

# Firmware Update Guide

## for BT2400, BT1100, and BT910 Series

2026.02.04

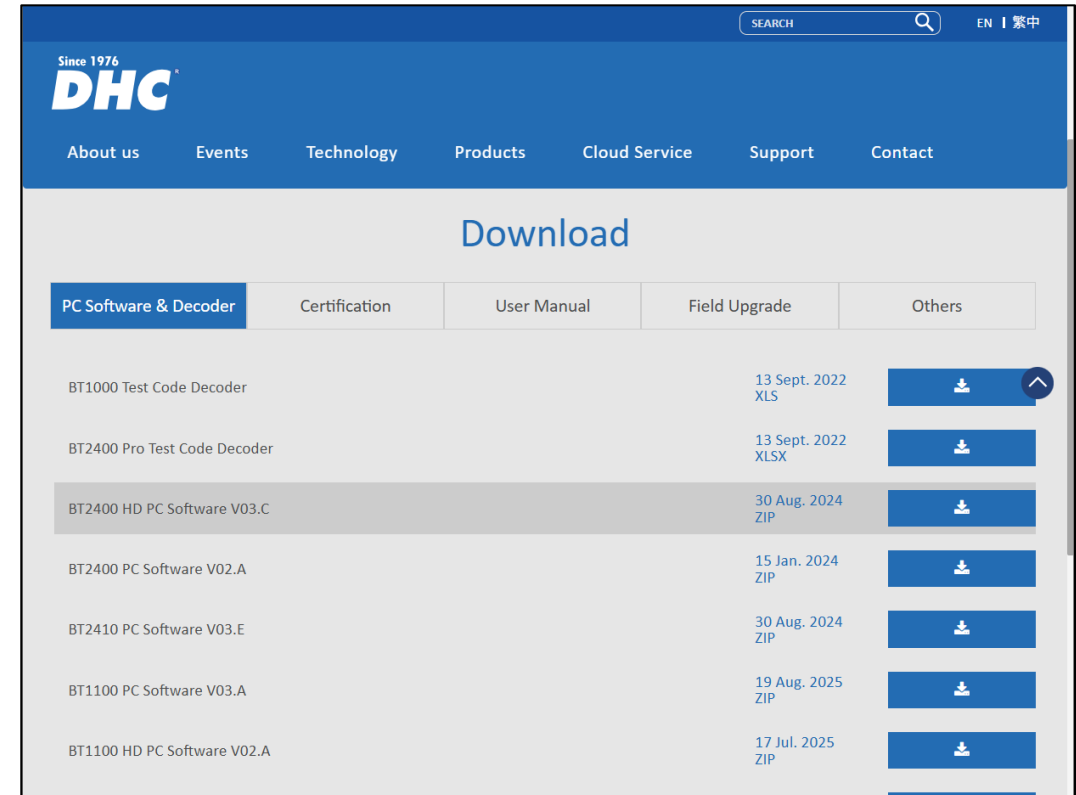
# BT2400 and BT1100 Series

# Step 1: Install PC Software

1. PC software for BT2400 and BT1100 can be found on DHC website or on the CD disc that came with the tester in selected models.
2. If you are downloading from DHC website, please go here: <https://www.dhc.com.tw/m/412-1107-17609.php?Lang=en>
3. Follow guidance of the installation wizard to install the PC software.

## Note

Please install the PC software for your specific tester model, they cannot be used interchangeably.



Download				
PC Software & Decoder	Certification	User Manual	Field Upgrade	Others
BT1000 Test Code Decoder			13 Sept. 2022 XLS	<a href="#">Download</a>
BT2400 Pro Test Code Decoder			13 Sept. 2022 XLSX	<a href="#">Download</a>
BT2400 HD PC Software V03.C			30 Aug. 2024 ZIP	<a href="#">Download</a>
BT2400 PC Software V02.A			15 Jan. 2024 ZIP	<a href="#">Download</a>
BT2410 PC Software V03.E			30 Aug. 2024 ZIP	<a href="#">Download</a>
BT1100 PC Software V03.A			19 Aug. 2025 ZIP	<a href="#">Download</a>
BT1100 HD PC Software V02.A			17 Jul. 2025 ZIP	<a href="#">Download</a>

# Step 2: Connect Tester to PC

1. Connect your tester to PC via a USB cable.
  - BT2400 Series: requires a “USB-A to A” cable.
  - BT1100 Series: requires a “USB-A to C” or “USB-C to C cable”.

**Note**

Some PC might have trouble connecting to BT1100 with a “USB-C to C” cable. Try using a “USB-A to C” cable when this situation occurs.

2. Launch the PC software.
3. The “Firmware Update” option on the main menu will be available if the tester is properly connected.

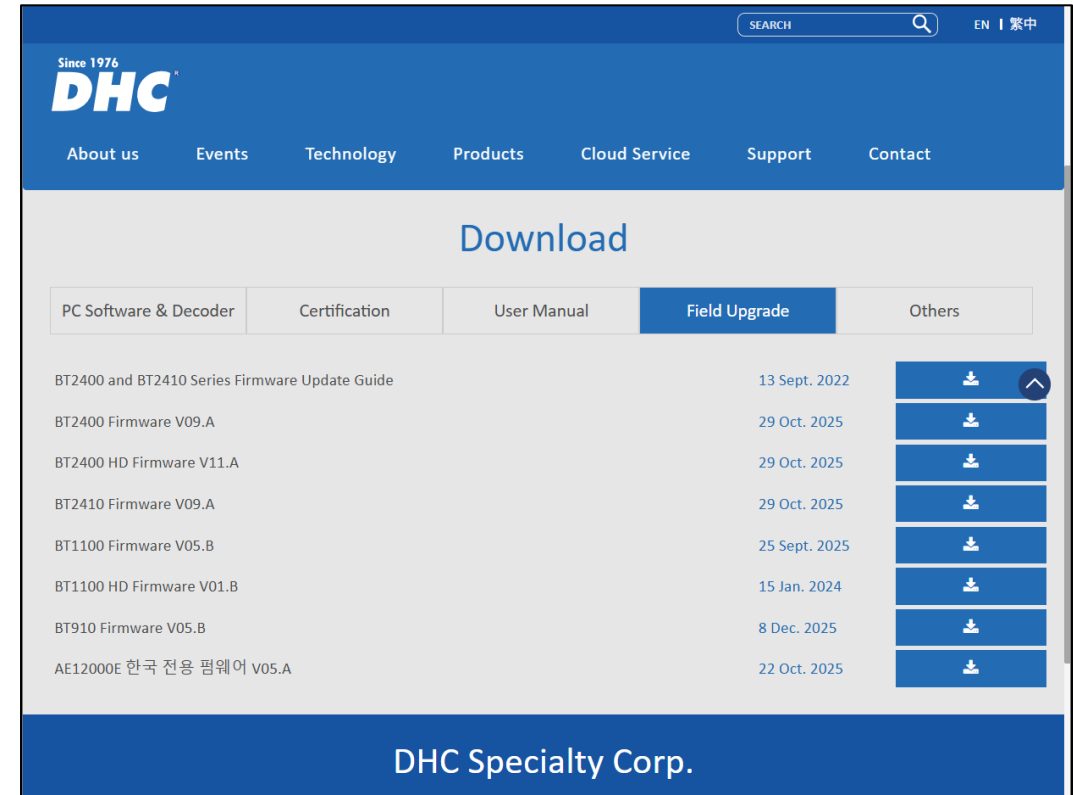


# Step 3: Download Firmware Package

1. Go to DHC website for the latest firmware package.
  - <https://www.dhc.com.tw/m/412-1107-17612.php?Lang=en>
2. Download the firmware package for your specific tester model.

## Note

1. Please check your tester model before downloading the firmware package as they are model specific.
2. The firmware package will be a “zip” file, do not decompress it.
3. Only use the firmware package available on DHC website or provided by DHC. Using firmware from unknown sources can cause permanent damage.

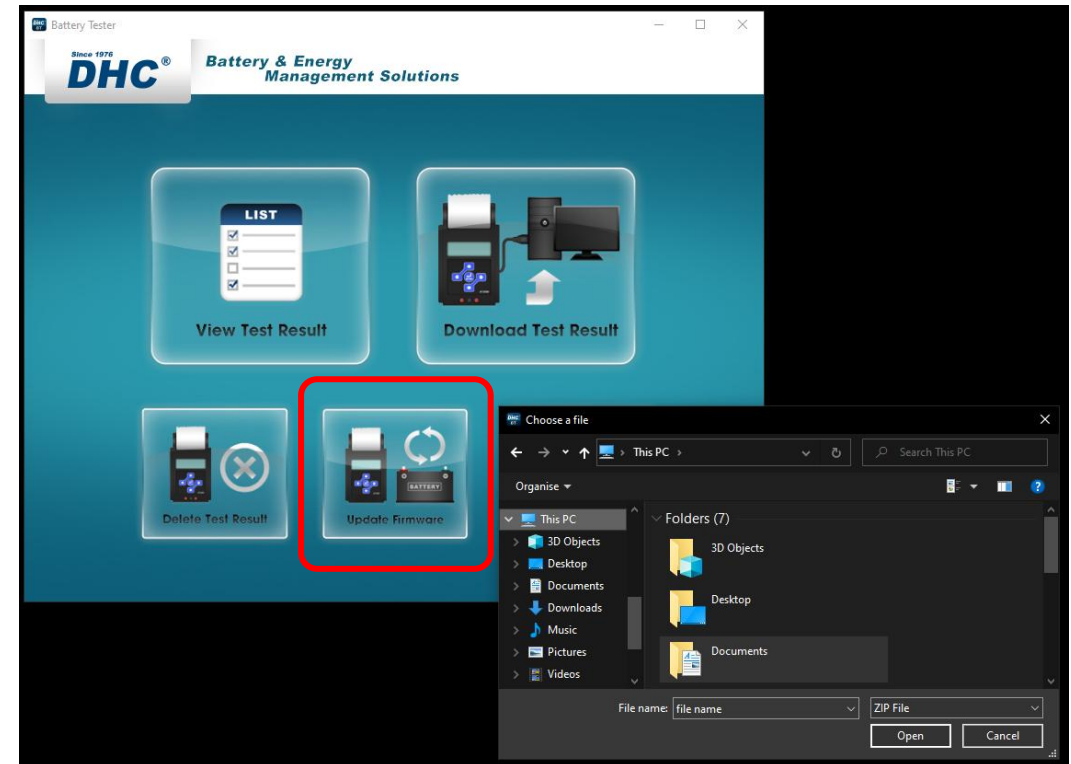


# Step 4: Update Firmware

1. Return to the PC software and click on “Update Firmware”.
2. A file explorer will appear.
3. Select the firmware package you downloaded in step 3.
4. The update process will begin.

## Note

1. Do not disconnect the tester during update.
2. If “update failed” message appears, try the following steps.
  1. Make sure the tester is connected directly to the PC, do not connect through a USB hub.
  2. Try another USB cable, the cable must have data transfer capabilities.
  3. Try “Troubleshooting 1” if above steps cannot resolve the issue.



# Step 5: Check Firmware Version

1. Firmware update is complete when “update success” message is shown.
2. Disconnect the tester from PC.
3. Turn on the tester and go to “Settings” → “Version”.
4. Check if the new firmware version is displayed.
5. Update complete.

# BT910

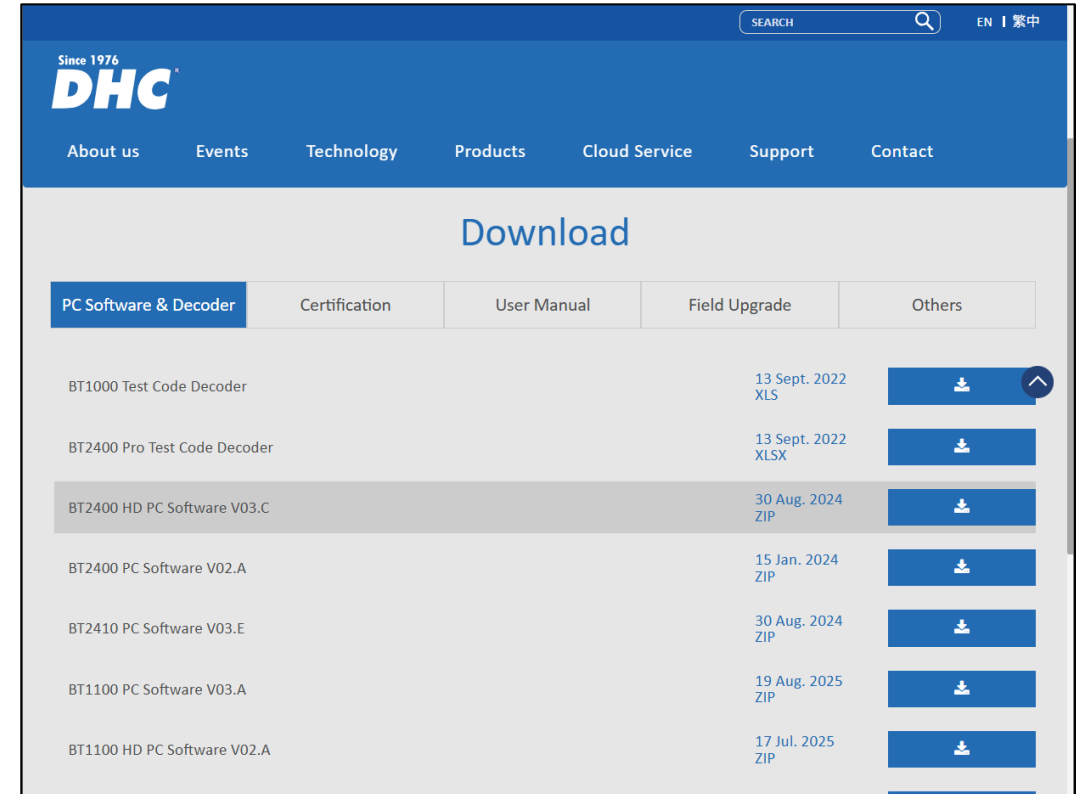


# Step 1: Install PC Software

1. PC software for BT910 can be found on DHC website
  - <https://www.dhc.com.tw/m/412-1107-17609.php?Lang=en>
2. Download the PC software.
3. Follow guidance of the installation wizard to install the PC software.

## Note

Please install the PC software for your specific tester model, they cannot be used interchangeably.



# Step 2: Connect Tester to PC

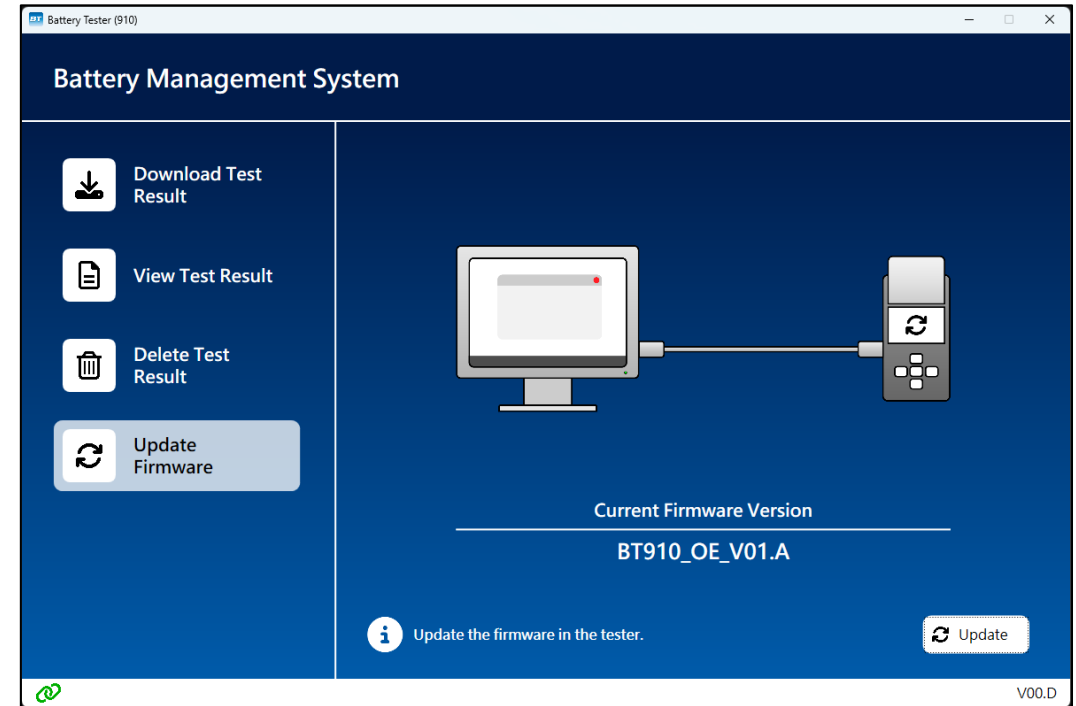
1. Connect your BT910 to PC via a USB cable.

- Requires a “USB-A to C” or “USB-C to C cable”.

**Note**

Some PC might have trouble connecting to BT910 with a “USB-C to C” cable. Try using a “USB-A to C” cable when this situation occurs.

2. Launch the PC software.
3. The “Firmware Update” option on the main menu will be available if the tester is properly connected.

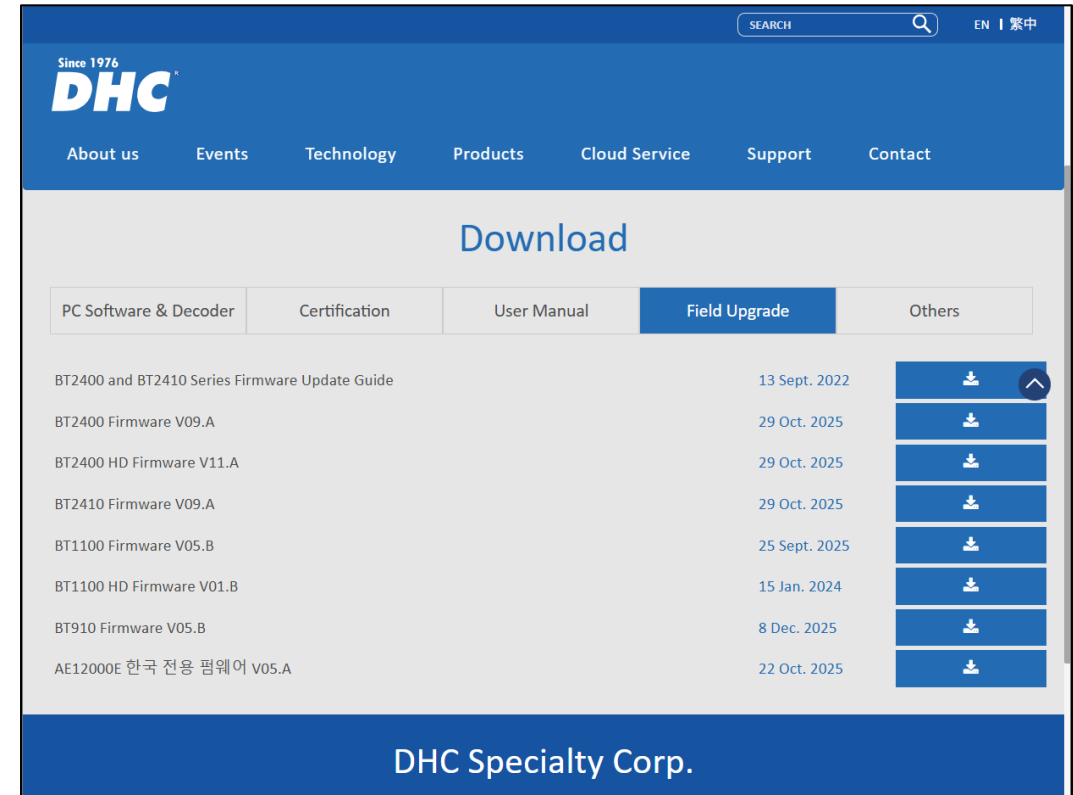


# Step 3: Download Firmware Package

1. Go to DHC website for the latest firmware package.
  - <https://www.dhc.com.tw/m/412-1107-17612.php?Lang=en>
2. Download the firmware package for your specific tester model.

## Note

1. Please check your tester model before downloading the firmware package as they are model specific.
2. The firmware package will be a “zip” file, do not decompress it.
3. Only use the firmware package available on DHC website or provided by DHC. Using firmware from unknown sources can cause permanent damage.

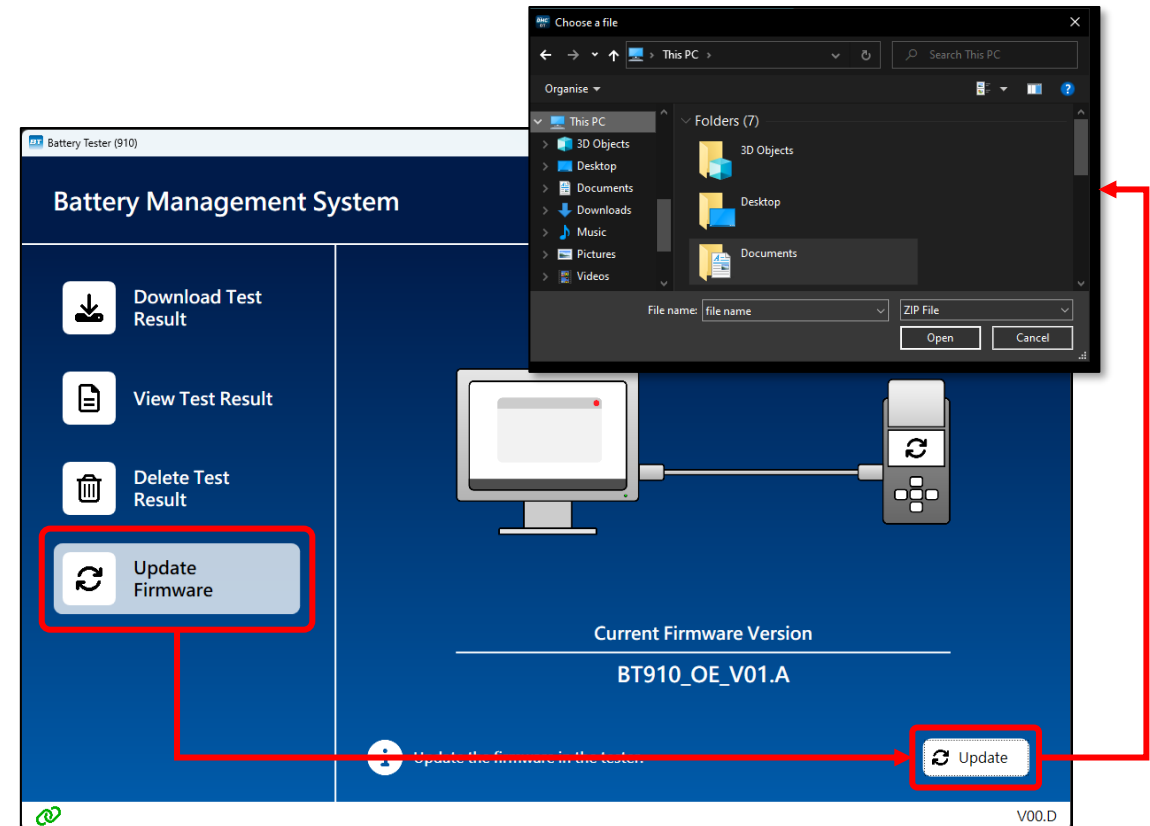


# Step 4: Update Firmware

1. Return to the PC software and click on “Update Firmware” on the left menu bar.
2. Click “Update” in the bottom right corner
3. A file explorer will appear.
4. Select the firmware package you downloaded in step 3.
5. The update process will begin.

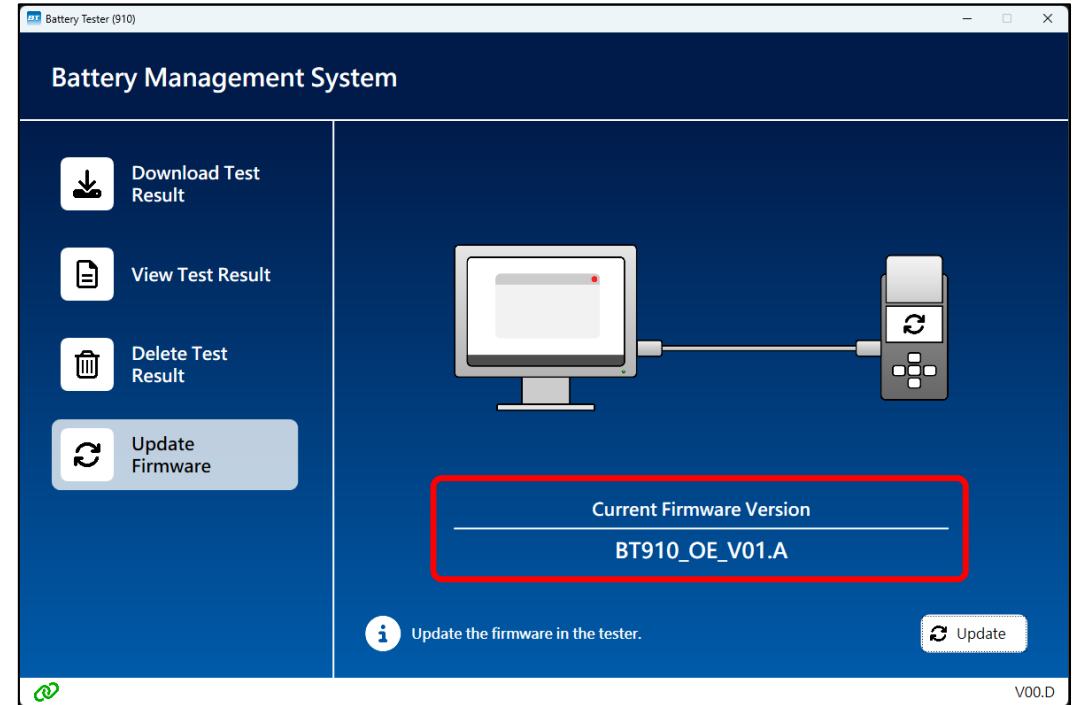
## Note

1. Do not disconnect the tester during update.
2. If “update failed” message appears, try the following steps.
  1. Make sure the tester is connected directly to the PC, do not connect through a USB hub.
  2. Try another USB cable, the cable must have data transfer capabilities.
  3. Try “Troubleshooting 1” if above steps cannot resolve the issue.



# Step 5: Check Firmware Version

1. Firmware update is complete when “update success” message is shown.
2. Check if the “Current Firmware Version” matches the new firmware version.
3. Update complete.

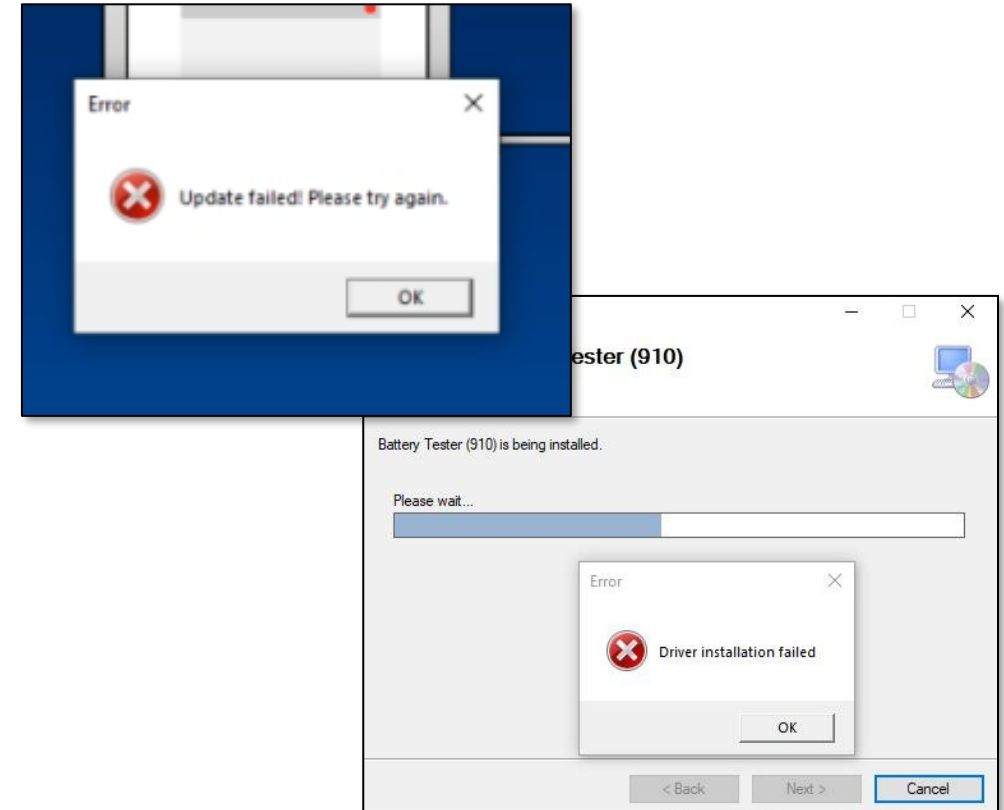


# Troubleshooting 1

Can download test result but cannot perform firmware update.  
(firmware update failed)

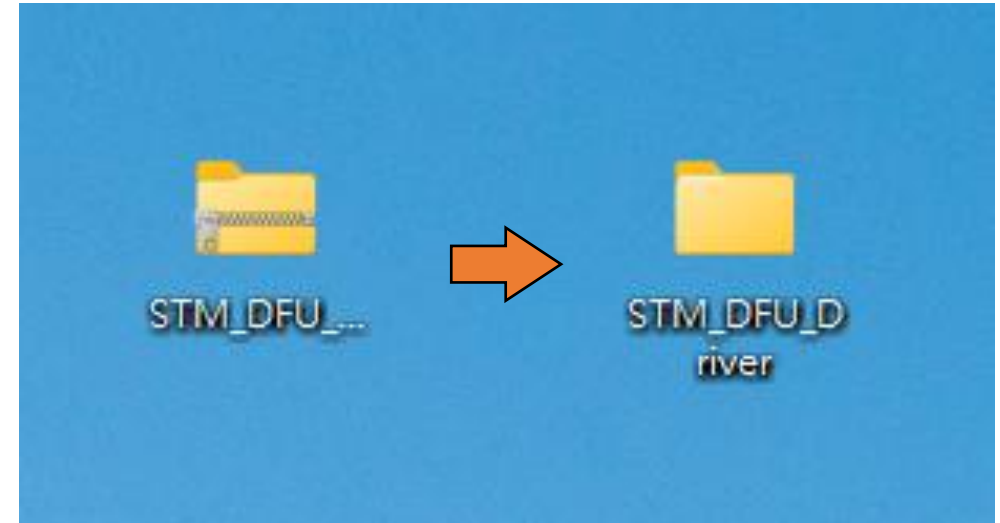
# Overview

- Symptom:
  - With tester connected to PC software, test data can be downloaded, but when performing firmware update, the PC software kept giving out “update failed” message”.
  - The tester is connected directly to the PC, not connected through a hub.
  - Switching to another USB data cable yielded no difference.
  - Reinstalling the PC software yielded no difference.
  - During the PC software reinstallation process, the prompt to install STM driver did not appear or a “driver installation failed” message appeared.
- Possible Cause:
  - The STM firmware update driver might not be properly installed.
- Troubleshooting Method:
  - Manually install the STM firmware update driver.



# Step 1: Prepare the Driver

1. Download the STM firmware update driver provided by DHC.
2. Decompress the driver zip file, it should become a folder.
3. Go to step 2.



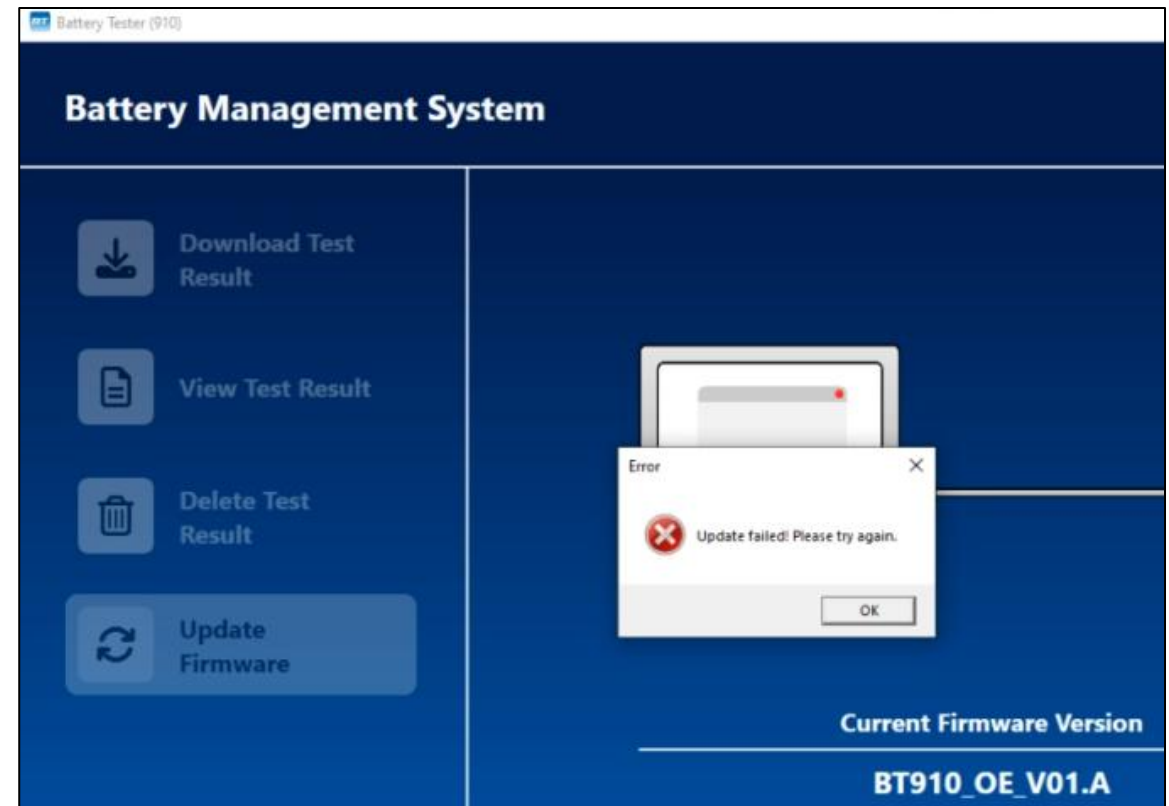


# Step 2: Connect and Firmware Update

1. Connect tester to PC.
2. Open the PC Software and perform firmware update.
3. After seeing the error message pictured on the right, go to step 3.

**Note:**

Do not disconnect the tester from PC.

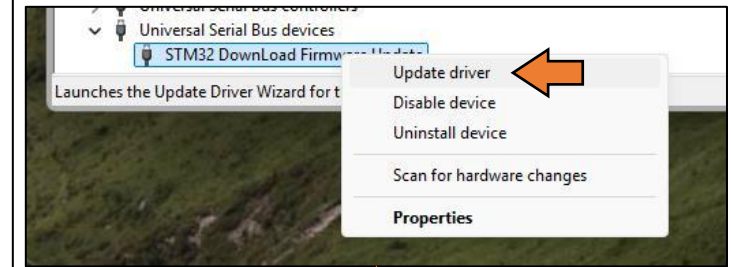
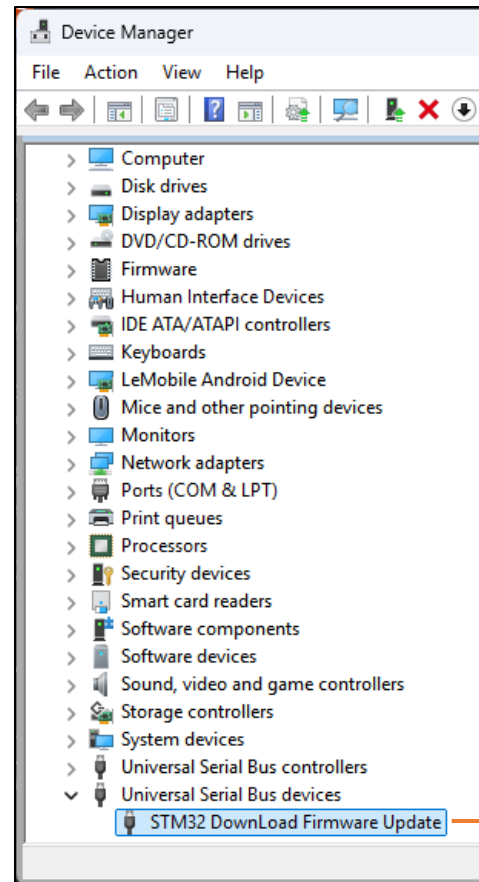


# Step 3: Device Manager

1. Open “Device Manager”.
2. Expand “Universal Serial Bus devices”.
3. Locate “STM32 DownLoad Firmware Update”.
4. Right click on “STM32 DownLoad Firmware Update” and select “Update driver”.
5. Go to step 4.

**Note:**

Please check if the icon of “STM32 DownLoad Firmware Update” has a yellow exclamation mark (!) before installing the driver, and report your finding to DHC. Install the drive regardless.



# Step 4: Manually Install STM Driver

1. In the update driver window, select “Browse my computer for drivers”.
2. In the next window, click on “Browse...” and select the “STM\_DFUE\_Driver” folder from step 1, then click “Next”.
3. Complete driver installation.
4. Close the PC software and disconnect the tester.
5. Restart the PC and try updating the tester again.

