mobiWAN

Firmware Update Guide

Version: 2.10.3

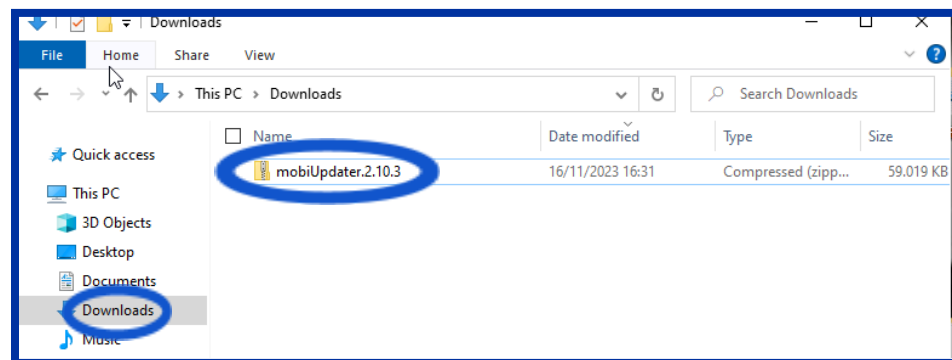**Mobilus Labs** © 2023

Introduction

Mobilus Labs operates a continuous improvement process for our technology. This instruction guide is to assist users with carrying out updates to the firmware of the mobiWAN using our Python-based tools running on Windows.

This update to version 2.10.3 includes audio enhancements and UI simplification. The update process after file extraction should take approximately two minutes for each mobiWAN.
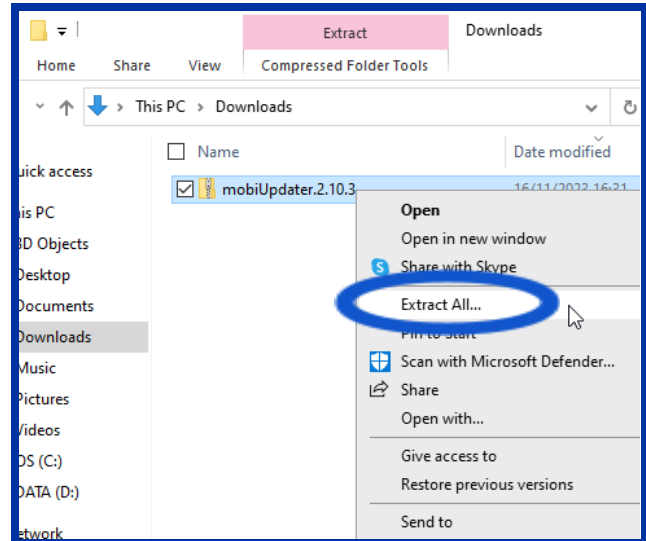
Download instructions

The first step is to download the zipped file containing the Python-based tool. This is a large file approximately 60 MB in size. Make sure you have enough bandwidth and space on your hard drive to download this file. You will also need enough disk space to uncompress this file.

1. Go to the following link **mobiWAN Updater v2.10.3** and download the zipped file

2. Go to your **Downloads** folder

3. Right-click on the zip file and select "**Extract All ...**".

4. Follow the instructions and extract the files to your chosen directory. Note the file extraction process can take between 5 to 30 minutes depending on the computer.
Note: *The default location may be* **"not authorized"**. *Please select a directory where you do have appropriate permissions to extract to.*

5. Go to the extracted directory and then select the sub-folder (in this example it is the **"mobiUpdater_v2.10.3**" directory)

6. You should now see one directory called **"mobiUpdater"** (Make sure you are opening the extracted directory.)

7. **Download complete - You are now ready to update the mobiWAN!**

Update Procedure

In order to update the firmware you will need to attach the mobiWAN device to your computer using an appropriate USB-C cable.
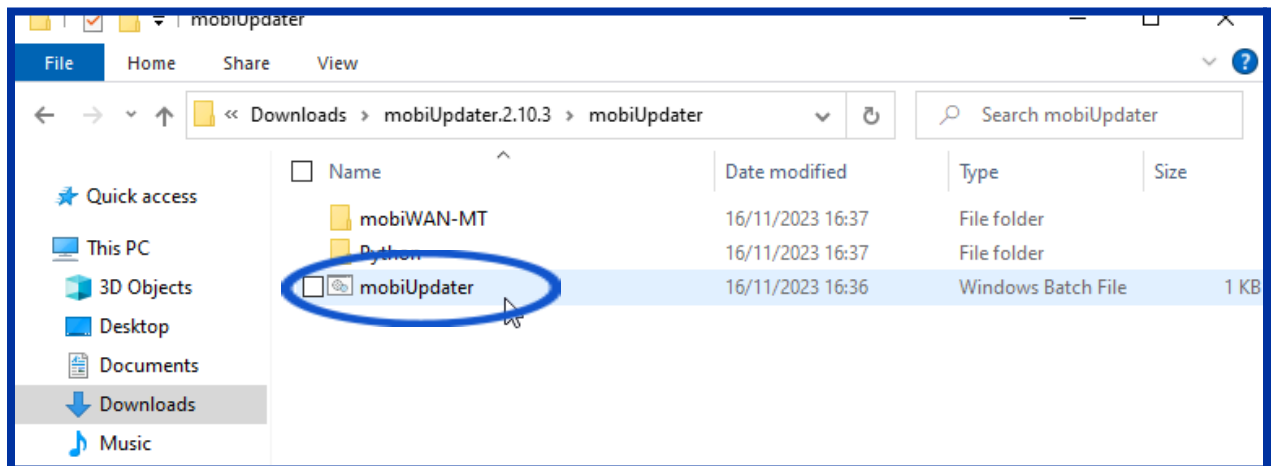
The update program should automatically detect the COM port to be used for data transfer. If there are issues then please refer to the FAQ at the end of this document to check the connection status. There are two main steps to the process: 1) Connecting your mobiWAN to your computer; 2) Updating the firmware:
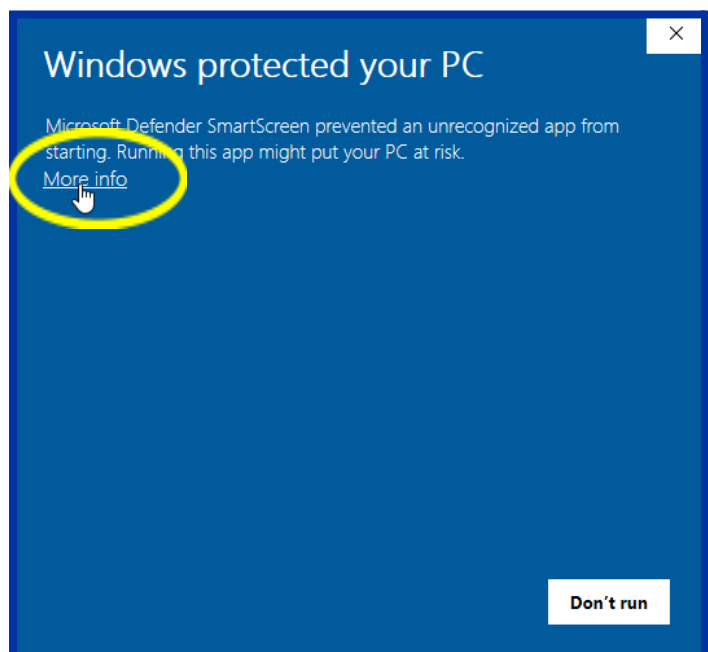
I) CONNECTING YOUR MOBIWAN TO YOUR COMPUTER:

1. Attach the mobiWAN to the computer using a USB-C cable and then turn on the mobiWAN with a short-press (1 second) of the power button.

2. After a few seconds the LED should be RED with blinking BLUE
   Note: *The flashing BLUE may be difficult to view in certain lighting conditions*
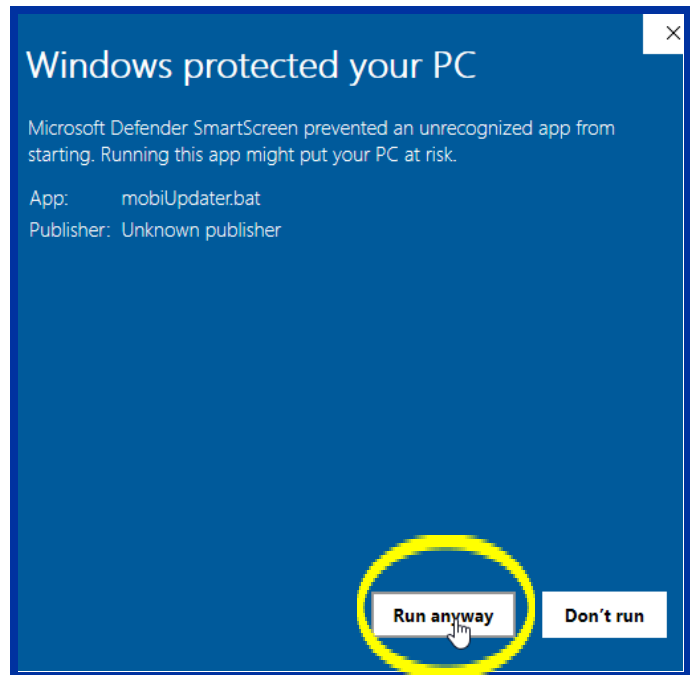
II) UPDATE THE FIRMWARE

1. Go to the **'mobiUpdater'** folder from the location where you extracted the zip file to

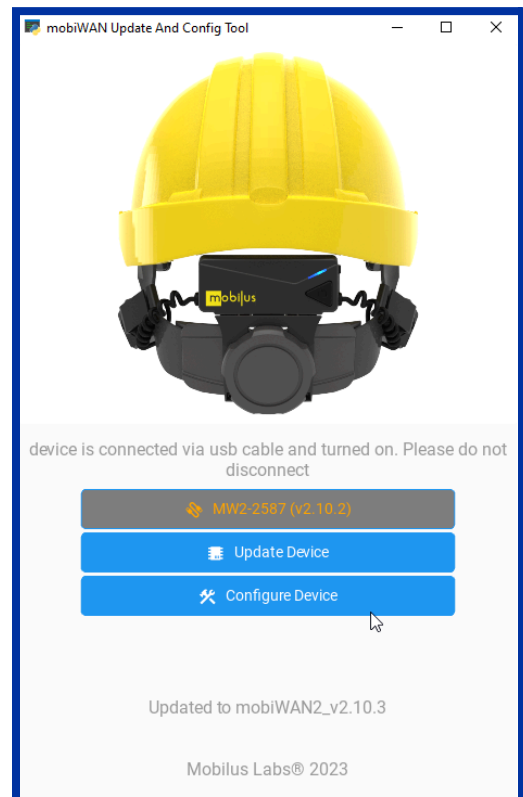2. Open (double-click) the file marked **'mobiUpdater'**

3. You may see the following pop-up.
   Select **"More Info"**

4. Select the **"Run anyway"** option

5. This will open up a CMD window and the update tool. This tool will automatically detect any mobiWAN connected and display the unique ID number and the current firmware version (eg. MW2-2587 (v2.10.2) in the example).
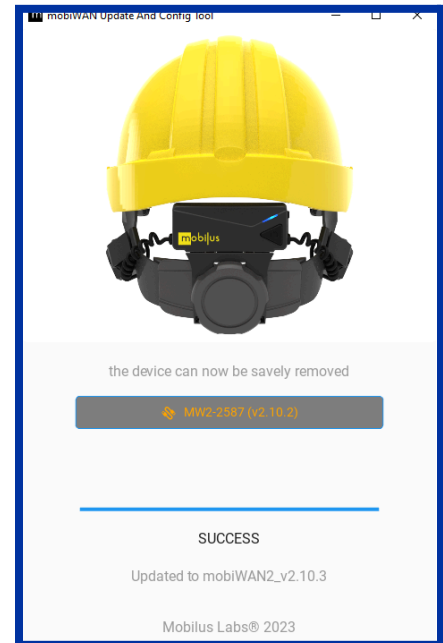
6. **Note:** If the mobiWAN is not connected correctly or not powered 'on' then the tool will look like the following image as the mobiWAN has not been connected. Try using a different USB-C cable if this error remains:

mobiWAN Update And Config Tool

please make sure the mobiWAN is connected via usb cable and turned on

???

Updated to mobiWAN2_v2.10.3

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7. With the mobiWAN turned on and when the device is shown on the screen, then click the **'Update Firmware'** button. You will see the download to the mobiWAN commence and run through three main steps to completion and will take approximately 2 minutes to complete.

mobiWAN Update And Config Tool

device is connected via usb cable and turned on. Please do not disconnect

MW2-2587 (v2.10.2)

Update Device

Configure Device

Updated to mobiWAN2_v2.10.3

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8. The tool will then show **'Success, the device has been updated'**. An option to 'configure device' will appear, however default configuration is set automatically by the update process. No adjustment of the configuration is recommended without instruction from the Mobilus Team.

IMPORTANT NOTE FOR MOTOROLA RADIO USERS:

For users intending to connect to a Motorola Radio (ex. Motorola APX 4000 series) there is one additional step required before the Radio will be able to successfully pair and connect to a mobiWAN for the first time after a fresh firmware Update:

After completing the new firmware update, use the standard Bluetooth pairing procedure to pair your mobiWAN to a PC or smartphone device.   Once successfully paired and connected you can immediately disconnect the device.   This step only needs to be completed once after a new firmware update.

9. **Your mobiWAN is now updated!**

mobiWAN Configuration - For Information

No action is required. For Firmware v2.10.3 we currently recommend the following configuration settings.   Unless advised by a member of the Mobilus Team no change is required to the configuration. Details on the standard EQ values are included below for reference:
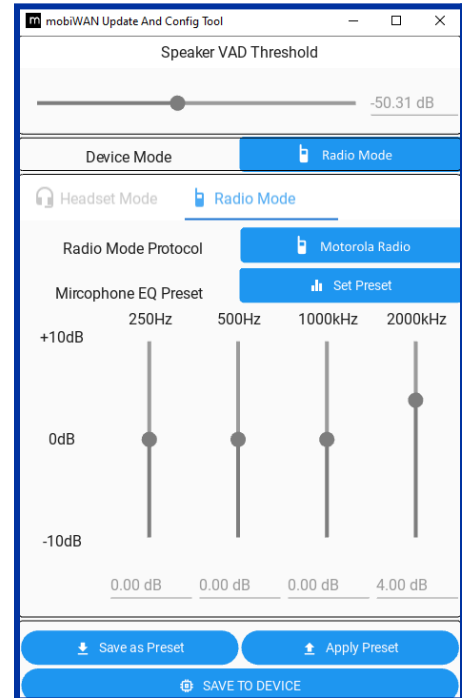
1. Depending on your mode of use (Radio vs. Headset) confirm the values are set as shown below:

For use with Radio devices or PTT Apps (ex. Motorola Radios, ESChat, etc.):

Speaker VAD Threshold: -50.4 dB

Microphone EQ:

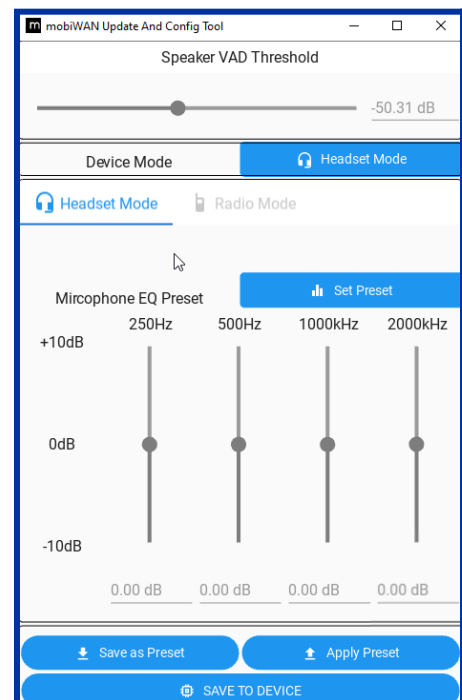| 250 Hz	500 Hz	1000 Hz	2000 Hz
0 dB	0 dB	0 dB	+4 dB

For use with digital devices and Voice Calling Apps (ex. mobiTALK, Microsoft Teams, etc.):

Speaker VAD Threshold: -50.4 dB

Microphone EQ:

250 Hz	500 Hz	1000 Hz	2000 Hz
0 dB	0 dB	0 dB	0 dB

2. Select **"Save to Device".**
3. **Your mobiWAN is now Configured!**

Troubleshooting

Problem	Solution
mobiWAN is not recognised by the updater program.	Change your USB-C cable. Some cables are for charging only and do not allow for data transfer.
The process fails during the update	Movement of the cable attached to the mobiWAN can cause issues with the data transfer. 1. Remove the mobiwan from the helmet. 2. Place the mobiWAN on the table, so there is no pressure on the USB-C port 3. Ensure that the usb-C cable is properly inserted
The update program is not detecting the COM port that connects the mobiWAN to my PC.	The following steps can be used to manually confirm the COM port connection: 1. Attach the mobiWAN to the computer using a USB-C cable. (Note the **Red LED** will be lit when connected. If the mobiWAN is fully charged, then the **Red LED** will change to **White**) 2. Turn on the mobiWAN with a short-press (1 second) of the power button. The mobiWAN indicator light will change to **White and Red** ***Note:*** *You must turn on the mobiWAN after connecting to the USB-C port. If the mobiWAN does not show the light change color when powered on, please change to a different USB slot in your computer, OR try connecting using a different USB-C cable.* 3. Open **Device Manager** on your computer and make a note of the **COM Port** number for the mobiWAN. 4. If this works, then the updater tool should also work.
The Updater Program does not start correctly on my computer	A Repair function is contained within the update program. 1. Open the folder marked mobiWAN-MT 2. Click the file 'repair.bat' 3. The program repair process will operate and takes approximately 2 minutes. 4. You can then begin the same update process as detailed in the document above.

Support

If you have any questions or would like support with this process please contact your Mobilus rep or support at **info@mobiluslabs.com.**