How to Update WF R2 Firmware

Introduction

This document is a guide for how to use the WF R2 update tool, including notes on how to overcome some possible PC setup related errors.

You can find a video tutorial of how to update the WF R2 to the latest firmware here.

Equipment Required

- Windows 10 or newer PC
- WFR2UpdateTool.exe loaded on drive or desktop
- USB-A to USB-C cable, USB 2.0 or newer

Updating the WF R2 Firmware

1. Turn on the WF R2.

2. Launch the WFR2UpdateTool app.

   Make sure that the app is located on your local drive, Windows (C:). Double click the app to launch.

3. Your PC may present a security warning since the executable was downloaded from an online
   - If your PC shows a dialogue stating "Windows protected your PC" select "more info" then click the "Run anyway" option that appears, as shown in Figure 1.

Figure 1: "Windows protected your PC" security dialogue

4. The popup in Figure 2 will appear when the update tool is ready. Plug in the powered on WF R2 via the USB cable.
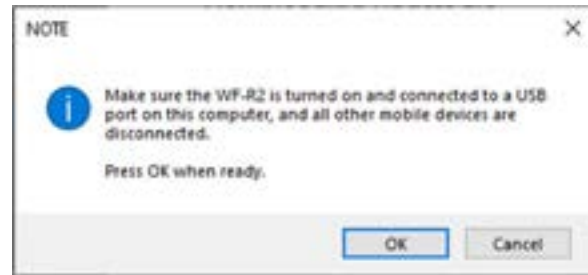
Figure 2: Dialogue indicating the updater is ready for the WF R2 to be plugged in

5. Once the powered on WF R2 is plugged in, select "OK".

6. The warning popup shown in Figure 3 will appear as a reminder to keep the device plugged in and PC turned on. Acknowledge it to continue.
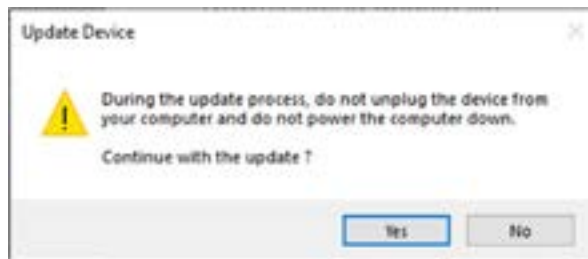

Figure 3: Warning to keep device plugged in and PC turned on

7. The update process will now begin. The update tool will monitor and report the progress as shown in Figure 4. The WF R2 will power cycle a few times during this process.

Figure 4: Update Tool while update in progress

8. When the update is done, the popup shown in Figure 5 will appear on screen indicating success. If updating multiple WF R2s, disconnected the current one and select "Yes," then resume from Step 4 with the next device. If not updating another WF R2, select "No" to close the app.

Figure 5: Update complete

9. WF R2 version 1.18.0 requires manually enabling location permissions to operate. Once the device is updated, the screen in Figure 6 will be shown. Select "WHILE USING THE APP" to allow the required permission. Note: This step is required. The WF R2 will not allow you to proceed without accepting these permissions.

Figure 6: Permissions request

10. The update process is now complete. Welcome to the new WF R2!

Troubleshooting

The utility may report a failure during the update process, such as that shown in Figure 7. If at any time an error message occurs, when asked "Try again?" make sure that the device is powered on and properly connected to the computer, then select "Yes". This should resolve any problems. If error persists, select "No" to close the updater app, and then restart at Step 2.
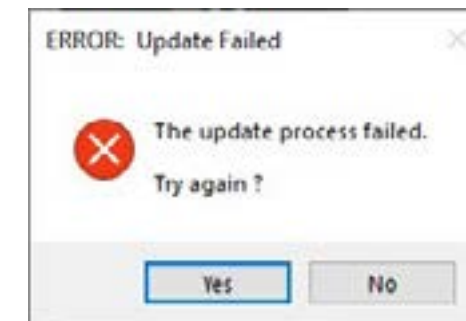

Figure 7: Error report popup

If you need additional technical support contact our TechBlue Department from 8:00 am to 4:30 pm Central Time. You can reach us by calling 800.328.6190 (ask for TechBlue) or emailing techblue@williamsav.com.