



# **Noitom Hi5 VR Glove**

Firmware Upgrade Instructions

Ver. 1.0

## Version Control

Version Number	Version Date	Version Reason
1.0	2018.06.27	Initial version

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## I. Brief Instruction

This document is provided by Noitom to instruct you how to use Hi5 Firmware Upgrade Tool to upgrade the firmware of your Noitom Hi5 gloves and dongle.

Attention:

- ✧ Only the Hi5 BE official version can be upgraded by this Tool. If you have the Hi5 beta version hardware, you cannot upgrade it because of the hardware differences.

The Hi5 Firmware Upgrade Tool has 2 main functions:

- ✧ Check the current firmware versions of your Hi5 devices;
- ✧ Detect and download the newest firmware online, and upgrade your devices to the newest firmware versions.

System requirements:

- ✧ Windows 7/8/10.

Environment/ preparation requirements for wireless firmware upgrading:

- ✧ Clean and stable radio frequency environment;
- ✧ Internet access of your PC;
- ✧ Gloves batteries are full;
- ✧ Gloves and Dongle should be put as near as possible;
- ✧ During upgrading, it is **STRICTLY FORBIDDEN** to unplug the dongle, turn off the gloves, close Hi5 Firmware Upgrade Tool software, move the gloves or put them too far away from the dongle which may lead to the connection being lost. Otherwise it's possible to cause irrecoverable damage to Hi5.

Software Version Update:

- ✧ V 1.0.0.154 (Initial Version)

## II. Software Installation

Please download the “Hi5 Firmware Upgrade Tool.exe” from Noitom Hi5 official website ([hi5vrglove.com](http://hi5vrglove.com)), and install the software to your PC following the instruction steps.

Please press “more information” and choose to trust and run the installation procedure if there is a Windows safety reminder.

You'll see the Hi5 Firmware Upgrade Tool on your PC if you successfully installed it.

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### III. Device Connection

Insert the Hi5 dongle to your PC, turn on the gloves, and put the gloves as near to the Hi5 dongle as possible.

2 things needed to pay attention to:

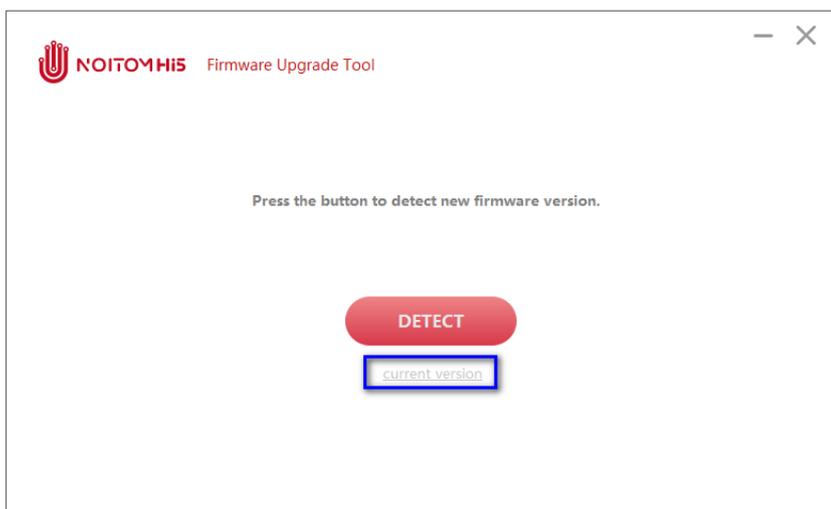
Only 1 dongle should be inserted to 1 PC at a time;

The gloves and the dongle should be paired in advance.

The dongle and the gloves should be in flashing working mode if they are connected well.

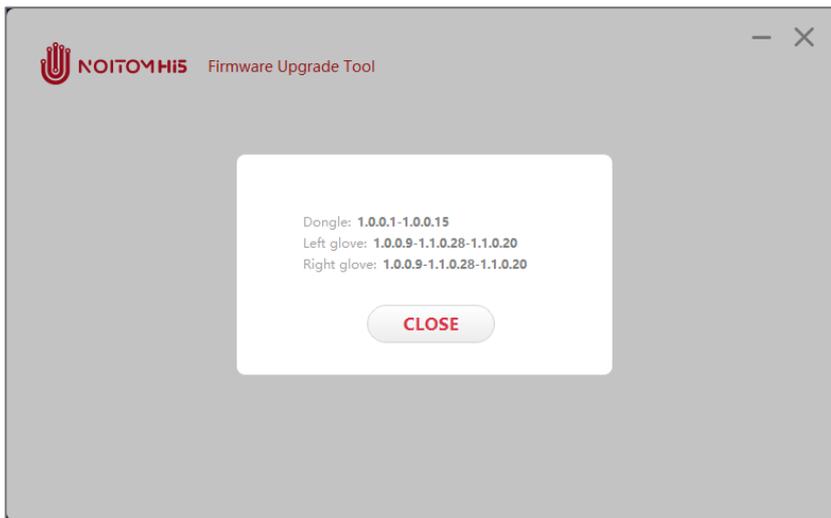
### IV. Detect Current Device Firmware Version

1. Open the Hi5 Firmware Upgrade Tool;
2. You can press the “current version” button to detect the current firmware versions of your devices. You can do this operation at any time when you need to know the firmware version numbers of your Hi5. \*



3. The current firmware versions of the left glove, right glove, and the dongle will be shown separately as below:

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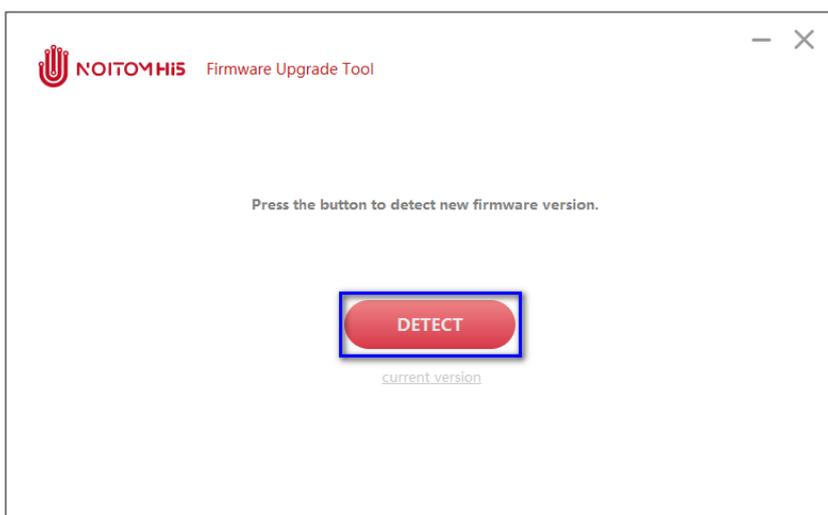


4. You can also use this version information to check if all your devices are well connected to the PC, before you start upgrading your device firmware. If connected well, the 3 versions will all be shown as above.

*\*: Only for this function, it's not necessary to access to internet.*

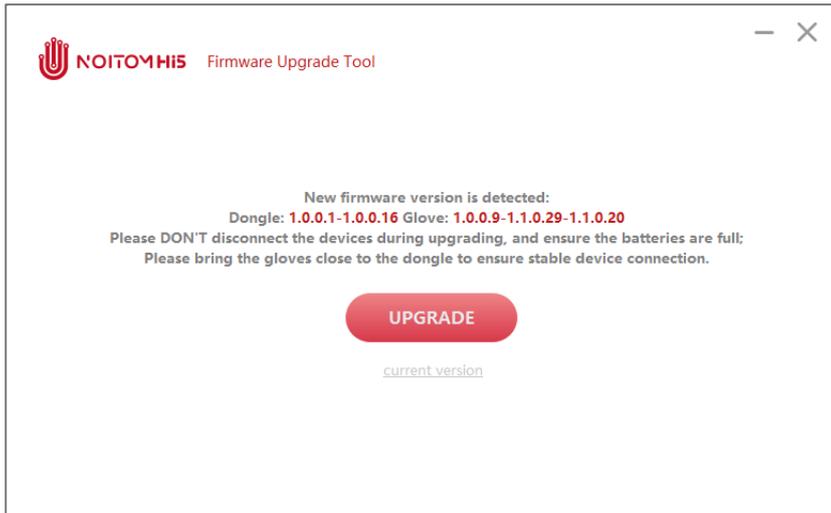
## V. Detect New Firmware Version and Upgrade

1. Open the Hi5 Firmware Upgrade Tool, ensure the internet access;
2. Press the "DETECT" button:

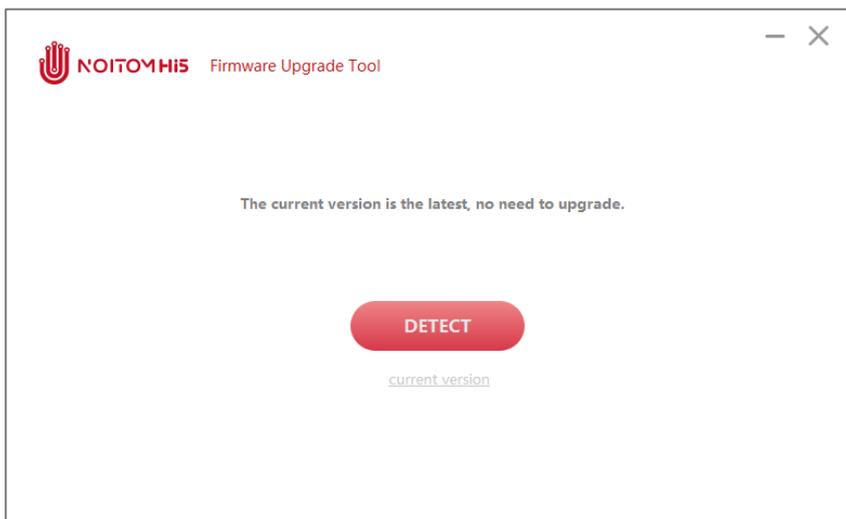


If any of your devices needed to be upgraded, it will automatically detect and display to you the newest firmware versions that have been uploaded to the internet, and tell you upgrading is needed, as shown below:

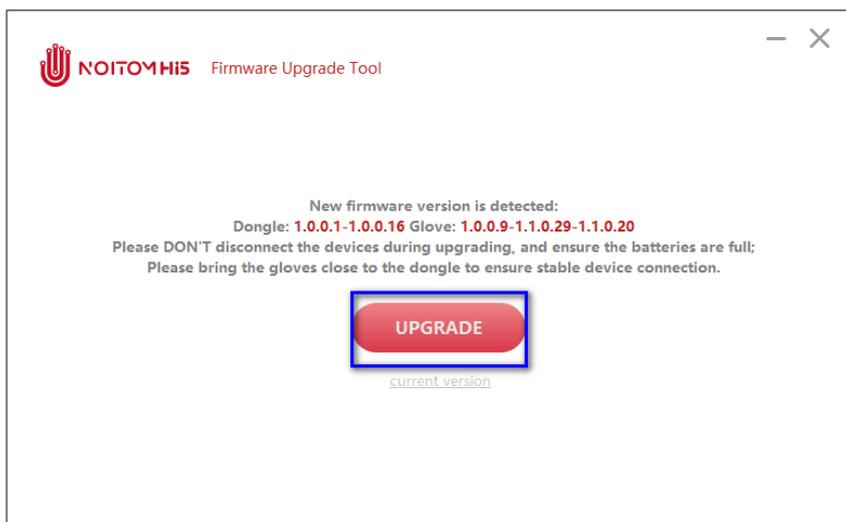
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Or if all the gloves and dongle are of the newest firmware already, it will remind you that there is no need to upgrade :



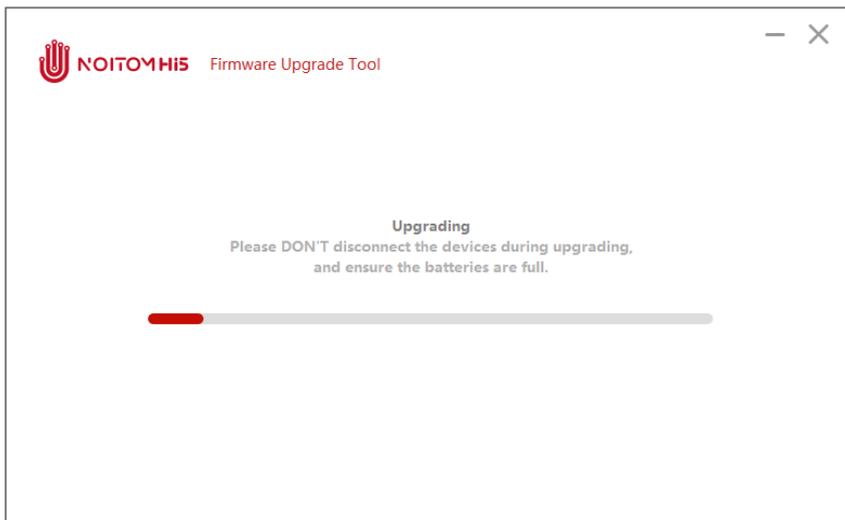
3. If upgrading is needed, please press “UPGRADE”:



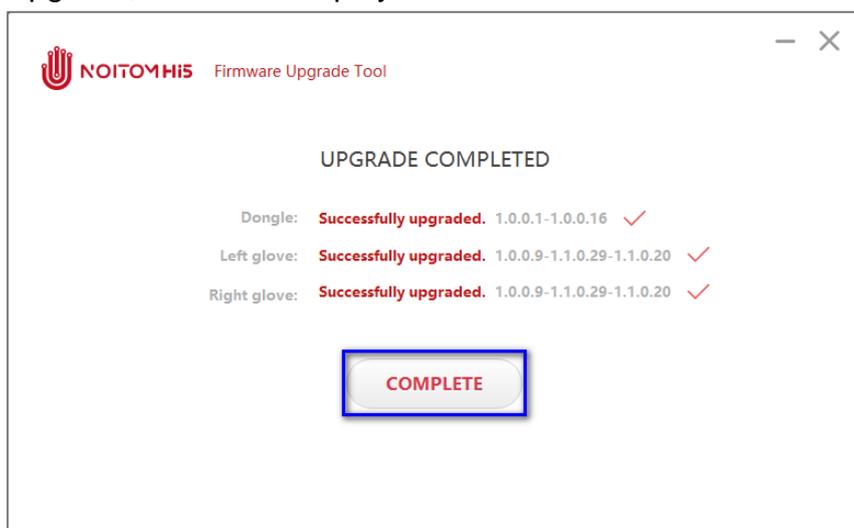
The upgrade procedure duration will be shown by the progress bar. It will take a few minutes, please wait until it finishes. DO NOT disconnect any

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device during the upgrading procedure. Normally, the whole process should last less than 5 minutes.



- When the progress bar is ended, it will display the current new firmware versions of all your devices on the screen. Press "COMPLETE" to finish the procedure. If you only upgrade one glove or if any device is failed to upgrade, it will also display a reminder here.



## VI. The Hardware States during Upgrade Procedure

During the upgrade procedure, as the progress bar goes forward, you'll find the Hi5 devices change modes step by step. The 3 devices upgrade one by one in the sequence of dongle -left glove -right glove.

### Step 1: Dongle upgrading

When the progress bar starts, the 3 devices LED indicators will all turn to breathing mode at beginning. The dongle will enter into boot mode\* first and finish upgrading very rapidly, and then turn back to flashing mode together with gloves. Then after about 2 seconds, they'll all turn to breathing mode

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again and start upgrading left glove.

### Step 2: Left glove upgrading

The left glove LED indicator will turn from breathing mode into boot mode, while the right glove and dongle will keep staying in breathing mode. When the left glove is successfully upgraded, it will restart and short vibrate automatically. Then all the 3 devices will turn back to flashing mode in a second, and then breathing mode again to start upgrading right glove.

### Step 3: Right glove upgrading

The right glove will do the same upgrade procedure as the left glove.

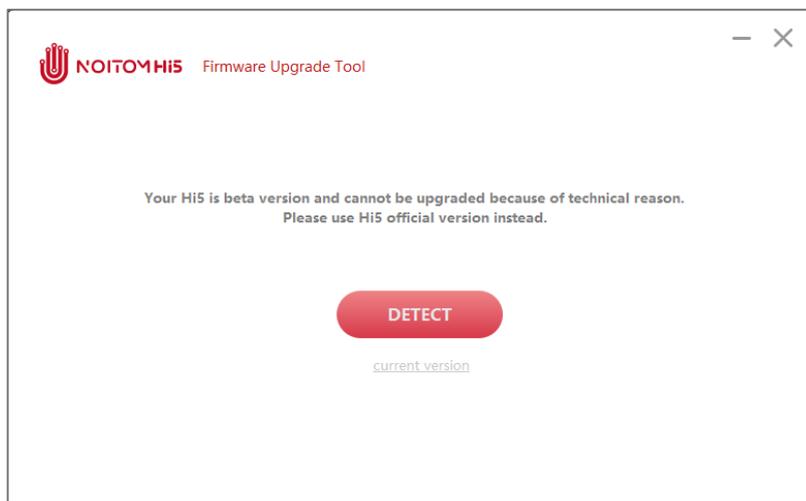
When all the above steps are completed, both the gloves and the dongle will turn back to flashing working mode automatically and can now be used as usual.

\*: *Boot mode: 3s off, 0.1s on.*

## VII. Abnormal Situation Reminders and Solutions

### 1. Device connection reminders

- ✧ When press “DETECT” and get this reminder: “Your Hi5 is beta version and cannot be upgraded because of technical reason. Please use Hi5 official version instead.”



- Only the Hi5 BE official version can be upgraded by this Tool. If you have the Hi5 beta version hardware, you cannot upgrade the firmware of it because of the hardware differences between the beta version and the official version.
- ✧ “No Hi5 device is detected. Please access device.”
  - Check if the Hi5 dongle is well inserted to your PC.
- ✧ “Multiple sets of Hi5 are detected, please only access one set of Hi5.”
  - Check if there is more than 1 dongle inserted. It’s only supported to insert 1 dongle to 1 PC at a time.

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- ✧ Click the “current version” and the device info is not complete, such as below (left glove is not detected):



- a. Check if both gloves are turned on, battery full, well paired to the dongle and not far from the dongle;
- b. Restart the Hi5 Firmware Upgrade Tool and try again;
- c. If you only need to upgrade 1 glove and the dongle, you can just turn on 1 glove, ignore this and continue to upgrade.
- ✧ “The Hi5 device lost!”
  - Check if the connection between dongle and PC is stable. You can unplug and re-plug the dongle tightly to solve it.
- ✧ “Failed to open the Hi5 device!”
  - Close other software that may connect to Hi5 (Such as Unity), and then continue the upgrade operation.

## 2. Upgrade reminders/ abnormal situations

- ✧ The progress bar keeps staying in one place but not move forward, last for over 10 minutes:
  - Check if the USB port of your PC is stable and reliable, then unplug and re-plug the dongle tightly into the USB port and retry, or change another USB port and retry.
- ✧ “Upgrading failed.”
  - Check the devices connection (e.g.: if the dongle is well and tightly inserted to PC, if the gloves are turned on and battery full, if the gloves and dongle are well paired and near to each other, …), and click “RETRY” to redo the upgrade operation. Do not disconnect or move the devices during upgrading. In most situations, you can successfully upgrade Hi5 when retry. If you have retried many times but still get this “Upgrading failed” reminder, Please short press the dongle button\*, then retry again.
  - If you find that the gloves cannot be turned on, or the dongle cannot light up, or the gloves and dongle cannot connect to each other

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normally after upgrading, please contact Hi5 support team and send the “open\_log\_path.bat” file \*\*.

*\*: Short pressing the dongle button will manually switch the working frequency to get better wireless communication effects between gloves and dongle.*

*\*\*: When you have upgrading problems and need to contact Hi5 support team, please find the “open\_log\_path.bat” file in the software installation folder and send it to Hi5 support team, together with the problem description and your operations.*