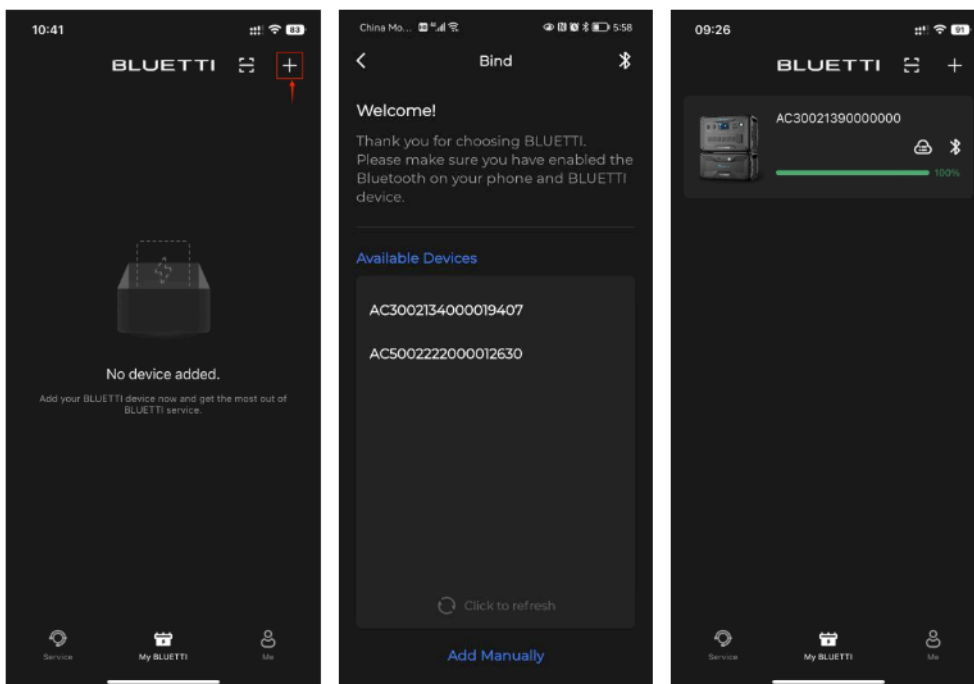
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1 Solutions

Step 1: Login the BLUETTI account.

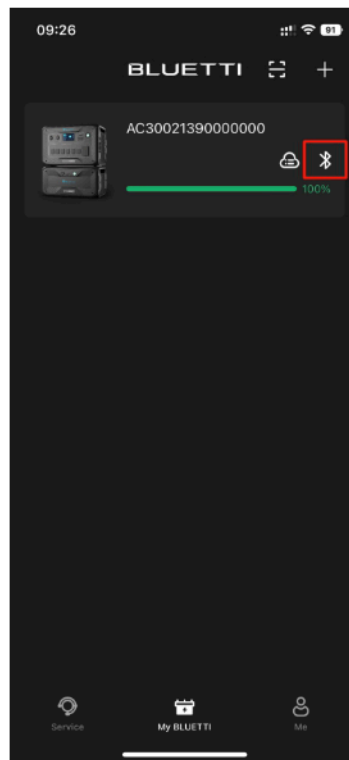


Step 2: Bind your device.

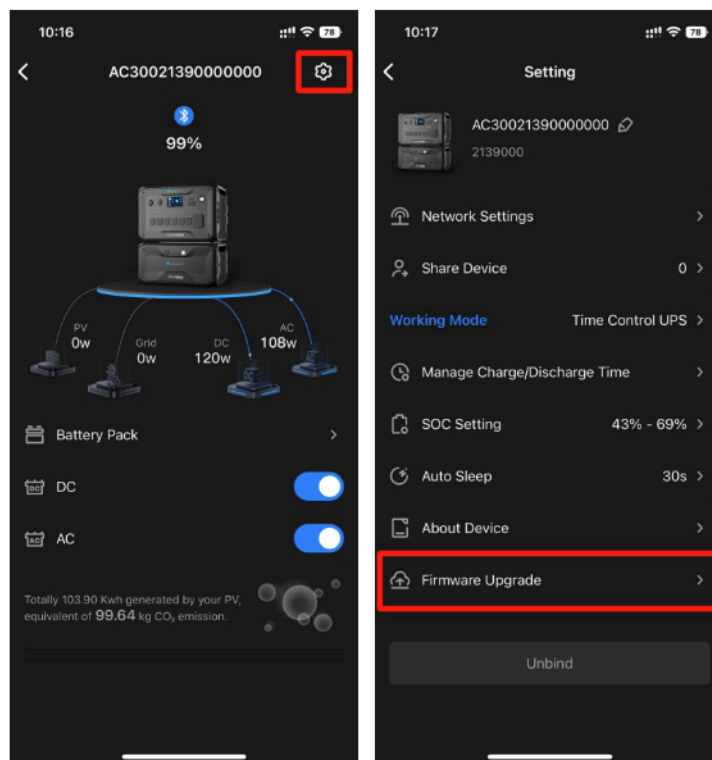


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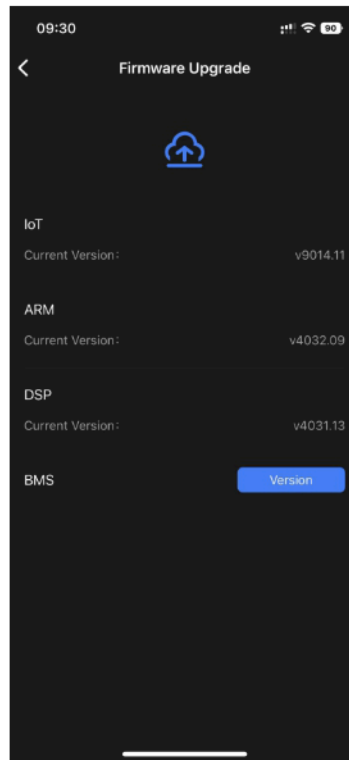
Step 3: Click "📶" to connect your device via Bluetooth.



Step 4: Click "⚙️" to enter the Settings page, then click the "Firmware Upgrade".

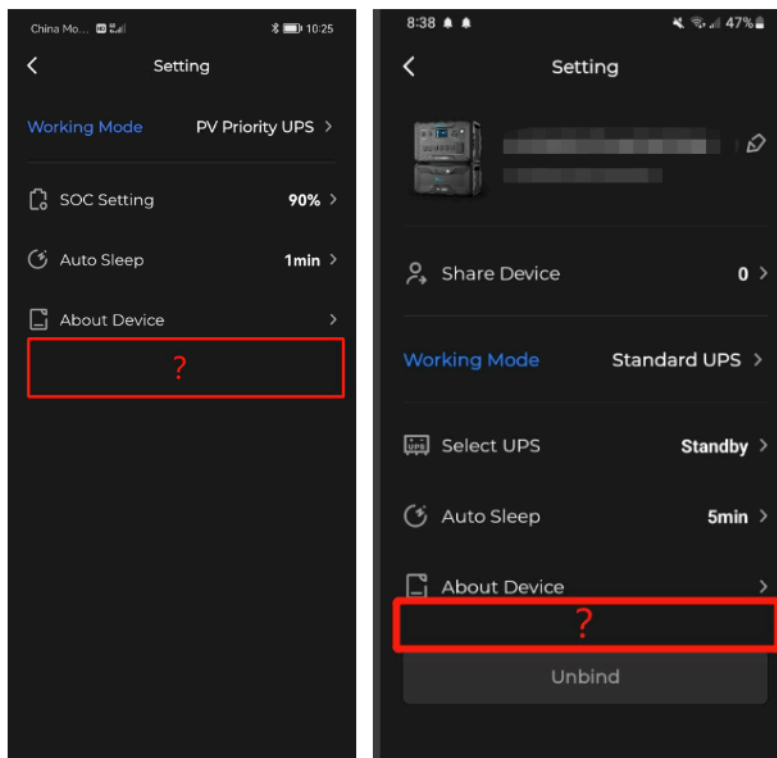


Step 5: Upgrade the latest firmware in this page.



2 Common questions

Q: Why there's no "Firmware Upgrade" option in my setting page?

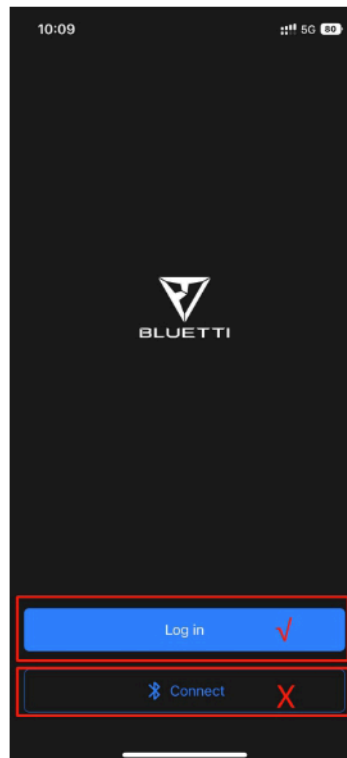


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A:

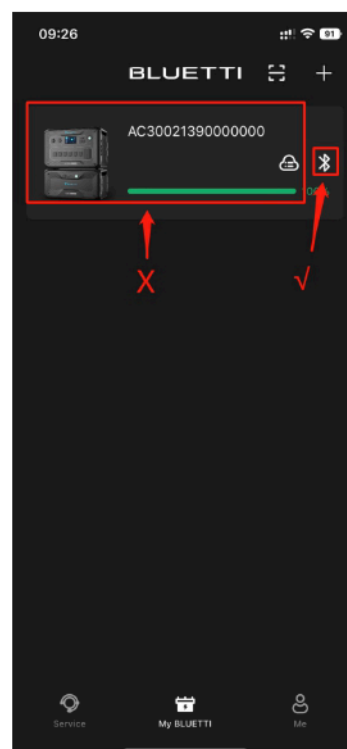
Possible reason 1: Customer doesn't login the account and connect the device via Bluetooth direct access.

Please login the BLUETTI account to connect the device, there's no "firmware upgrade" option via Bluetooth direct access.



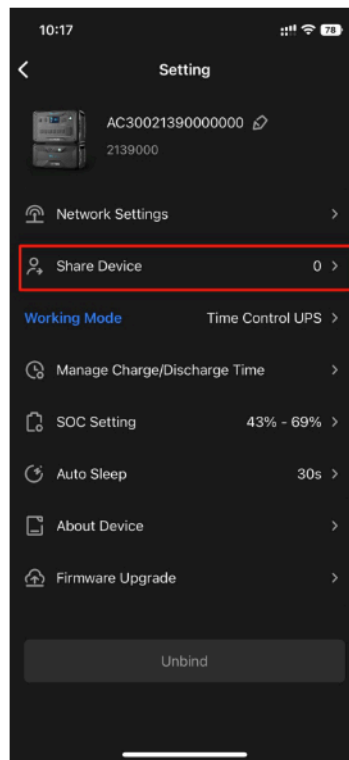
Possible reason 2: After successfully binding the device, customer connect the device via WiFi instead of Bluetooth.

Please connect the device via Bluetooth when checking the firmware version, there's no "firmware upgrade" option when connecting via WiFi.

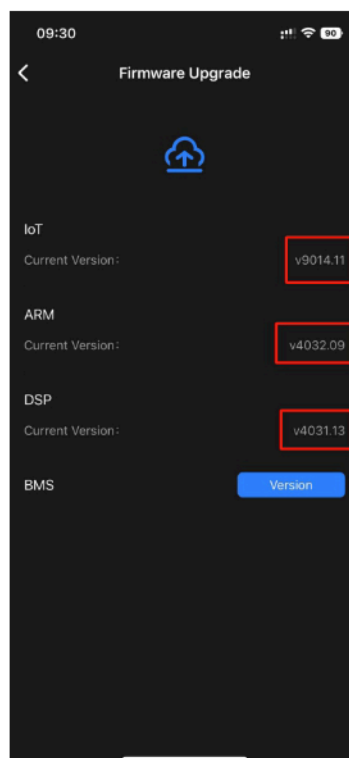


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Possible reason 3: If you share your device to your friends or family, there's no "firmware upgrade" option in their App.



Q: Why there's no "Upgrade" option in my firmware version?



A: If there's no "Upgrade" option, means your firmware version already the latest.

3 More information

More information : www.bluettipower.com

US Email: service@bluettipower.com

EU Email: sale-eu@bluettipower.com

UK Email: sale-uk@bluettipower.com