Hello all,

HIMS is happy to announce the V2.1 maintenance update for SensePlayer and SensePlayer OCR.

This update fixes several small issues found in the last version, and adds small enhancements requested by you, our users.

Please find the complete list of fixes and improvements in the attached release note.

**Please note:**

\* It is not possible to upgrade the unit if your battery level is below 40%, even if you are connected to AC power. However, if you have a charge above 50%, you may upgrade without being connected to AC power.

\* If you use the offline upgrade, please note that both the SensePlayer and SensePlayer OCR use the same firmware link. The upgrade will automatically detect the device type, and install accordingly.

\* Although the audio tutorial is updated for the current feature set, it will only refresh if the DAISY folder is deleted from the flashdisk, and a reboot is performed after the upgrade. The reason for this is so that it is not automatically re-installed for those who do not wish to have it, but this ensures it is always available on new units. You may also get an audio demonstration of the updates by downloading the MP3 version of the tutorial.

**General instructions:**

You can update the SensePlayer either via an Internet connection or from external media containing the upgrade files. If you choose the "Online" method, be sure you have an active Internet connection before attempting the upgrade. When you update the SensePlayer, settings are usually maintained. However, if there are changes to setting values in the firmware, all settings will be initialized, and the unit will start running the Quick Start Guide.

Data in the flashdisk is protected. However, we recommend you backup your files before updating the SensePlayer Firmware as unexpected problems can occur.

* Note: You cannot cancel the update once it has started. You must not reset the unit during an upgrade. We recommend you do not touch the SensePlayer while it is updating. It will take several minutes to update the SensePlayer, possibly even longer depending on the speed of your Internet connection.
* Also note: the upgrade files are temporarily stored on the flashdisk for installation. If you do not have enough memory available on the flashdisk, the SensePlayer is unable to update until you make room for the upgrade files.

You can access the "Upgrade Firmware" option via the "Utilities" menu.

When you have chosen your upgrade method, and the upgrade files are downloaded or detected, the SensePlayer will extract all of the necessary program files. Progress is announced every few seconds.

Once done, the SensePlayer will reboot, and the system files will be upgraded. Progress beeps are heard during this process, however, progress is not announced via TTS.

When the system files have been upgraded, the software will load and boot, and the application files will be upgraded. Progress is spoken during this process.

Finally, the system reboots once more. If there are no new or changed setting values in the firmware, the Main Menu loads, and your settings are restored. If setting values have been changed, all SensePlayer settings are initialized, and the system boots and runs the Quick Guide.

Upgrading the SensePlayer Firmware Using the Internet

To upgrade the SensePlayer Firmware via the Internet, follow these steps:

1) Make sure you are connected to the Internet and plugged into AC power. Press “OK” on "Upgrade SensePlayer Firmware" in the "Utilities" menu.

2) Press “OK” on "Upgrade: Online". The SensePlayer connects to the HIMS server, and your current software version is compared to the HIMS server version.

3) The SensePlayer begins downloading the upgrade files. The upgrade is very large. Thus, depending on the speed of your Internet connection, it may take a long time to download.

4) After downloading the upgrade files, SensePlayer automatically starts the upgrade process. Please remember you must not touch the SensePlayer until the upgrade is complete, as pressing keys, resetting, or unplugging the unit can interrupt the upgrade process, thus resulting in an incomplete installation. When the upgrade is complete, you are returned to the "Home" menu, and the unit announces, "File manager".

5) After the upgrade is complete, check the software version by pressing the “Menu” key while in the "Home" menu.

Upgrading the SensePlayer Firmware from USB or SD

To upgrade the SensePlayer Firmware from a disk, follow these steps:

Download the upgrade file from the link below:

<https://hims-product.s3.ap-northeast-2.amazonaws.com/T90/firmware/en/T90_system_57164.bin>

1. Note: the file is a .bin file, however, some versions of Windows may rename it as a .zip file. Do not extract this file. Simply rename the extension back to .bin. Copy the file to the root of an external storage device such as an SD card or USB thumb drive.
2. Connect the SD card or USB drive to the SensePlayer, and be sure the SensePlayer is connected to AC power, or charged to above 50%. Then, press “OK” on "Upgrade SensePlayer Firmware" from the "Utilities" menu.
3. "Upgrade: Online" is displayed. Press the Right arrow to go to the "Upgrade: Offline" option. Press “OK”.
4. The SensePlayer starts the upgrade process. Please remember you must not touch the SensePlayer until the upgrade is complete. When the upgrade is complete, you are returned to the "Home" menu, and "File manager" is displayed.
5. When the upgrade is complete, check the software version by pressing the “Menu” key while in the "Home" menu.

If you have questions or problems, north American customers should contact HIMS, Inc technical support at [support@hims-inc.com](mailto:support@hims-inc.com) or by calling 888-520-4467.

International customers should contact the dealer from which they purchased the SensePlayer, or e-mail jenny@selvashc.com.