

FAQs > Moment Series- Sleep Companions > Moment > How to perform an update on your Pure Moment?

How to perform an update on your Pure Moment?

Customer Support - 2025-08-25 - Moment

You would like to update your Pure Moment to the latest software version?

Note: The software update will delete all alarms and settings. So, if you have a lot of them saved, enter them in the <u>alarm sheet</u> so you can set everything up again.

Pure Moment Software Update Instructions

- 1. Connect your Moment to a computer via micro-USB data cable.
- 2. Apply power to the unit by connecting the provided power supply to a mains outlet.
- 3. The Moment will display "USB Flash" and appear as a USB drive on your PC.
- 4. Copy the firmware file (<u>PURE_Moment_AC6951E_20250703_release_v37_update.ufw</u>) onto the USB drive
- 5. Please make sure **not to move or delete** any files from the drive.
- 6. Then safely remove the USB hardware from the PC.
- 7. Start the SW update in the "System settings" of the Moment.

We recommend performing a factory reset after a successful update.

After having updated your Pure Moment, please share your experience with us.