

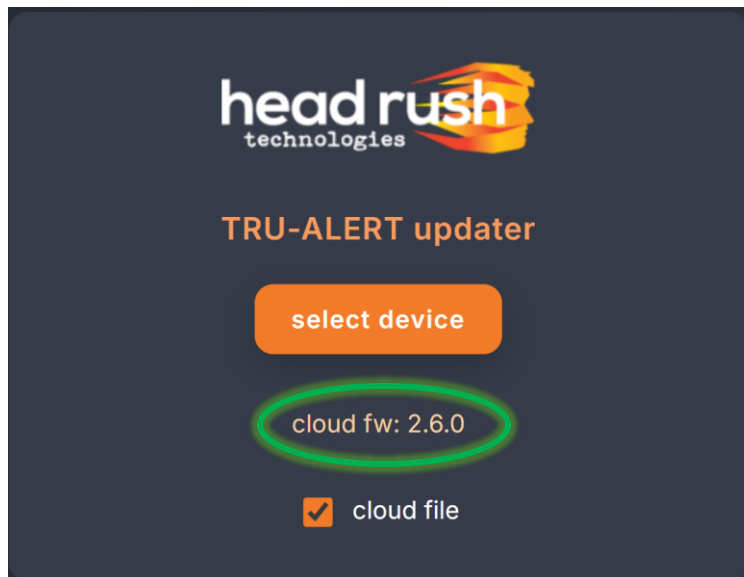
TRU-ALERT Firmware (FW) Update Procedure

Items Needed to update FW

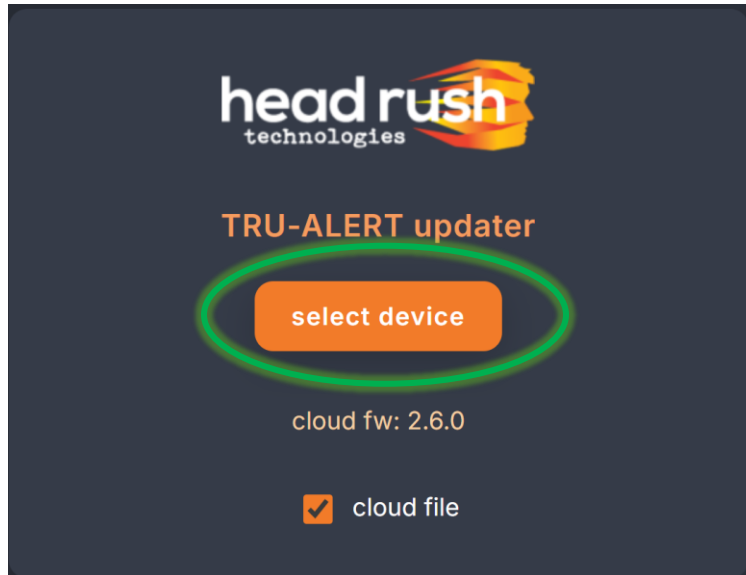
1. Computer with Bluetooth enabled
2. Internet Access
3. Link to the TRU-ALERT Updater website
 - i. The link can be found on the Resource Toolkit page for TRU-ALERT products or by following the link below
 - i) https://info.headrushtech.com/hubfs/Website-Docs/TRU-ALERT%20Updater%20Website.html?_gl=1*1888qgx*_gcl_au*NTM0NzExOTQ5LjE3NTQ2ODQwMjc
 - ii) Alternatively the link can be found by navigating to the TRU-ALERT Resources page on the Head Rush Technologies website
 - (1) <https://headrushtech.com/trualert-getting-started-guide>
4. TRU-ALERT Reset Remote or TRU-ALERT Height Sensor
5. Physical Reset Pin or small pin such as a paperclip for pressing the physical reset button

FW Update Steps

1. Access the TRU-ALERT Updater website
2. Verify the cloud firmware version is 2.6.0



3. Click "Select Device"



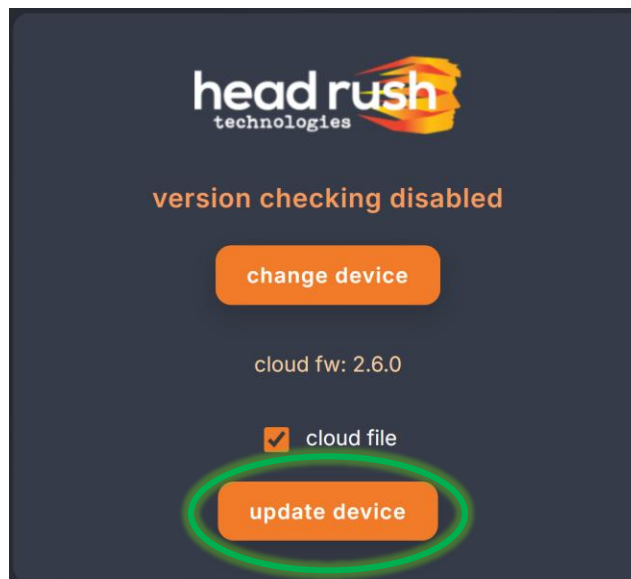
- i. This will automatically open a window in your web browser searching for nearby Bluetooth devices
4. With the TRU-ALERT device close to the computer, press and release the physical reset button using a paperclip. The physical reset button is located next to the USB charging port. The green LED will turn solid for 10 seconds.
- i. **NOTE: You will only have 10 seconds to pair the TRU-ALERT device to your computer. If the pairing step does not finish or errors, repeat steps 3, 4, and 5 to complete the pairing process.**



5. From the list of available devices, select the one named “BlueJayDFU” or “TRU-ALERT_DFU” then click “Pair”



6. Click “Update Device”



- i. The TRU-ALERT Height Sensor or TRU-ALERT Reset Remote must remain close to your computer during the entire update process so that the Bluetooth connection is maintained.
 - ii. Uploading the FW will take approximately 90 seconds per device
 - iii. NOTE: After the FW update completes, the device will turn off and re-boot. For Height Sensors, after re-boot the LED will turn solid green for 10 seconds before activating Normal Mode. For Reset Remotes, after re-boot the LED will turn solid green for 10 seconds, then flash pink for 5 seconds before activating Normal Mode.
7. Repeat Steps 3-6 for all remaining TRU-ALERT Height Sensors and TRU-ALERT Reset Remotes



Part # PHA0173-01

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Revision	Date	Description	Originator
01	14-Aug-2025	Initial Release	L Smith