

✂ Skip this step if you're using our gifted memory card.



Step 1:

Download the attached Upgrade Pack file to your PC, then unzip the file package.



Step 2:

Insert the memory card into the PC, then format it with a card reader.



Step 3:

Copy the entire "recovery" file to the memory card.



WARNING: The memory card must be formatted to work with this device. Formatting deletes all information on the SD card. Please back up all your important data before use.

✂ After you finished the steps above, the memory card will work with the camera.

1 Power off the camera device.

Please make sure the camera's battery is full.
Make sure the status of the camera is in the off power state.



2 Insert the memory card.

- a Please insert the SD/TF card containing the "recovery" file in the direction indicated in the picture.
- b After making sure the SD/TF card is fully inserted, turn on the camera's power.



3 The camera starts to upgrade.

- c During the upgrade process, the camera status is on steady red, which indicates the upgrade process begins.



Do not interrupt and wait till it completes. Interrupting the upgrade process may cause the camera to become completely unusable.

- d The whole process takes about 3-5 minutes, once the upgrade is completed, the camera status light blinks in red.
- e Power off the camera, then take out the memory card.



After the upgrade is complete, format the memory card that contains the "recovery" file



4 How to confirm the upgrade process is done?

Turn on the camera again, and follow the Home V in-app instructions to finish the camera setup. Then, go to the APP Settings, and tap on the camera icon. If the firmware version is 5.20.23.P1, then you are all set. If not, try to start over the upgrade process or contact support@virtavo.com for help.

