DHC®

SERVICE BULLETIN

DHC Specialty Corp.   **27th January 2026**

MODEL:

BT910

RECOMMENDED DATE OF COMPLIANCE:

As soon as possible.

APPLY TO:

BT910 running the following firmware versions:

BT910_OE_V00.x

BT910_OE_V01.A

BT910_OE_V02.A

BT910_OE_V03.B.

BT910_OE_V04.x

AFFECTED BATCH:

D114020009	DR11406003	D114090001
D114030027	D114060023	D114090012
D114030034	DR11407002	D114090030
D114040007	D114070017	D114100003
D114050001	D114070021	D114100019

DESCRIPTION:

We strongly recommend BT910 users update to firmware version BT910_OE_V05.B or later as soon as possible to ensure reliable service, as it contains critical fixes for the BT910. Continual operation using older firmware could increase the likelihood of hardware issues.

CORRECTIVE MEASURES:

1. Check S/N on the back of BT910.

    A. If they are within the affected batch, continue to step 2.

    B. If they are not within the affected batch, your BT910 is not affected.

2. Check firmware version in "Settings → Version → FW version".

    A. If the firmware version is BT910_OE_V00.x, V01.A, V02.A, V03.B, or V04.x, continue to step 3.

    B. If the firmware version is BT910_OE_V05.B or higher, operate as usual and report back if there are any abnormalities.

3. Prepare a Windows PC, then download and install BT910 PC Software from DHC website.

    A. If you already have BT910 PC Software installed, continue to step 4.

    B. Download link: https://www.dhc.com.tw/m/412-1107-17609.php?Lang=en

4. Download the latest BT910 firmware package from DHC website.

    A. If you already have the latest BT910 firmware package, continue to step 5.

    B. Download link: https://www.dhc.com.tw/m/412-1107-17612.php?Lang=en

5. Connect BT910 to the PC with BT910 PC Software via a USB cable.

6. Launch the BT910 PC Software and operate according to the following directions.

    A. Click "Update Firmware" on the main menu.

    B. Click "Update" button in the bottom right corner.

    C. Select the BT910 firmware package you downloaded from DHC website.

    D. Allow the update to run its course, this will take a couple of minutes. Do not disconnect BT910 from the PC.

    E. The update is complete when the "update successful" message appears.

    F. Disconnect BT910 from the PC.

7. Double check firmware version in "Settings → Version → FW version" is indeed BT910_OE_V05.B or later.

8. Correction complete.