

myGro App Firmware Upgrade SOP

Why Upgrade the Firmware?

Reasons for upgrading firmware include optimizing product stability, adding new software features, enhancing product usability, and fixing known bugs. These upgrades help to improve overall device performance and user satisfaction.

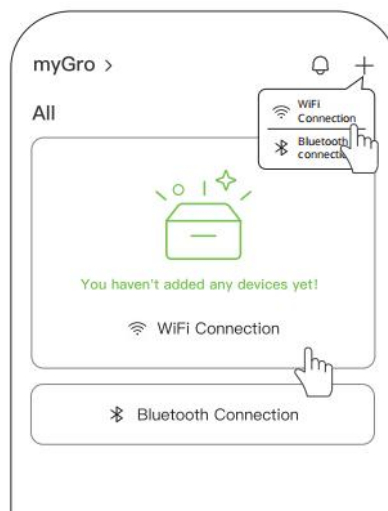
Step 1: Download the Latest App

Ensure you have downloaded and installed the latest version of the myGro App.



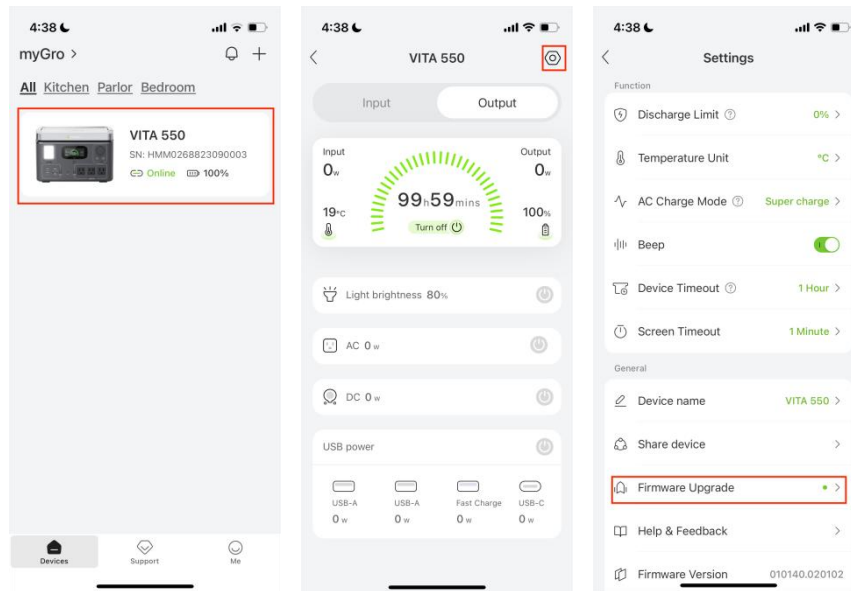
Step 2: Add Device via WiFi Connection

Before upgrading the firmware, ensure your portable power station is added via a WiFi connection (refer to the product manual for remote Wi-Fi connection steps). Note that firmware upgrades cannot be performed in Bluetooth connection mode.



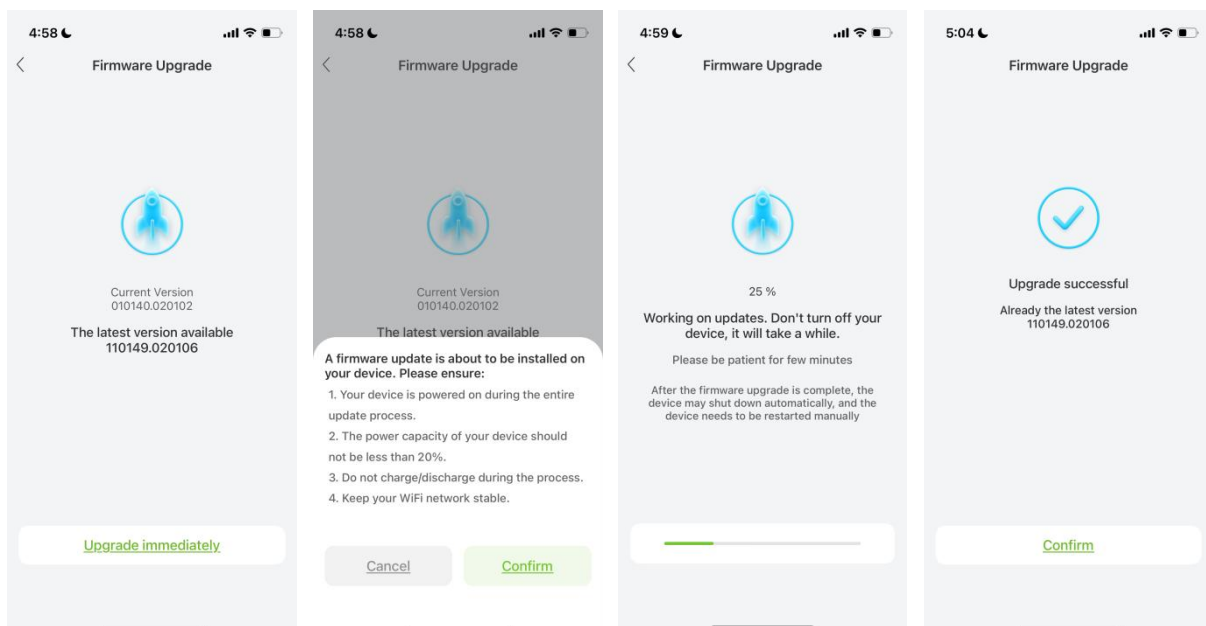
Step 3: Locate the Firmware Upgrade Section

- On the Devices homepage, find your device and click to enter the device control page.
- In the device control page, look for and click the settings icon to enter the device settings page.
- On the device settings page, scroll down until you find and click the Firmware Upgrade section. If there is firmware to be updated, you will see a small green dot next to the arrow.



Step 4: Follow the App's Guidance for Firmware Upgrade

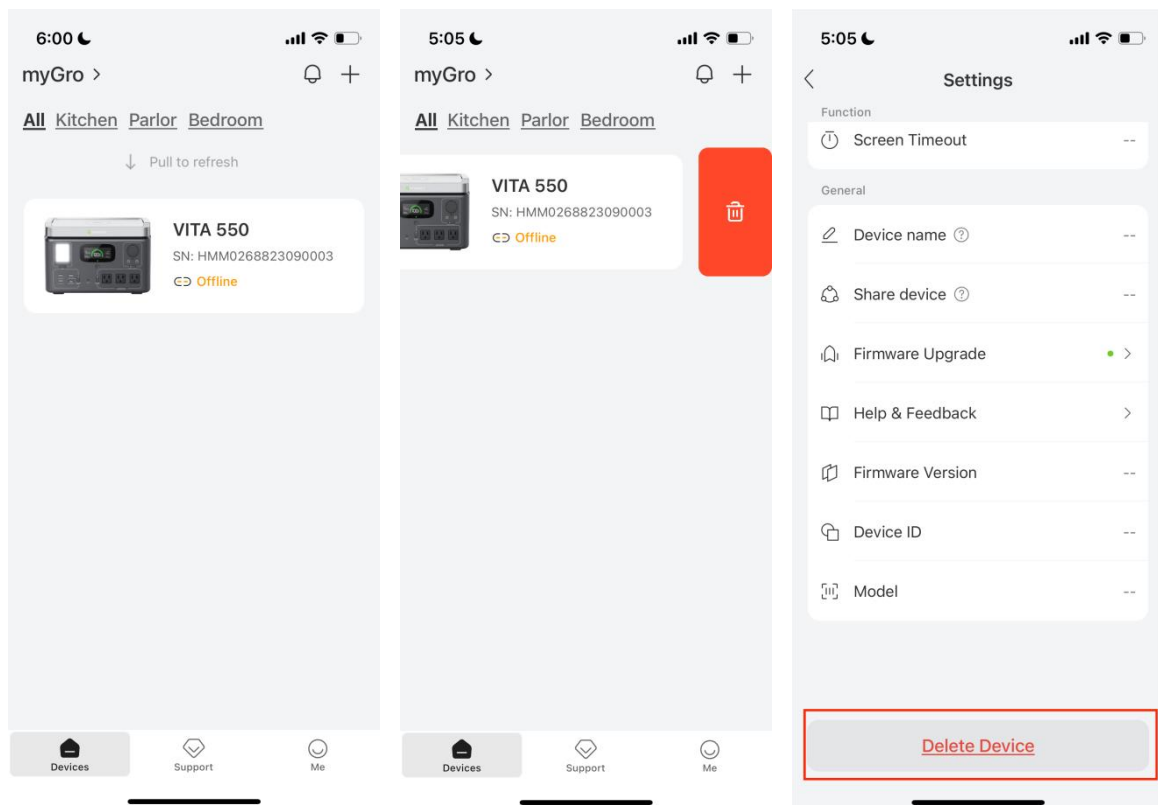
On the firmware upgrade page, follow the operation guidance and steps provided by the app. This usually includes confirming available firmware updates and confirming the download of the firmware. Please do not operate or turn off the portable power device during the upgrade process.



Step 5: Wait for the New Firmware Version to Display

After a successful firmware upgrade, the new firmware version may not immediately appear on the app. Please wait patiently for some time, the new firmware version will update automatically after a while. If the new version number does not appear after a long time, try the following steps to check if the firmware version has been updated:

- Check if the device is turned off. If the device automatically shuts down after upgrading (which is normal), turn it back on. Then pull down on the Devices homepage to refresh the device's online status and ensure it is online.
- If the new firmware version still does not appear after trying the above, find the option to unbind the device in the app, reconnect and bind the device via WIFI, and then check again.



Firmware Upgrade Failure

- If the firmware upgrade fails several times as shown in the figure below, or if the new firmware version number does not update following Step 5, please contact customer service for assistance.
- Note that firmware upgrading is an important step to ensure device performance and safety, and it must be executed according to the guidance and steps provided by the app.

