

Firmware Update Instructions

To keep you Catchbox Plus system running at its best, make sure you're using the latest firmware.

Depending on when your system was purchased, different firmware versions may apply.

Note:

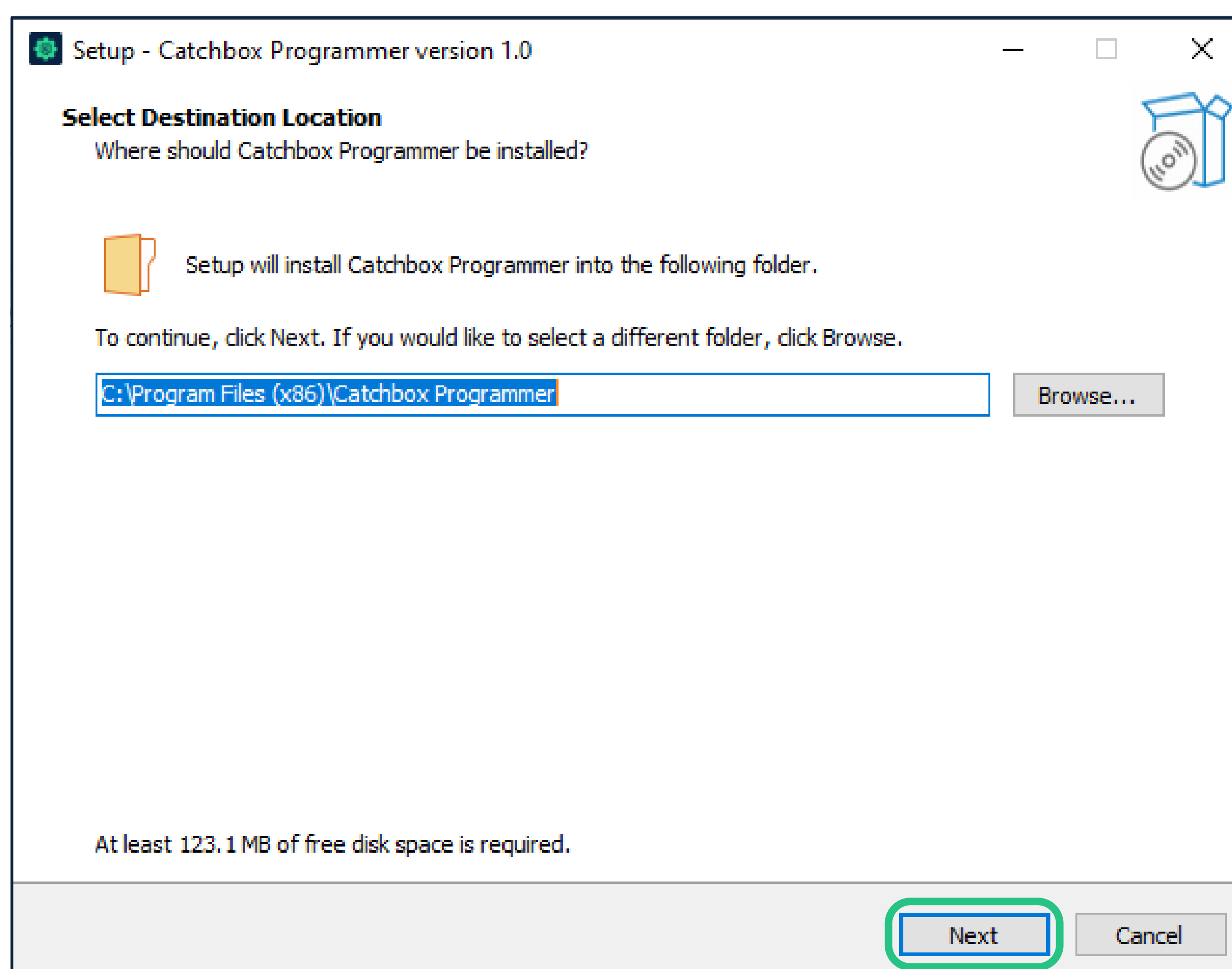
This document contains instructions only. To download the firmware files and the Catchbox Firmware Updater software, please [visit the Catchbox Knowledge Base](#)

To update your devices, you'll need:

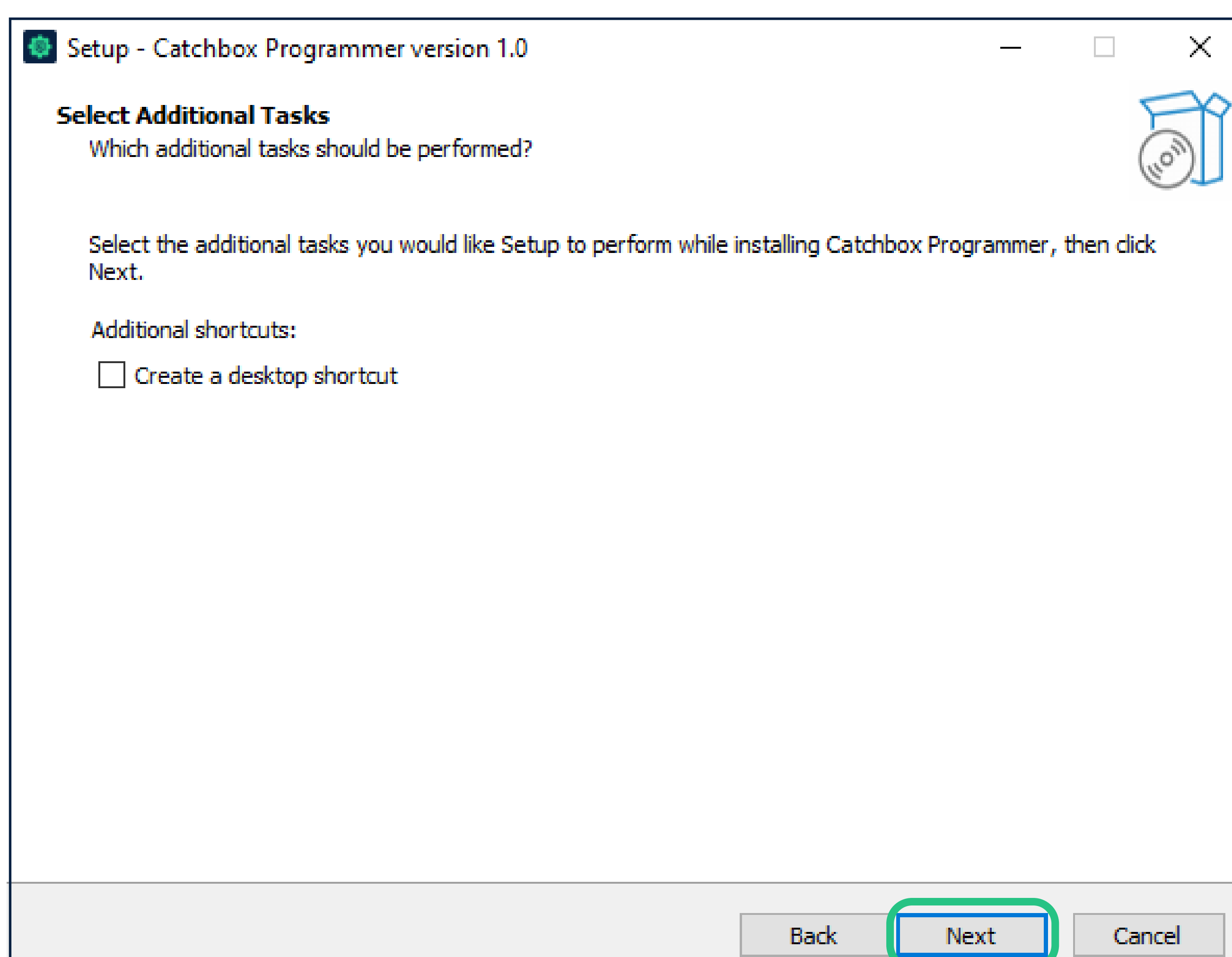
- A Windows computer
- The Catchbox Firmware Updater software
- The correct firmware files for your Hub and mics
- A USB-C cable
- Your Catchbox Plus system devices (Hub and mics)

1. Install the software for “Catchbox programmer” on your computer:

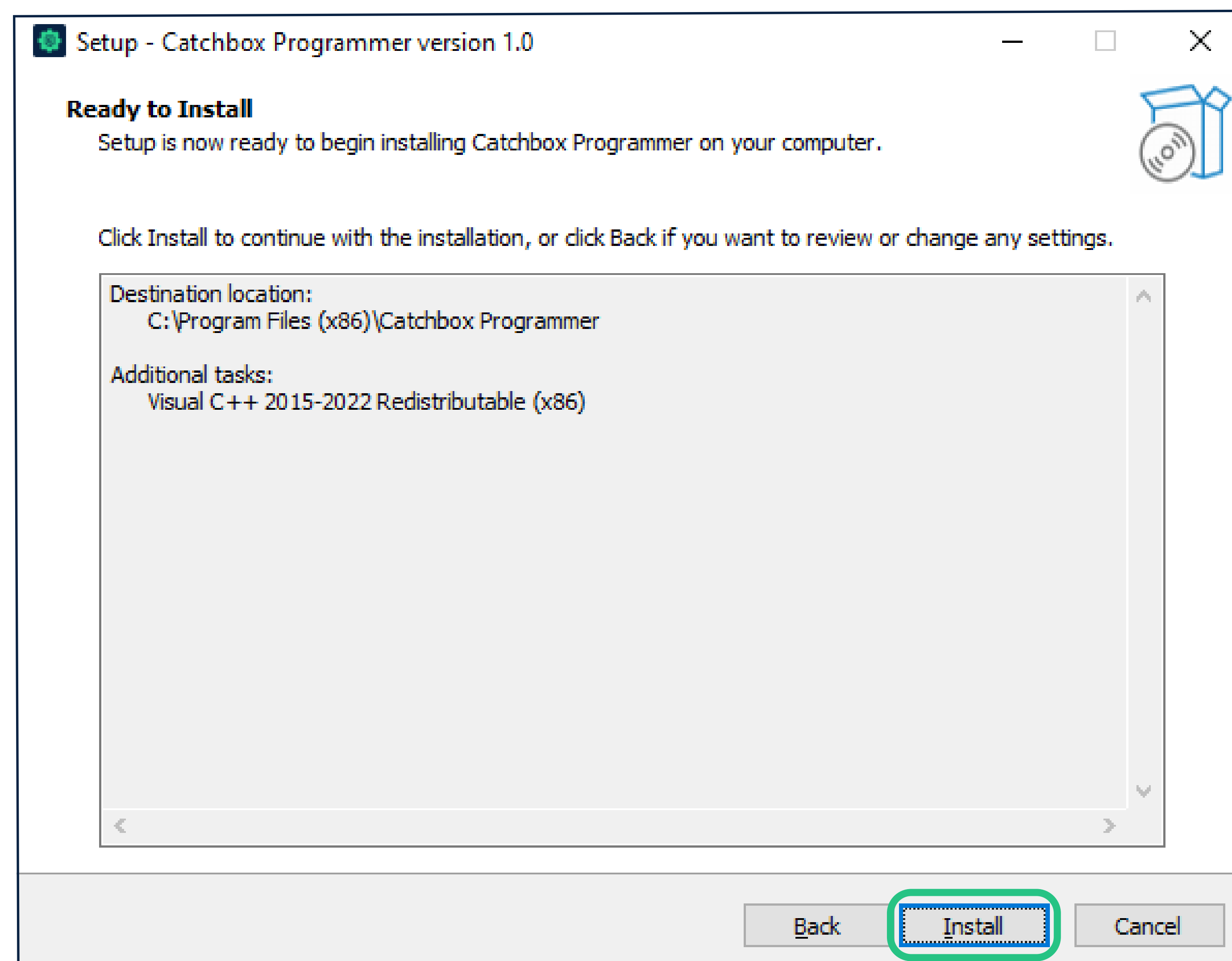
- Download the firmware package.
- Run the “Catchbox Setup.exe” installer file, you will see this on your screen:



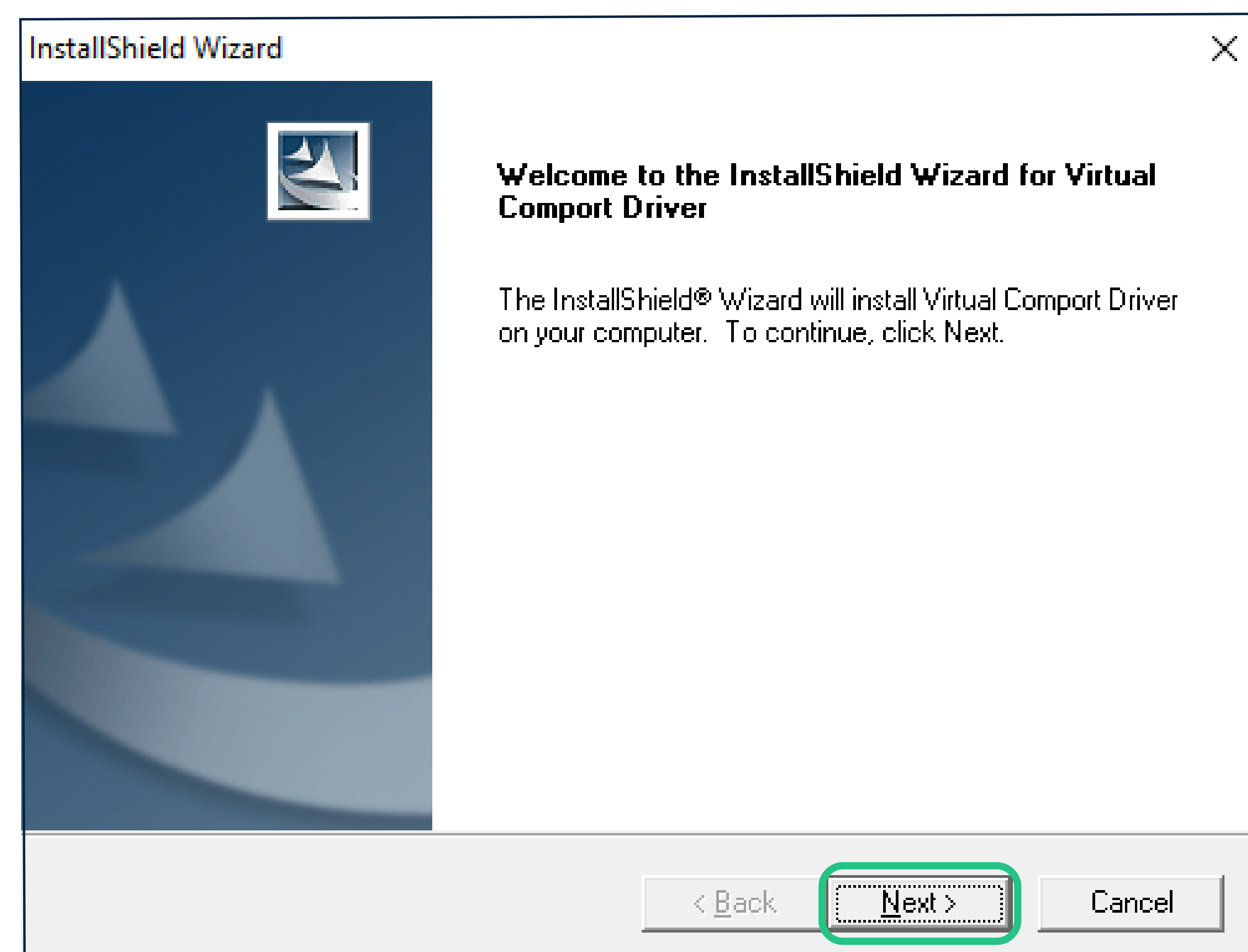
- Click “Next”.



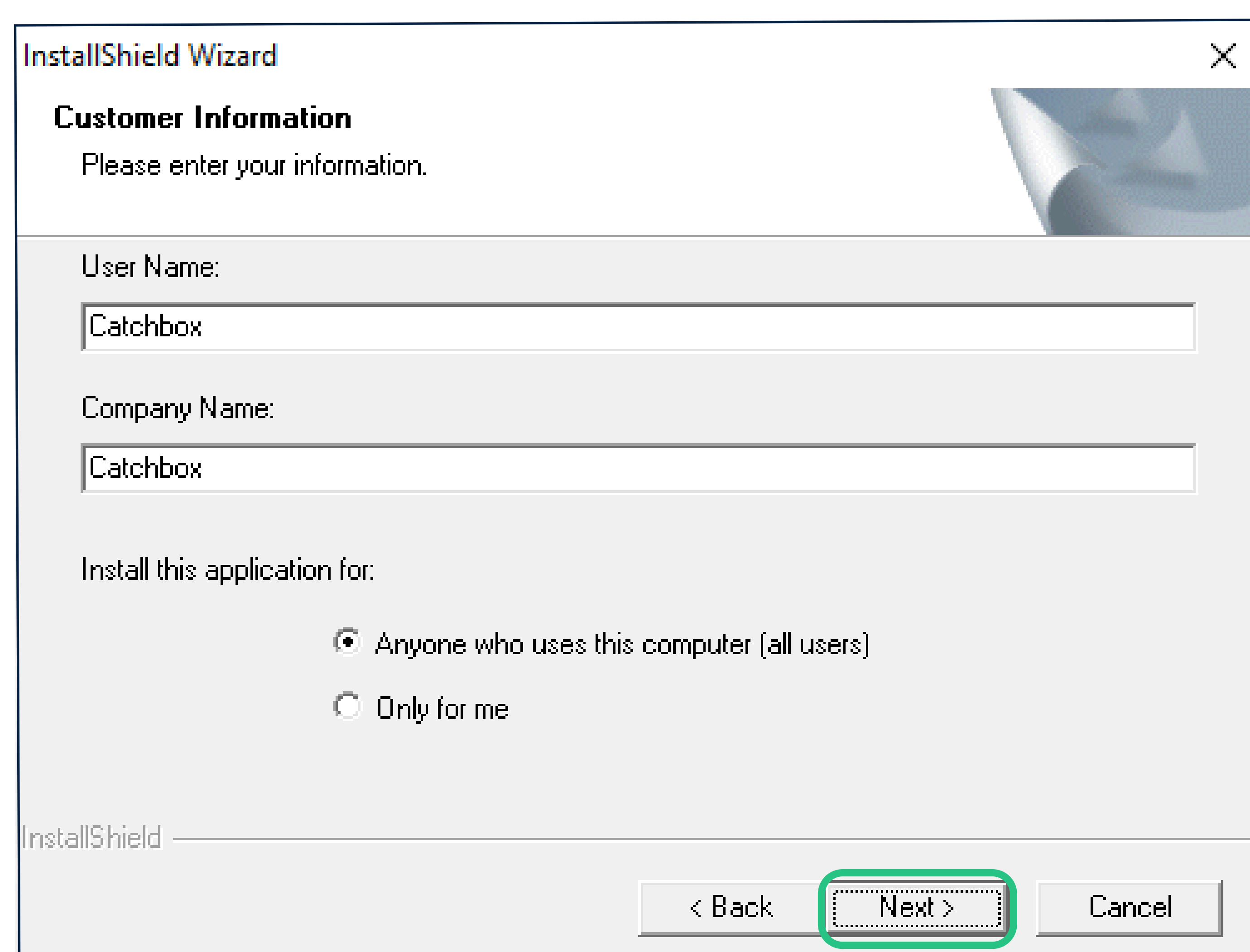
- Click “Next”.



- Click “Install”.

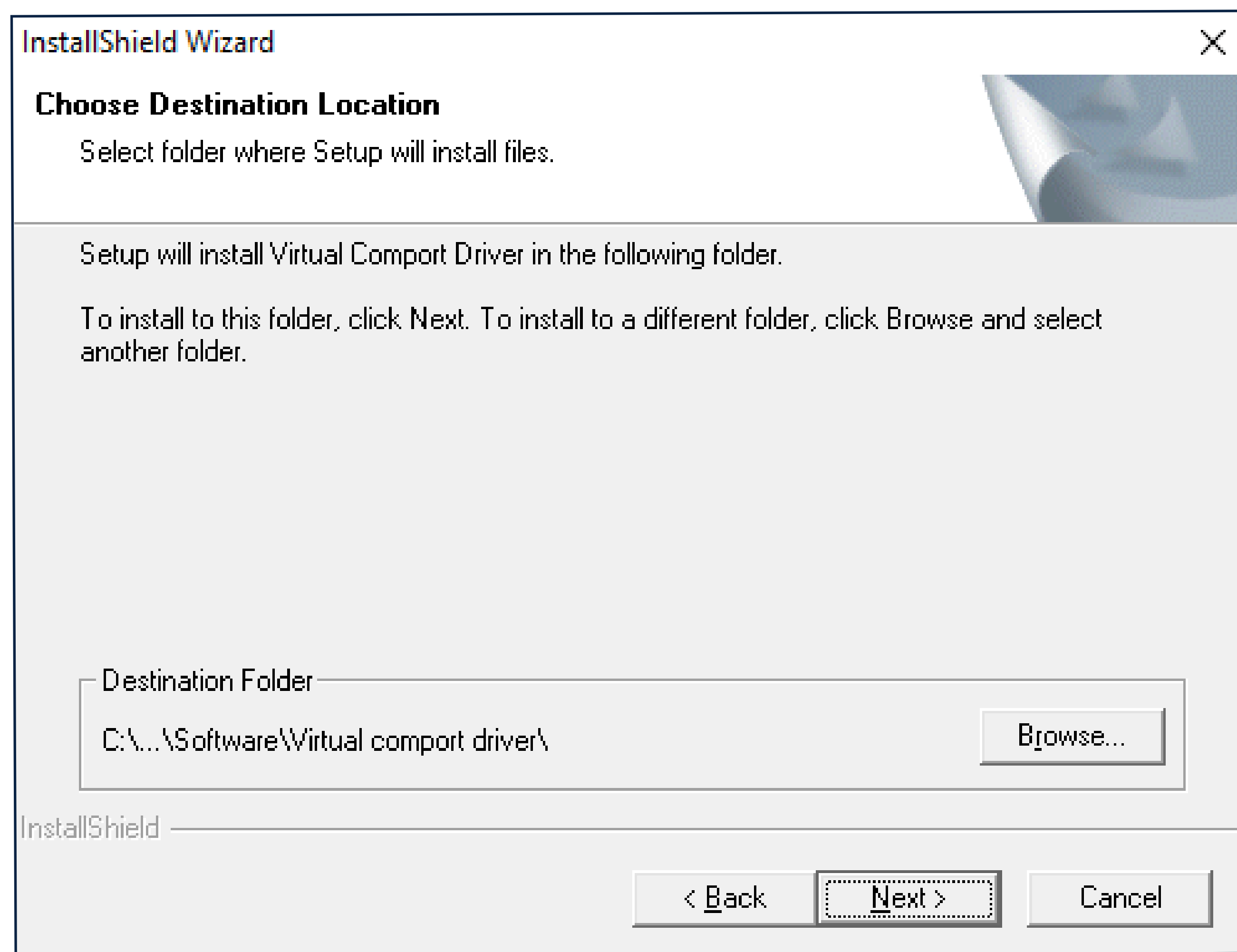


- Click “Next”.

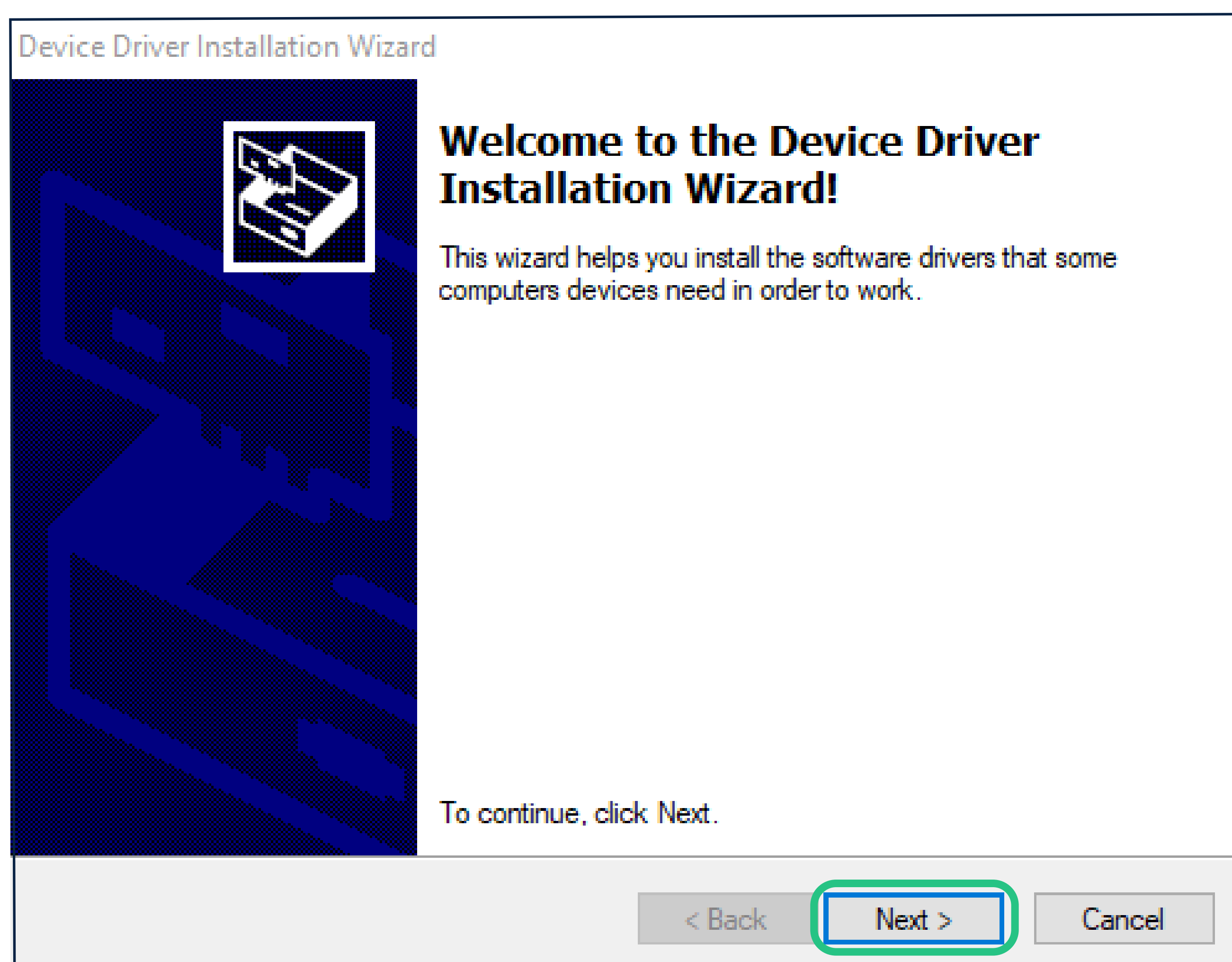


- Type in your Company Name.

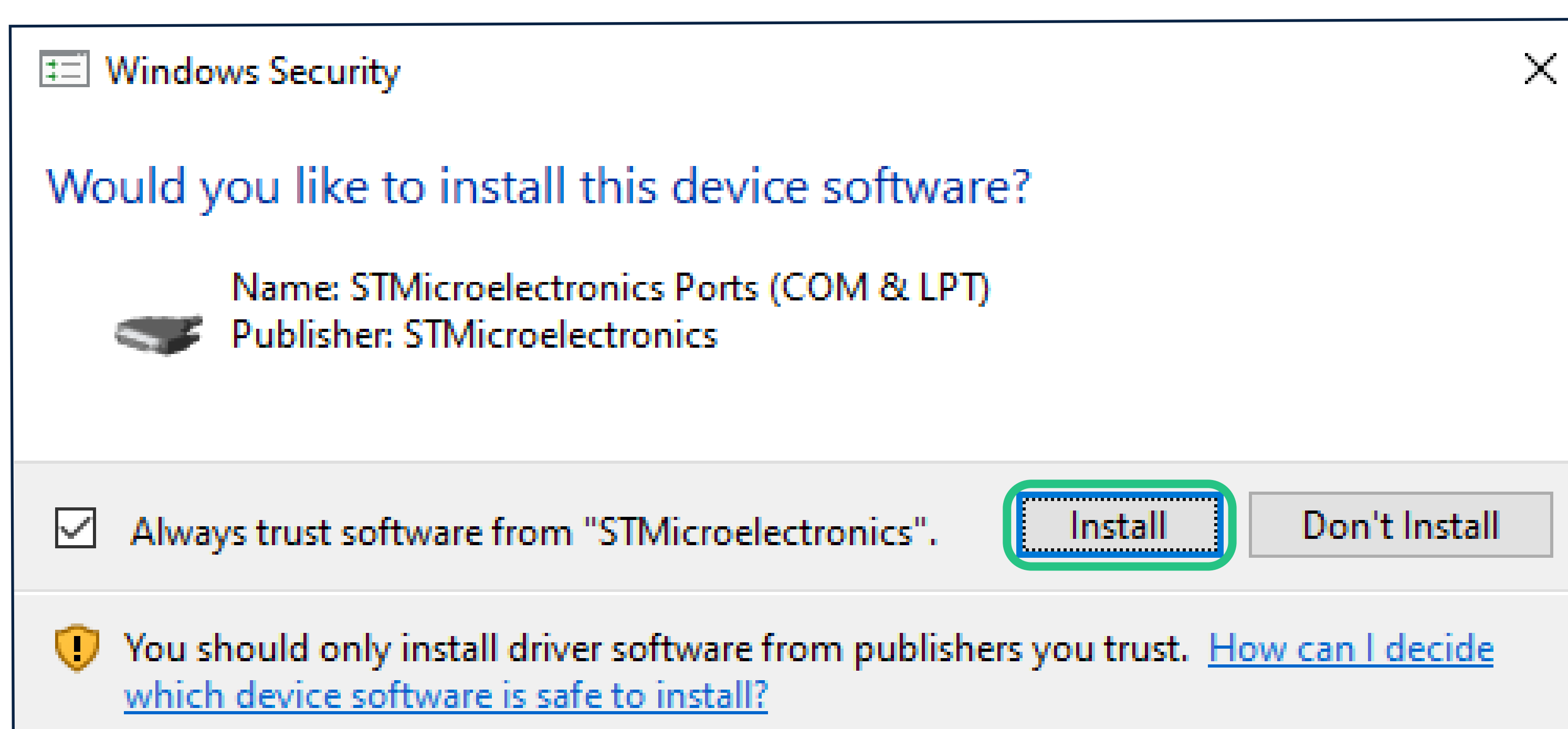
- Click “Next”.



- Click “Next”.

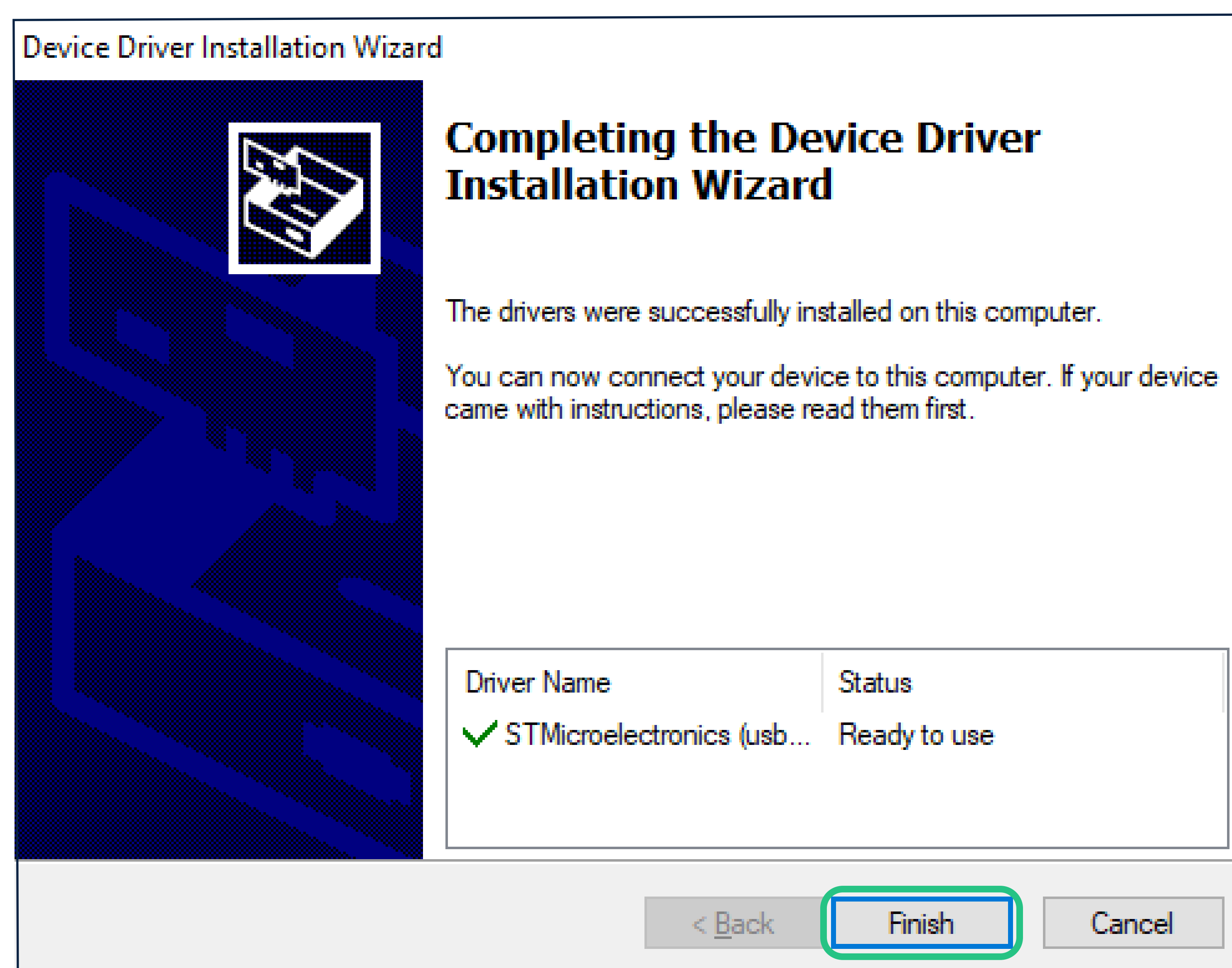


- Click “Next”.

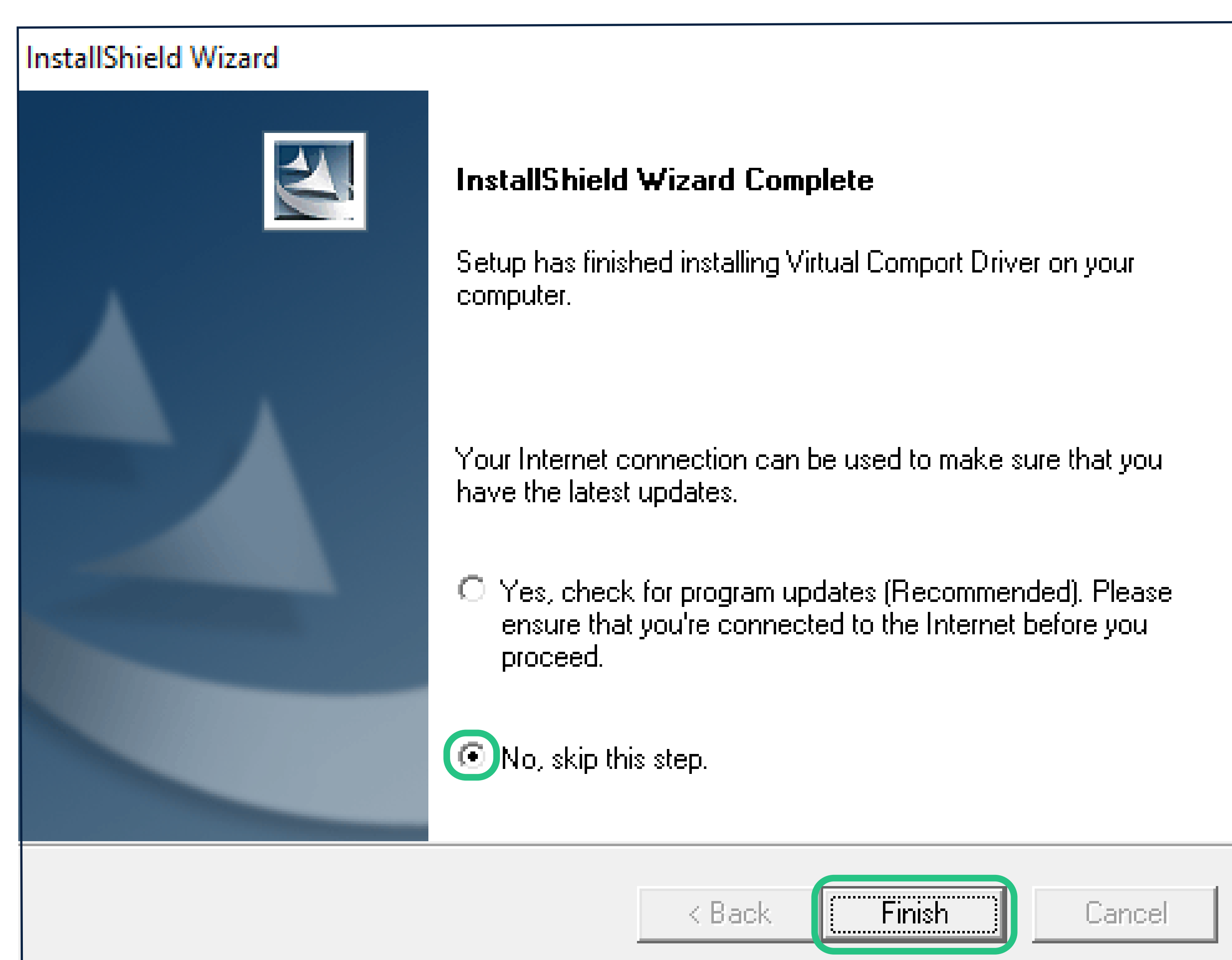


- Click “Install”.

- You may uncheck “Always trust software from “STMicroelectronics”,” if you wish.

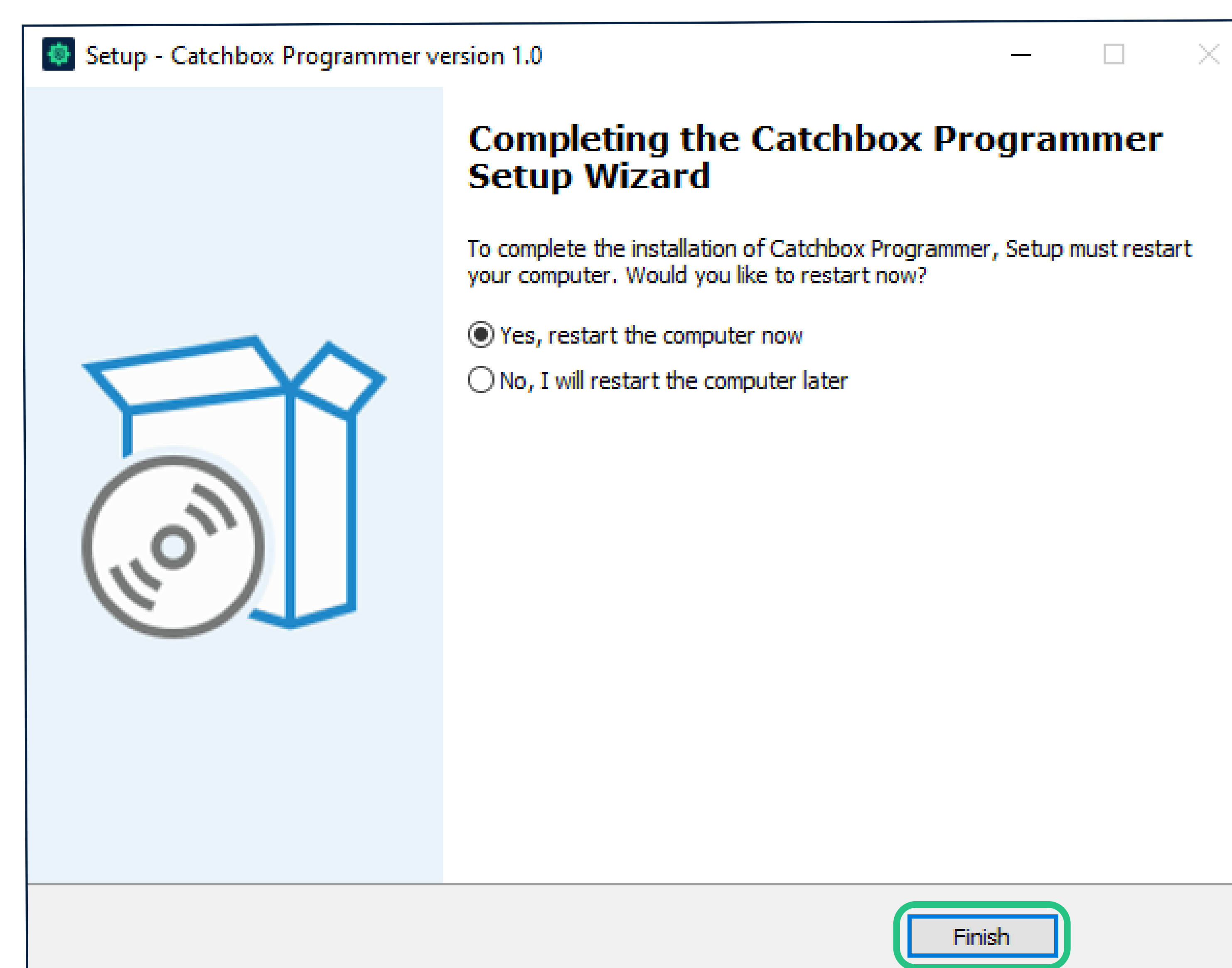


- Click “Finish”.



- Check “No, skip this step”.

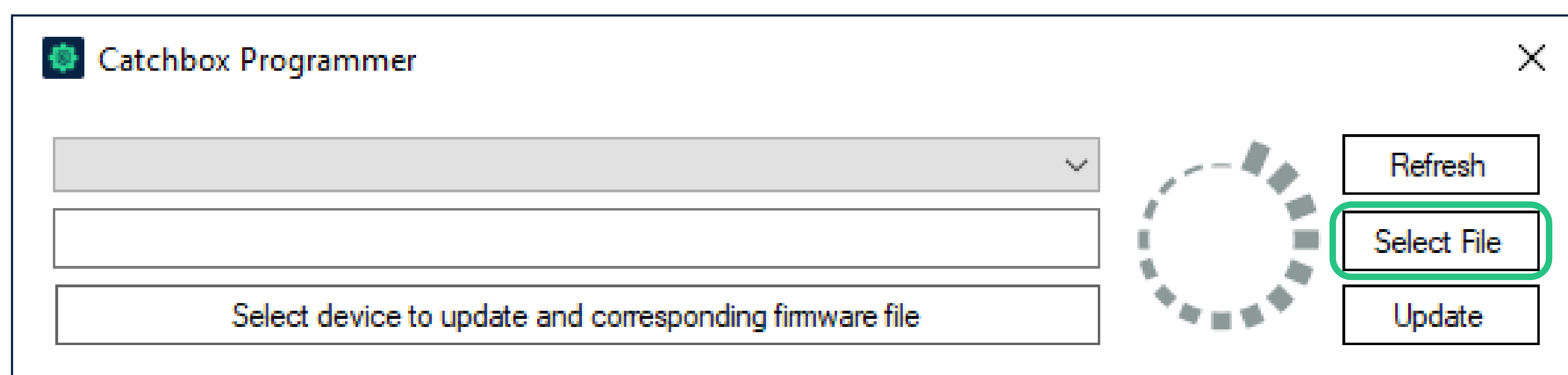
- Click “Finish”.



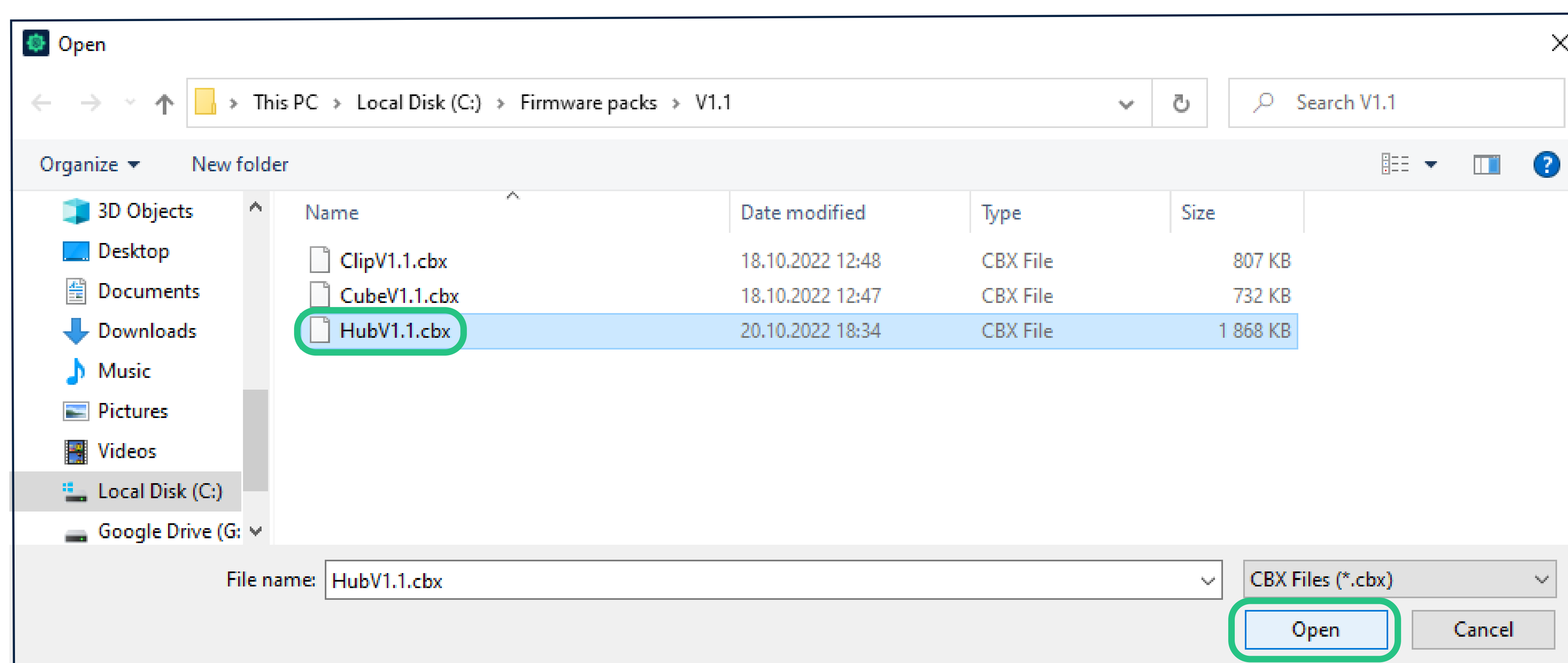
- Click “Finish”. Your computer will restart.

Now you have successfully installed “Catchbox Programmer” - firmware update software. It should be available in the start menu.

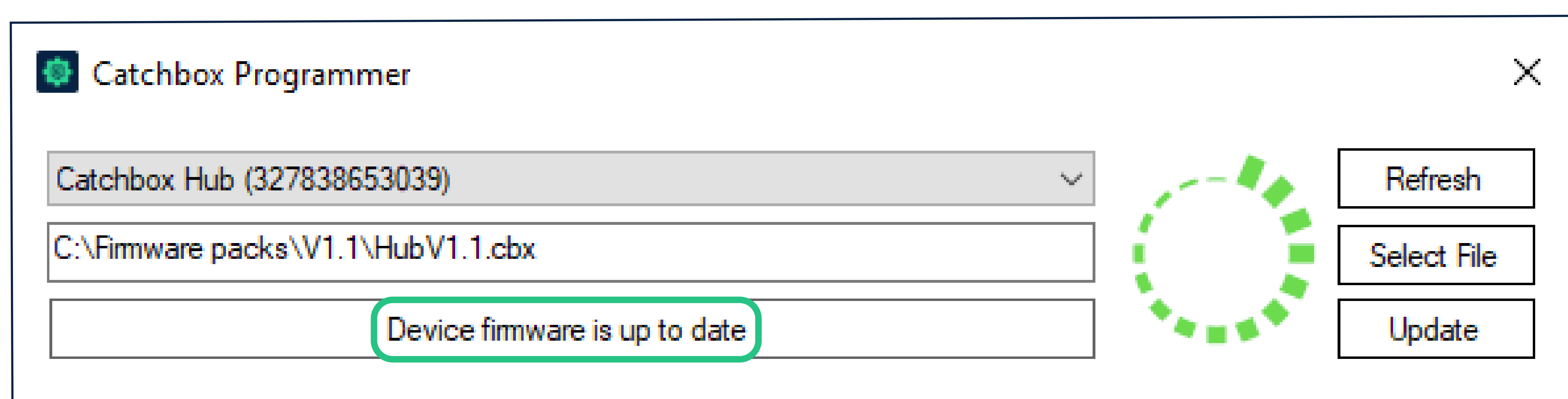
2. Install firmware update for your Catchbox system:



- Open the “Catchbox Programmer” application.
- Click “Select File”.



- Select the appropriate firmware file from the update package (the file names are based on the product name) by pressing “Select File” and navigating to the location of the firmware file package.
- Plug in the appropriate Catchbox device* via USB cable. It should be recognized and its name displayed in the upper list box on the top left corner.
- After the device is recognized, press the “Update” button and the update process will begin.
- The update process can take up to 3 minutes, please be patient.



- When done, the software will indicate that the “Device firmware is up to date”.
- To update the next device simply unplug the previously updated device and repeat all of the steps in 2. with the next device.

* Each Plus system product needs to be updated separately. If a mismatching firmware file is selected, the software will show an error message.