Issues and workarounds in firmware update for UAC-Series

Depending on the customer's PC environment, the firmware update for UAC-2/UAC-8 on Windows PC sometimes triggers an error under the following conditions, and update stops uncompleted.

1. Updating UAC-2 firmware version 1.10 / UAC-8 firmware version 1.20 or earlier to the latest version.
2. Connecting to a USB 3.x port of the Windows PC.

When you experience this problem, the following workaround may be effective:

・Connect with a USB 2.0 cable and execute the firmware update again

We apologize for any inconvenience.