

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