



# How to upgrade the firmware in App

Associated product(s):

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

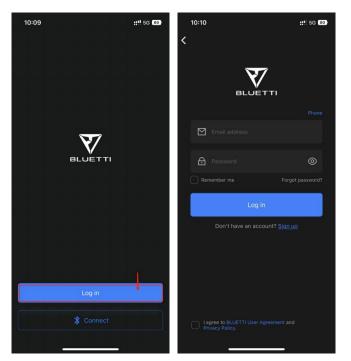
Entry type: FAQ Entry ID:15221101

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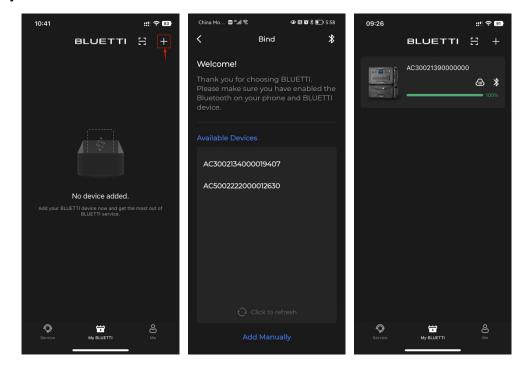
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#### 1 Solutions

Step 1: Login the BLUETTI account.



Step 2: Bind your device.



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

09:26		#!! <b>?</b> [91]
	BLUETTI	∺ +
	AC3002139000000	0
Ø	÷	පි
	My BLUETTI	

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

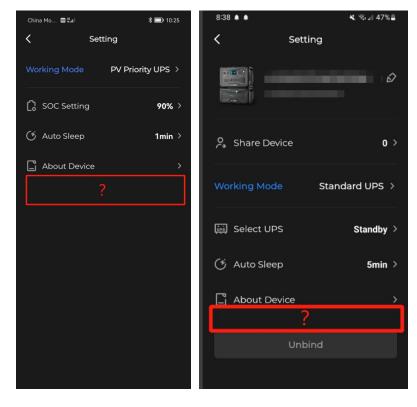
10:16	::!! 🗢 78	10:17		::!! ? 78)
<b>&lt;</b> AC300213900000	00 Ø	<	Setting	
8) 99%			AC300213900000 2139000	000 🔗
		<u> </u> Netwo	ork Settings	
	$\sim$	♀, Share	Device	0 >
0w / Grid DC 108	AC 108w	Working N	lode Tir	ne Control UPS >
0w 120w		🕞 Mana	ge Charge/Discharg	e Time >
Battery Pack	>	[] socs	Setting	43% - 69% >
च्चि DC		🍜 Auto S	Sleep	30s >
िंग AC		L About	Device	>
Totally 103.90 Kwh generated by your PV,	$\circ \cap^{\circ}$	슈 Firmw	are Upgrade	>
equivalent of <b>99.64</b> kg CO <sub>2</sub> emission.	. 🌝			

Step 5: Upgrade the latest firmware in this page.



#### 2 Common questions

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



#### 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.

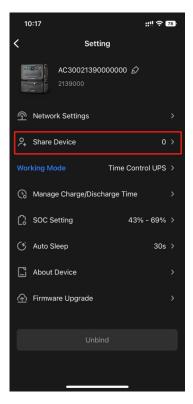


Possible reason 2: After successfully binding the device, customer connect the device via WiFi instead of Bluetooth.

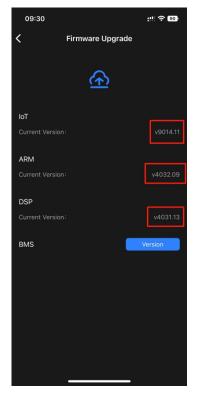
Please connect the device via Bluetooth when checking the firmware version, there's no "firmware upgrade" option when connecting via WiFi.



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 are already the latest.

### 3 More information

More information : <u>www.bluettipower.com</u>

US Email: service@bluettipower.com

EU Email: sale-eu@bluettipower.com

UK Email: sale-uk@bluettipower.com