



FW Update Instructions

FWUIIQ_R1

The following upgrade instructions are in relation to updating the firmware by copying an update file to the SD card via the supplied USB cable. Our Dash Cams can also be updated via the Nextbase iQ mobile app.



Windows



Mac

STEP 1

Download the latest version of firmware for your iQ via the Support & Downloads page.

[Download here](#)

[Download here](#)

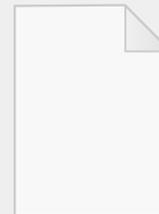
STEP 2

Download the file that matches your iQ's region, **EU** or **US**.

For example: **nbiq-fw-EU**

Region

A zip file will be downloaded into the 'Downloads' folder of your computer.



nbiq-fw-xxxx.bin



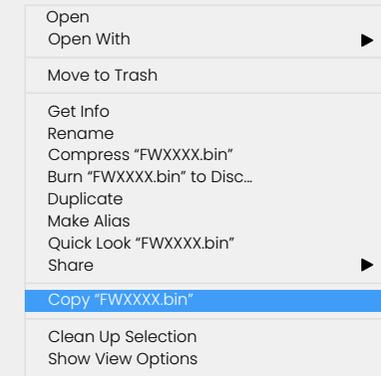
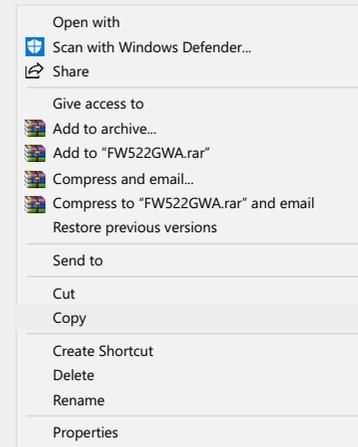
nbiq-fw-xxxx.bin

STEP 3

Once the zip file has downloaded, unzip the folder and select the file that matches your iQ's resolution:

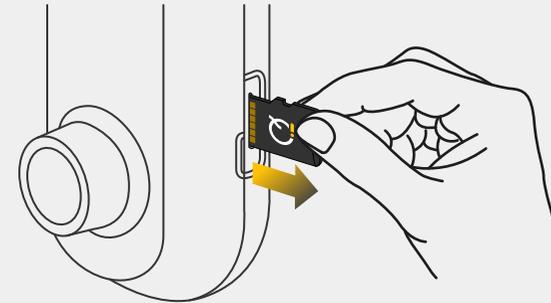
1K, 2K, or 4K.

Highlight the contents of your chosen resolution folder, right-click (CMD & click if using a mac) files and select the option that says 'Copy'.



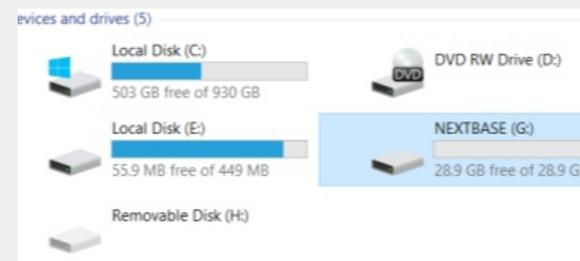
STEP 4

With your iQ powered off, remove the SD card and insert it into an SD card reader connected to your computer.



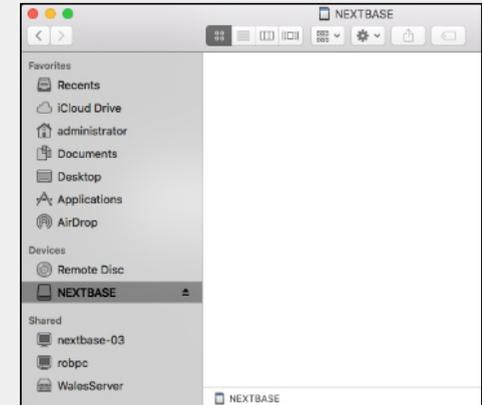
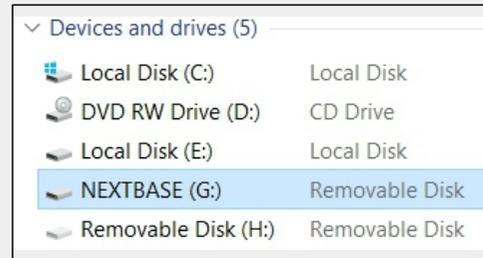
STEP 5

The iQ SD card should then appear as a storage device called 'NEXTBASE' within File Explorer (Windows) or Finder (Mac).



STEP 6

Click on your SD card as it appears within File Explorer/Finder to view the contents on the card.



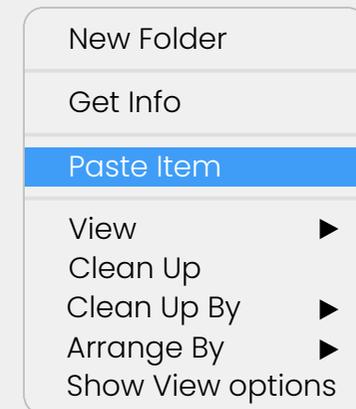
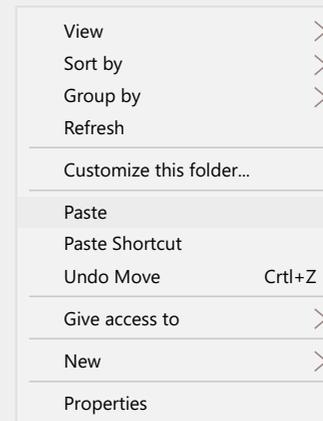
STEP 7

Once the contents of the card are displayed, right click in the white space and select the option that says 'Paste'.

This will copy the Firmware files from your downloads and place them onto the

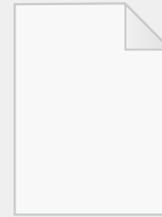
SD card where it can later be read by your iQ.

Do **not** copy the files into any folders on the SD card.



STEP 8

Please ensure that the bin files are NOT renamed in anyway, the update will fail if the file appears as nbiq-fw-4KEU(1).bin for example.



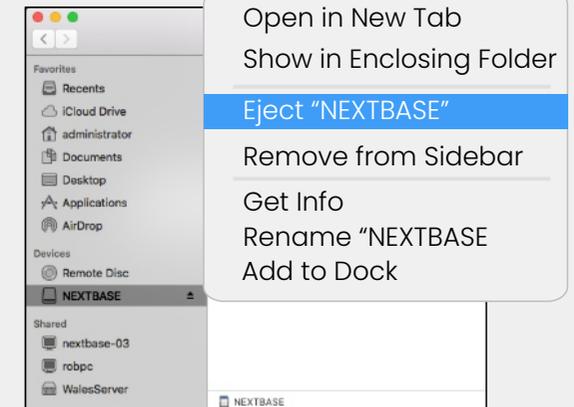
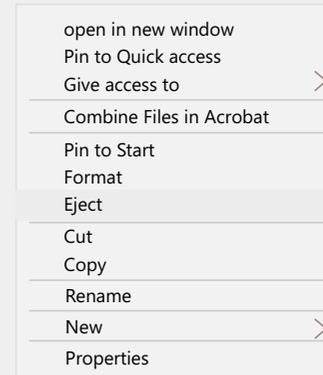
nbiq-fw-xxxx.bin



nbiq-fw-xxxx.bin

STEP 9

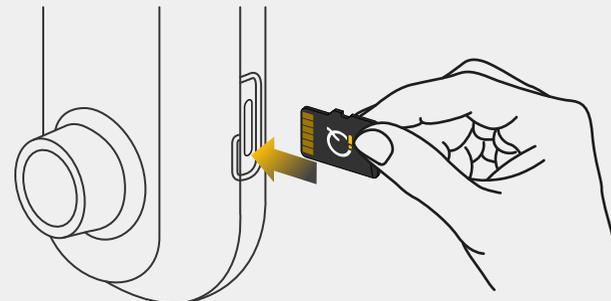
Once you have successfully copied the BIN files to your iQ SD card, eject the SD card Reader to safely remove the SD card.



STEP 10

If you have a Rear Camera, ensure it is attached.

With your iQ powered off, reinsert the SD card back into your iQ and reconnect the power cable.

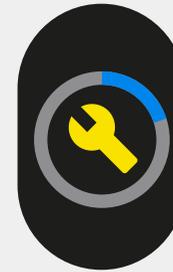


STEP 11

Once your iQ is powered on, the firmware update should begin automatically within 30 seconds.

A spanner icon will be shown on the screen indicating that the firmware update has started.

Do **not** remove power from your iQ while firmware is installing.



STEP 12

Upon successful firmware update, a green tick will show and your iQ will reboot.

Your iQ is now up to date and ready to use.



WHY DID MY UPDATE NOT WORK?

- **Firmware file name altered**

ensure that the firmware name remains nbiq-fw-XXXX.

- **Wrong file selected**

check that the file you have selected matches your iQ model (1K, 2K, 4K).

- **Faulty/incomplete download**

delete the file and redownload from the website.

- **Something on the SD card that shouldn't be there**

format the SD card and try again (saving any desired video files before you do).

- **Loss of power/SD card removed during update**

ensure that the iQ is off when you re-insert the SD card, then powered on and left connected to power with the SD card inserted for the duration of the firmware update.

- **Rear camera not connected**

make sure that the rear camera is connected to your iQ before starting the firmware update



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