

Firmware Upgrade Procedure for FREQ Caller:

Step 1: Download

Download the new firmware to your computer. Make sure there are no extra characters in the file name. (handunit.bin / speaker.bin) are the correct file names. Make sure the Speaker Unit and Remote are both turned off with batteries connected / in place. (These .bin files do not need to be opened or ran. They will simply be transferred over to each physical drive of the caller/remote.)

Step 2: Speaker

1. It is best to exit out of all running programs on your PC.
2. With a charged battery plugged into the Speakers, connect the provided USB-C port cable from your PC to your Speaker unit, located in the rechargeable battery compartment. Turn on the Speaker. The Speaker drive will appear on the PC screen showing the list of category sound files. At the bottom of the list is a pair.log file.
3. Click once to highlight the "pair.log" file and right click - press "delete" to discard the existing pair.log file from the drive.
4. Copy/Paste or Click and Drag the previously downloaded firmware "speaker.bin" file to the windows drive to replace the deleted pair.log file. Do not drop the file into a sound folder.
5. Turn off the Speaker and then disconnect the cable from the speaker unit.
6. Turn on the Speaker, the LED on the speaker will blink twice to show firmware updating in progress. The 2 blink phase should take no longer than 15 seconds.
7. When the firmware updating is completed, the LED will be off. Power off the speaker unit. The speaker unit is now updated. Set aside until further instruction.

Step 3: Remote

1. Power on the remote. Then press the menu button twice to get to the menu page. Then navigate to the QR Code and press select.
2. Once on the QR screen, press and hold the left red side button until the LCD screen says "Erased". The Remote will then shut down.
3. Remove the black rubber plug on the right side of the remote. Connect the provided USB-C port cable from the Remote to the PC. Then power on the remote, the Remote storage drive will appear on the PC screen.
4. Copy the previously downloaded firmware "handunit.bin" to the drive. While leaving the USB cord connected, power off the remote. Wait for the file drive to disappear on the computer screen. Then turn the remote back on.
5. FW Updating will be shown on the LCD screen.
6. When the firmware updating is completed, the remote will automatically power off. Disconnect the USB-C from the remote.
7. Power on the speaker and press+hold the remote power button until you see the screen turn on. Allow the units to connect and sync. Syncing is complete when the remote is back to the category screen.
8. After the units are synched, press the menu button to get to the menu screen and scroll down to the MAC# on the menu screen. Highlight the MAC# and hit select. Once you are at the next screen, press select a second time. This process will pair the remote and speaker unit to each other. When the pairing is complete, the MAC# will have a random 4 digit code signifying the pair to the speaker unit. You have successfully completed the new firmware update.