

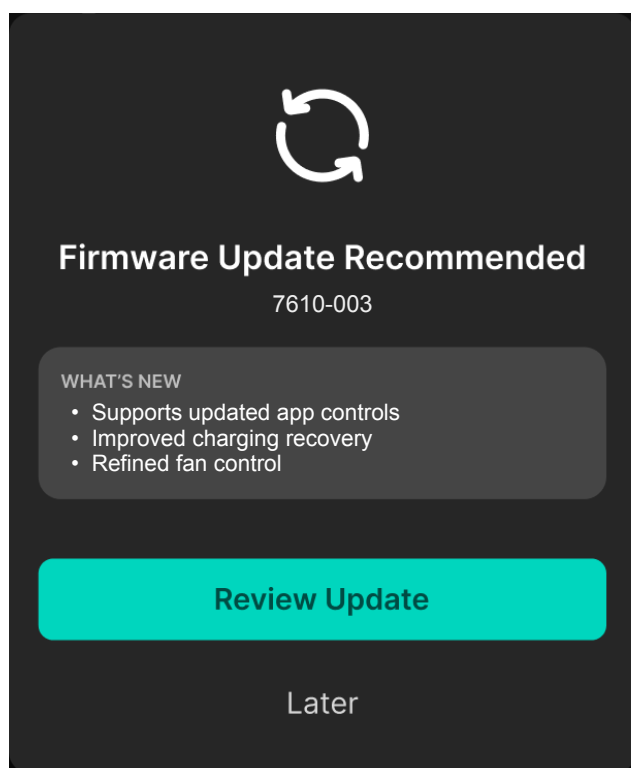
Firmware update guide

For Sierro 1000 / 2000

Before updating: keep power and Wi-Fi connected

Keep **AC input and Wi-Fi connected throughout the update.**

AC output will be interrupted, even while AC input is connected. Before starting, power your **router** and any appliances that need continuous power **from a separate source.**



1 A reminder may appear at startup

When a compatible firmware update is available, the app may recommend it during a fresh launch.

2 Review it before starting

Tap **Review Update** to check the details before starting.

3 Choose a suitable time

Tap **Later** to update another time. You can find the update manually on pages 2–3.

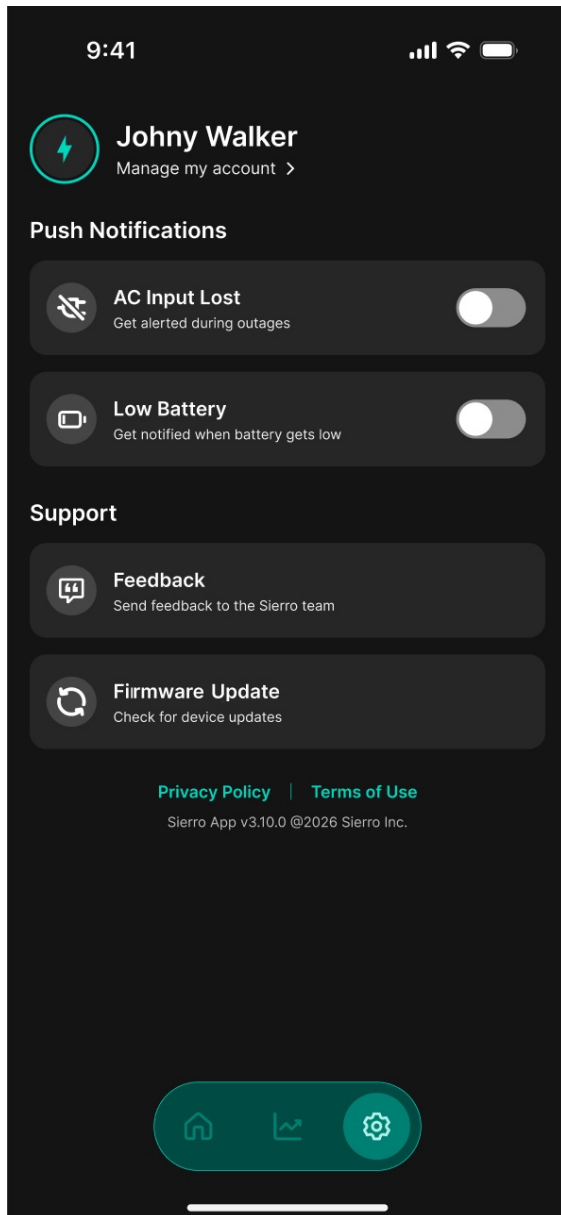
Update at a glance

Check requirements → Continue → Start Update

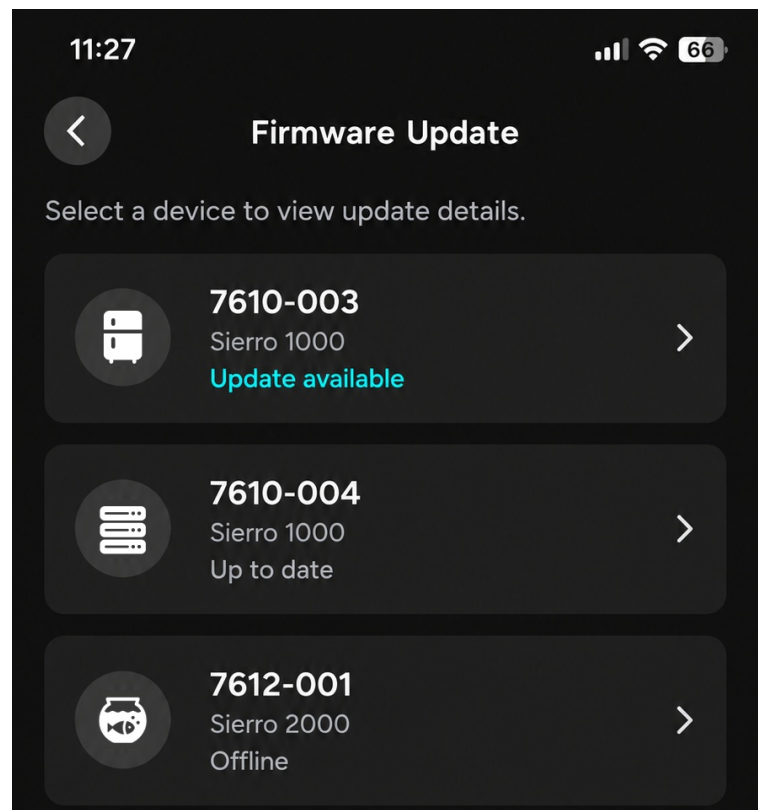
Complete all parts → Check AC output

Check for update manually

Settings (bottom gear) → Support → Firmware Update → Select your device



Select the correct device



Update available — Tap the device to review its update.

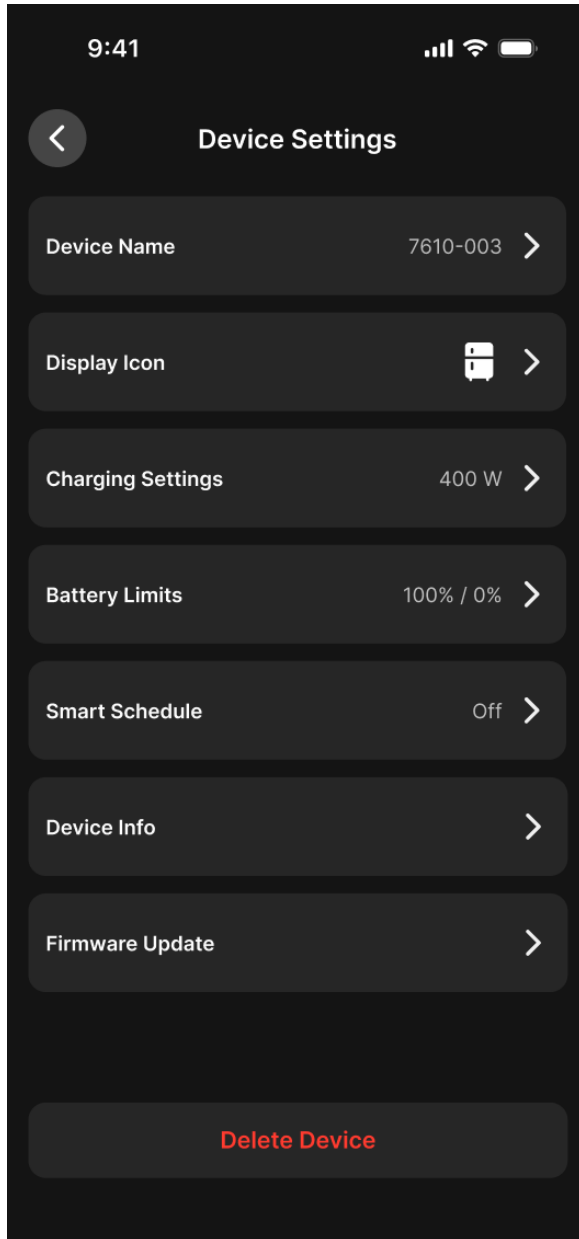
Up to date — No update is currently offered for that device.

Offline — Restore the device connection, then check again. Offline does not mean up to date.

Cannot find the entry?

Update the Sierrro app in your official app store, then reopen it.

Open update for this device



1 Open Device Settings

Open the settings for the device you want to update.

2 Tap Firmware Update

Select **Firmware Update** for this device.

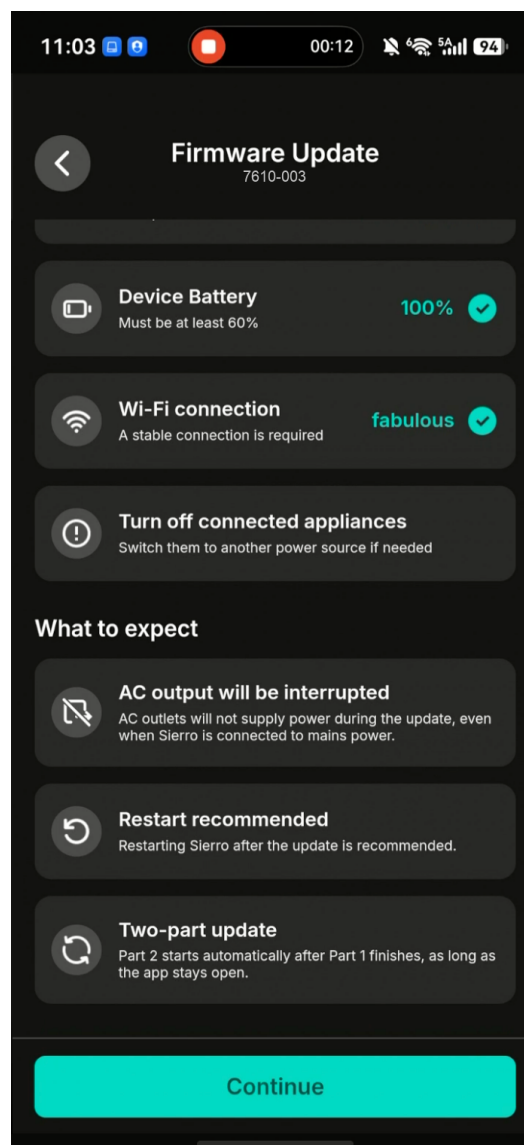
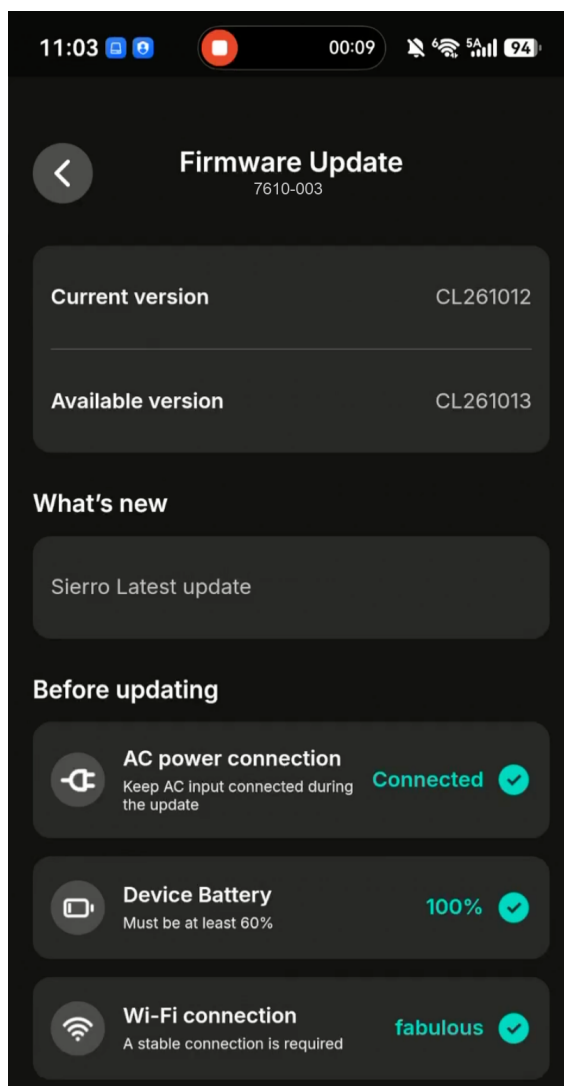
3 Review before starting

Check the available version, release notes and requirements.

If the update check fails

Check the device connection and try again. A failed check does not mean the firmware is up to date.

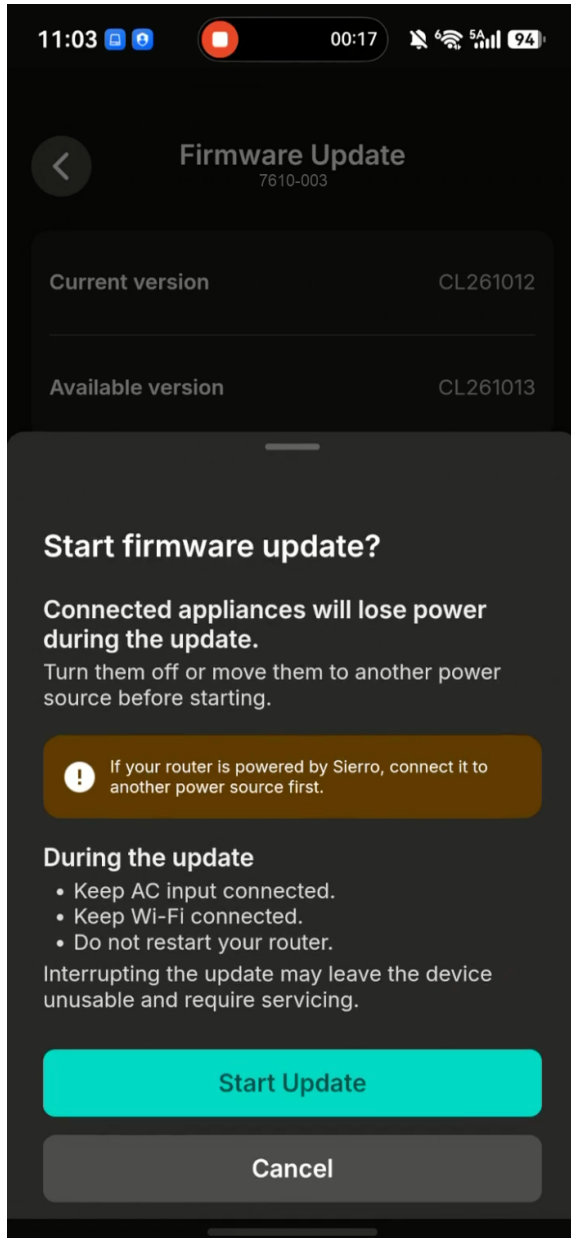
Check the update and your power



Ready to continue?

Keep AC input and Wi-Fi connected. Battery must be **at least 60%**. Power your router separately. Turn off other connected appliances or move them to another power source, then tap **Continue**.

Confirm, then keep the app open



1 Read the power warning

Confirm that your appliances and router are ready for the interruption.

2 Tap Start Update

Keep AC input and Wi-Fi connected. Do not restart the router or interrupt the device's power supply.

3 Wait through Preparing Update

Keep the app in the foreground and stay on the update screen during preparation and downloading. Do not lock your phone yet.

Allow about 1–2 minutes

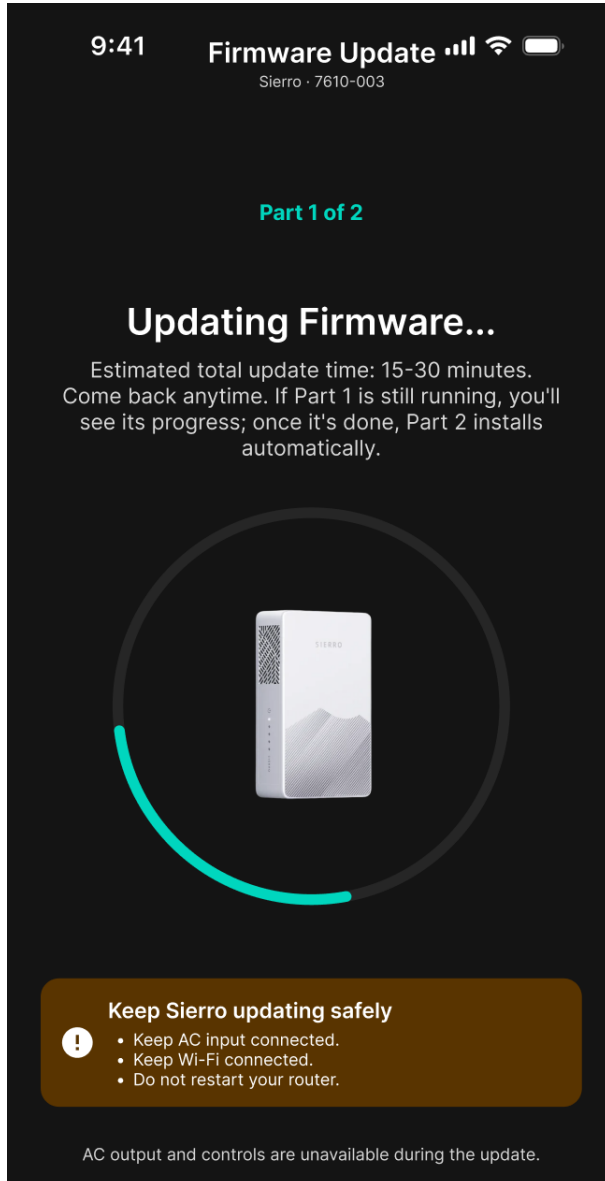
Keep the app open until the screen says you can leave.

When is it OK to leave the app?

Only after the screen explicitly says your device will continue updating. The same foreground rule applies again when Part 2 is preparing or downloading.

Complete every part of the update

Two-part updates take about 15–30 minutes in total.



1 During Part 1 installation

If the page allows you to leave, the current part continues while the app is in the background or your phone is locked.

2 Return to start Part 2

Return to the app and keep it open. If Part 1 is complete, Part 2 starts preparing automatically. Otherwise, wait for Part 1 to finish.

3 Keep Part 2 in the foreground at first

Stay on the screen for preparation and download. You may leave again only after the app explicitly allows it.

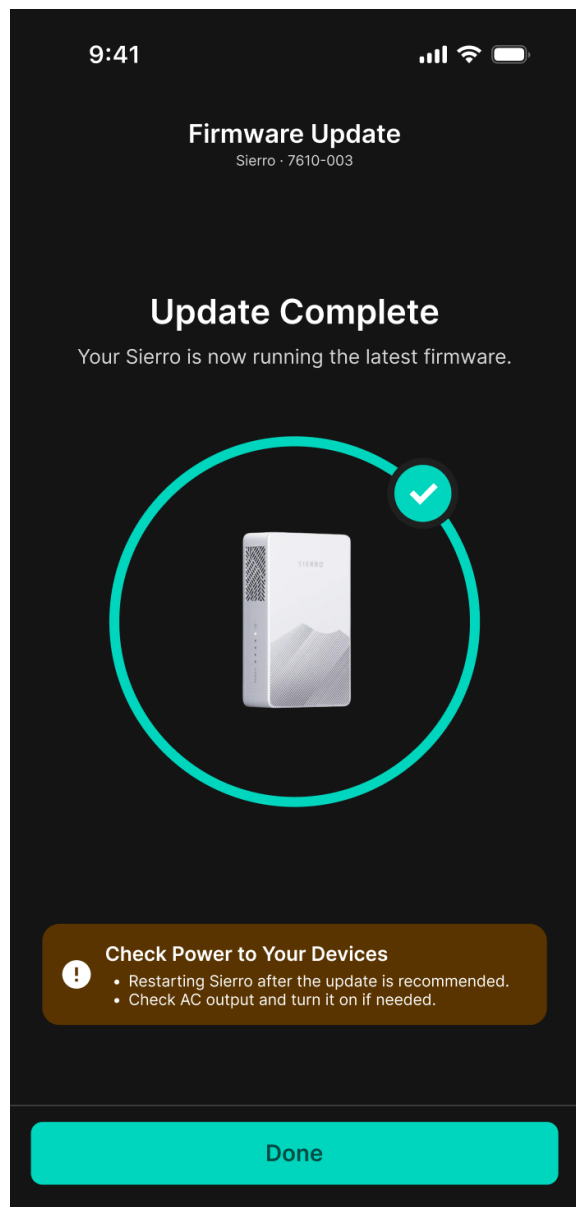
4 Wait for Update Complete

Wait for **Update Complete** after all parts finish.

The easiest option: keep the app open

Leave the app on the update page throughout both parts. AC output and device controls are unavailable during the update. Keep AC input and Wi-Fi connected. For a single-part update, proceed directly to the completion check.

Check power to your appliances



1 Tap Done, then check AC output

Tap **Done**, then open the device's AC output control.

2 Turn AC output on if needed

Use the device's normal AC output control if it is off.

3 Check the appliances themselves

Confirm your appliances receive power and work normally.

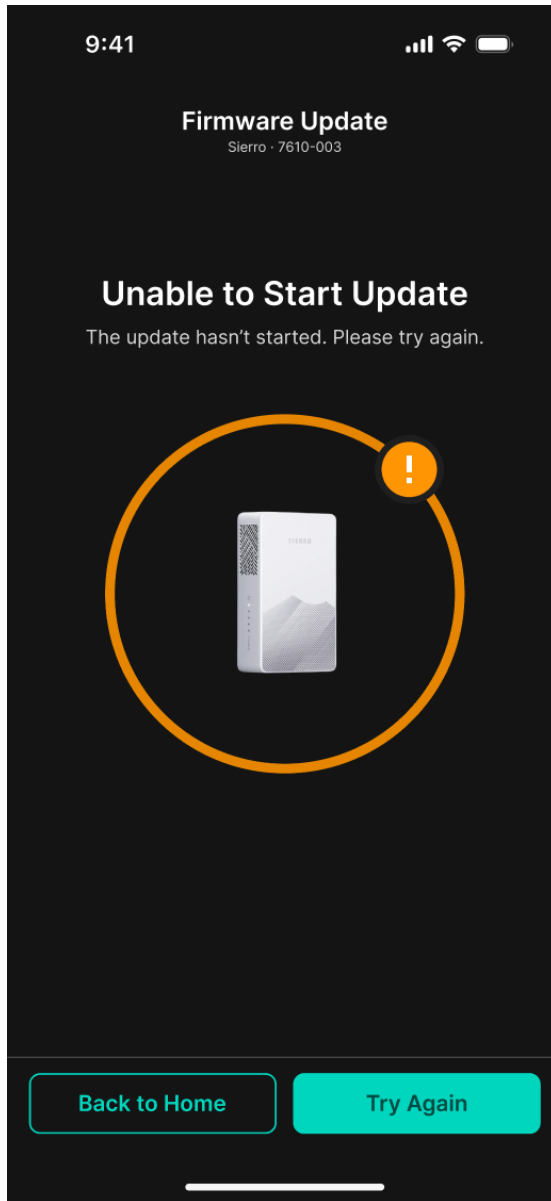
Your saved settings

Your Battery Limits and Smart Schedule settings are retained after the update.

About the restart recommendation

A restart is recommended after completion. Follow the instructions for your model, or contact support for help.

Follow the message on your screen



Unable to Start Update

The update has not started. Check AC input and the network, then tap **Try Again** as directed.

Update Failed / Get Help

Tap **Get Help** and submit the support request (page 9). Keep AC input and Wi-Fi connected. Do not restart Sierrro or your router.

A long wait or an unclear result

Keep AC input and Wi-Fi connected. Return to the update screen and follow its status. If you need assistance, contact support; elapsed time alone does not prove the update failed.

No reminder / no available update

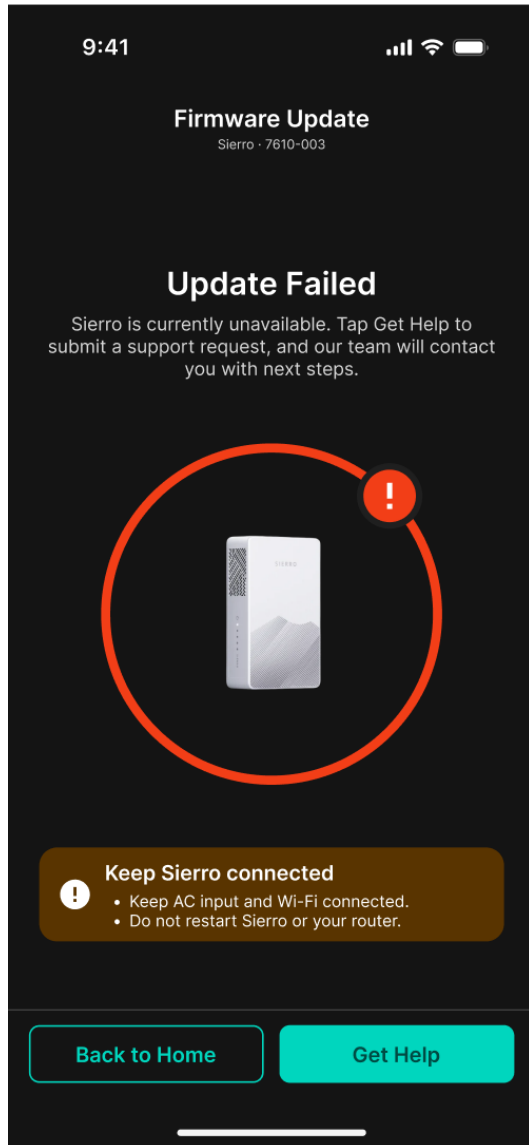
Use the manual entries on pages 2–3. Check the device connection and follow the release notes.

If the in-app support request cannot be submitted

Email info@sierrro.us. Include the device model and serial number, app version, a screenshot of the message and the approximate time it happened. Wait for the support team's instructions.

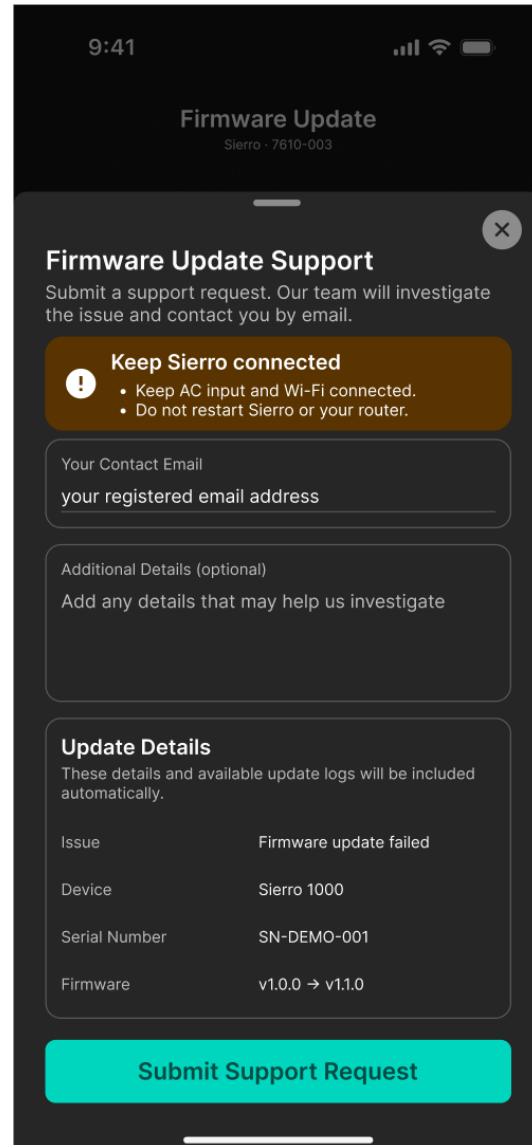
Get help after an update failure

1 Tap Get Help



Keep AC input and Wi-Fi connected. Do not restart Sierrro or your router.

2 Submit a support request



Confirm your email, add any useful details, then tap **Submit Support Request**.

What happens next?

The support team will investigate and contact you by email. If the request cannot be submitted, email info@sierrro.us with your device details and a screenshot.