**Software Upgrade Instruction**

1. Upgrade Purpose: Solve the problem of Hub identify error when Win 10 computer restarting and improve product compatibility.

2. Install Upgrade Tool

Step 1: Unzip the compressed (.rar) file “50580 Update Instruction” to the folder with the same name.



(Figure 1)

You will see the following files in the folder as shown in the Figure 2.



(Figure 2)

Please exit the anti-virus software before installing the upgrade tool.

Step 2: Open the folder “50580 Update Instruction\GL\_USB3.0\_Hub\_ISP\_2.2.4.0” as shown in the below.



(Figure 3)

Step 3: Open the folder “driver installer” and double click on “”. Follow the instructions to install the upgrade tool.



(Figure 4)



(Figure 5)



(Figure 6)



(Figure 7)



(Figure 8)



(Figure 9)

Step 4: When the screen prompts that the software has been successfully installed, and the upgrade tool icon (Figure 10) will be automatically created on the desktop as follows:



(Figure 10)

**Upgrade Product Software**

Step 1: Connect keyboard or mouse to our product, and then connect our product to the USB3.0 or USB2.0 port on computer. Make sure the mouse works properly. Open the folder “50580 Update Instruction\ gl\_usb3.0\_hub\_isp\_2.2.4.0 \ISPTool”.



(Figure 11)

Step 2: Right click on “” and run “” as an Administrator.



(Figure 12)

The following interface will appear, and upgrade software as follows:



(Figure 13)



(Figure 14)

Follow the following step to indicate the selected software. The software path needs to be located correctly.



(Figure 15)



(Figure 16)

Software upgrade is in progress



(Figure 17)

After the upgrade is completed, select “OK”, turn off the upgrade software, unplug the product from the computer, re-plug the product into the computer, and the product can be used normally now.

**Note**



(Figure 18)

1. If the following interface dialogue occurs in the process of software upgrade, please ensure that the product has been plugged into the computer, and re-try according to above-mentioned instructions.

2. If the computer cannot identify the product, please disconnect the product and the computer, and re-plug our product.

3. This upgrade tool can only be used under Win 7/8/10.

4. Uninstall this tool from the computer after the product software upgrade is completed.