

WISE-2410(X) Product Change Notice

Product Firmware Bug Fix Announcement

Dear Valued Customers:

We have identified an internal system time calibration failure in the WISE-2410 series firmware version A1.20.B00. This issue may occasionally cause the device to enter an unresponsive sleep state after running for a period of time, halting all scheduled data acquisition and transmission.

Please be advised that this anomaly is confined solely to standard models running version A1.20.B00. Based on our shipment records, standard products shipped from November 6th, 2025, onward are equipped with this affected firmware.

This issue has been fully resolved in firmware version A1.21.B00, which is now available for [download](#) on our official support website.

Since we cannot verify how long the customer's devices have been running on the A1.20.B00 firmware, we highly recommend that the customer perform a proactive battery replacement in conjunction with this firmware upgrade. This will ensure the equipment operates under optimal conditions and prevent premature power depletion.

Product Part Numbers Affected by This Announcement

Original Product	Firmware version/shipment date	New release firmware version
WISE-2410-EB	A1.20.B00 Shipment after 2025,11,06	A1.21.B00 Publish on Website
WISE-2410-NB		
WISE-2410X-A02EA		
WISE-2410X-A02NA		
WISE-2410X-E21NA		
WISE-2410X-C12NA		

Reason for the Change

- **Firmware internal system time calibration bug fixed**

Contact Windows

PM	Stanley / stanley.chou@advantech.com.tw / VOIP:511 EXT:7637
PAE	Pop / Pop.Hsu@advantech.com.tw / VOIP:511 EXT:7828 Will / Will.Yen@advantech.com.tw / VOIP:511 EXT:7427

Advantech AE Technical Share Document

Date	2026/07/09	SR#	N/A
Category	■FAQ □SOP	Related OS	N/A
Abstract	How to Upgrade FW of WISE-2410 by Using WISE Studio		
Keyword	WISE-2410, FW Upgrade, vibration		
Related Product	WISE-2410 series		

■ Problem Description

To ensure optimal performance of your WISE-2410, please follow this three-step guide to upgrade your device firmware. This process involves connecting the device, preparing the required utilities from the Advantech support portal, and executing the firmware update via WISE Studio.

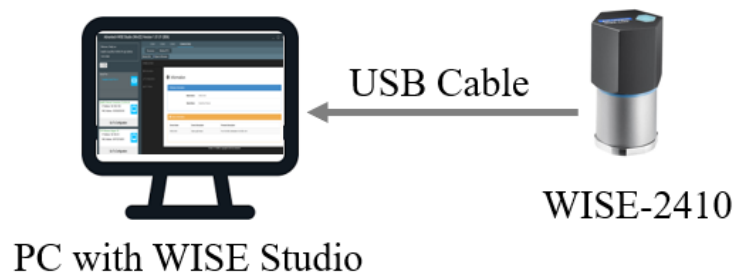


Figure. Topology of this document.

■ Brief Solution

The document will be divided into three section to help the user to read. And the three sections are shown as below.

Section 1:

Connect the WISE-2410 to your computer via a USB cable, and ensure the Advantech WISE USB Driver is properly installed.

Section 2:

Download the latest WISE-2410 firmware and the WISE Studio utility from the Advantech website.

Section 3:

Update the device firmware via WISE Studio and confirm the successful installation in the system information section.

Section 1: Connect the WISE-2410 to your computer via a USB cable, and ensure the Advantech WISE USB Driver is properly installed.

Step 1:

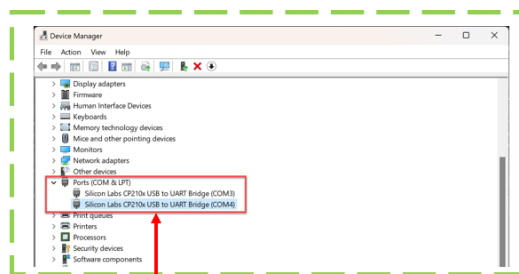
For the first time user, especially with a PC that has not connected USB to WISE node before, it is always needed to make sure that Advantech WISE node USB Driver is installed. The WISE node USB Driver can be downloaded at the link below:

<https://www.advantech.com/en/support/details/driver?id=1-13U9QTV>

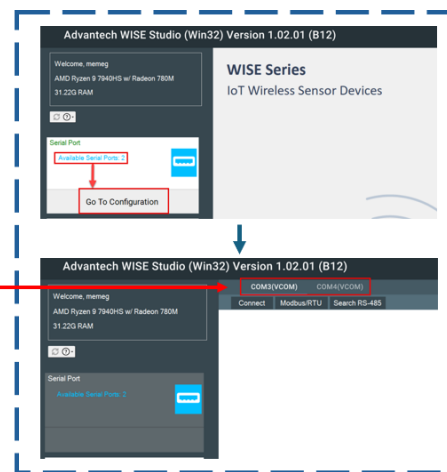
Step 2:

After installation, in Windows Device Manager, you should see device named “Silicon Labs CP210x USB to UART Bridge” follow with COM port it is using, in the screenshot below, it shows that there are two WISE nodes connected, and they are using COM3 and COM4.

Device Manager from Windows



WISE Studio Interface



Section 2: Download the latest WISE-2410 firmware and the WISE Studio utility from the Advantech website.

Step 1:

Visit the Advantech WISE-2410 Support Page.

Firmware

<https://www.advantech.com/zh-tw/support/details/%E9%9F%8C%E9%AB%94?id=1-1WL8MI9>

WISE-2410 Firmware

2026-06-29	Firmware	Document No.1-4147374321
Related Product:		
WISE-2410 / WISE-2410-EA / WISE-2410-EB / WISE-2410-NA / WISE-2410-NB / WISE-2410-TB		
Solution:		
WISE-2410 firmware-DA/DB (* IN865 frequency)		▼
WISE-2410 firmware-EA/EB (* EU868 frequency)		▼
WISE-2410 firmware-JA/JB (* AS923 frequency for Japan)		▼
WISE-2410 firmware-KA/KB (* KR920 frequency)		▼
WISE-2410 firmware-NA/NB (* NA902 frequency)		▼
WISE-2410 firmware-RA/RB (* RU864 frequency)		▼
WISE-2410 firmware-TA/TB (* AS923 frequency for Taiwan)		▼
WISE-2410 firmware-ZA/ZB (* AU915 frequency)		▼

Identify and download the specific firmware version that matches your region's LoRaWAN frequency (e.g., NA for North America, EA for Europe, TA for Taiwan/Asia).

Step 2:

Download the latest version of WISE Studio from the Advantech website.

WISE Studio

<https://www.advantech.com/zh-tw/support/details/utility?id=1-1MJSJKX>

WISE Studio

2026-05-08	Utility	Document No.1-3540282657
Related OS:		
Win10, Win11		
Related Product:		
WISE-2200-M/ WISE-2410-EA/ WISE-2410-NA/ WISE-4010/LAN/ WISE-4012/ WISE-4012E/ WISE-4050/ WISE-4050/LAN/ WISE-4051/ WISE-4060/ WISE-4060/LAN/ WISE-4210/ ...		
顯示更多 ▼		
Solution:		
WISE Studio application		▲
WISE Studio for all of the WISE-2000, WISE-4000, WISE-4200, WISE-4400, and WISE-4600 series.		
WISEStudio_V1.02.04_B06 2026-05-08 Download		

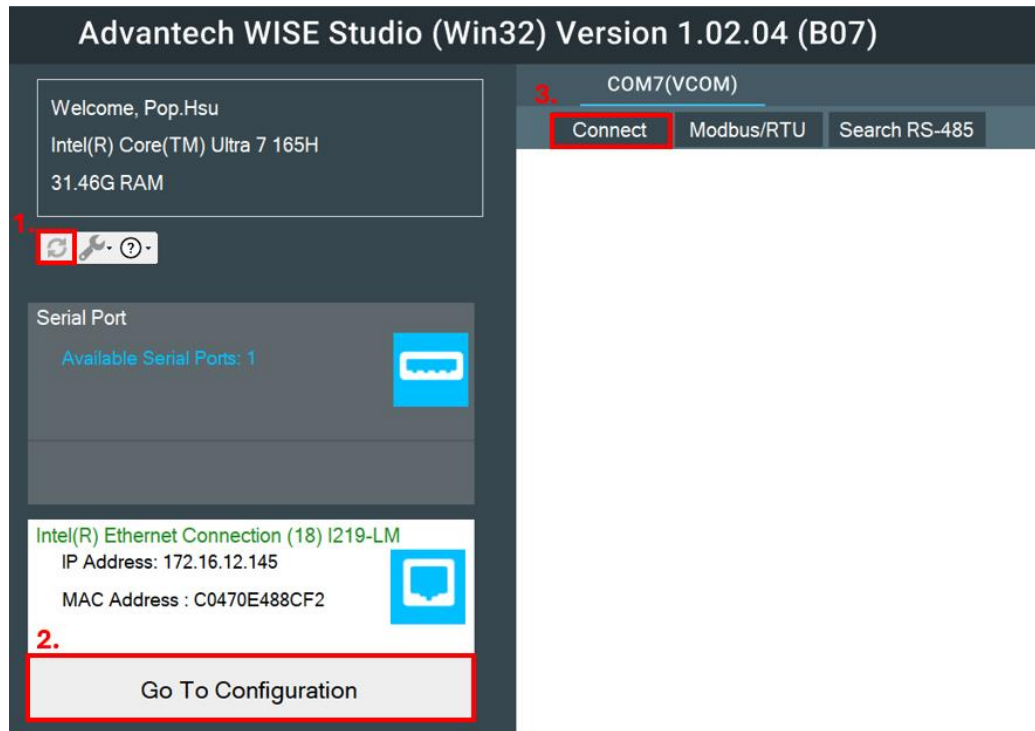
Section 3: Update the device firmware via WISE Studio and confirm the successful installation in the system information section.

Step 1:

Connect the WISE-2410 to your PC using a USB cable and launch the WISE Studio utility.

Step 2:

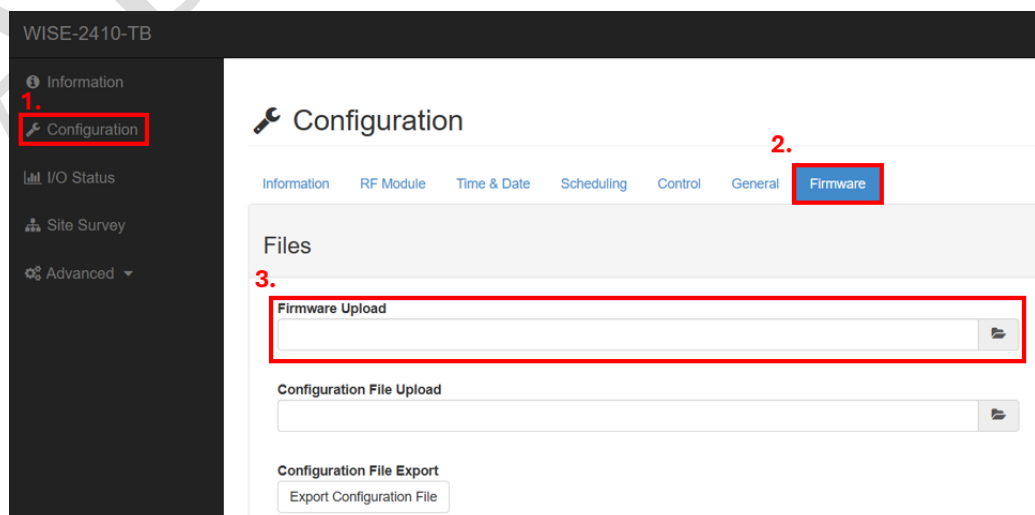
In WISE Studio, navigate to the connection settings and select the correct COM port to establish a link with your WISE-2410.



Step 3:

Navigate to the Firmware Upgrade page. Click "Browse" to select the firmware file you downloaded, and click "Start" to begin the process.

Warning: Do not disconnect the USB cable or close the application during the upgrade process, as doing so may cause the device to become unresponsive.



Step 4:

Once the upgrade is complete, the device will automatically reboot. Navigate to the Information page to confirm that the displayed firmware version matches the version you just installed.

WISE-2410-TB

1. Information

Configuration

I/O Status

Site Survey

Advanced

LoRa Information

Mode	LoRaWAN	Device Class	Class A
Activation Mode	OTAA	Data Rate	Waiting for TX
Device Address	FFB53250		
Frequency Set (MHz)	923.2, 923.4, 922.2, 922.4, 922.6, 922.8, 923, 922		

Device Information

Device Name	Device Description	2. Firmware Description
WISE-2410-TB	Smart Vibration Sensor(LoRa)	Fw:A1.21 B00, Bootloader:A1.01 B00