

Wi-Fi configuration and OTA update

Cyber 1 — step-by-step guide

Based on manufacturer documentation V1.3 · 04 September 2026

Before you start

The update changes the software controlling the drives. Perform it with the robot lying down or standing on a stable surface, with no people or objects within reach of the legs. Do not disconnect power during installation.

The robot downloads updates over the internet, so it must first be connected to a Wi-Fi network. This is a one-time setup — on later start-ups the robot connects by itself.

1. Connecting to Wi-Fi

- 1 Connect your phone to the robot's hotspot. The network is named **Cyber1-[machine number]**, password: **12345678**.
- 2 Open the browser on your phone and go to **10.42.0.1:5000** (or scan the QR code from the manufacturer's documentation).
- 3 Enter the name and password of the **5 GHz** Wi-Fi network the robot should use, then submit. On success the robot announces "WIFI configuration successful".

Watch out for

- The colon in **10.42.0.1:5000** must be a plain ASCII colon. A full-width colon from a Chinese or Japanese keyboard will not work.
- If the robot is to use a phone hotspot, set the band to **5 GHz** and security to **WPA2-Personal**. WPA3 or a 2.4 GHz band will fail to connect.

2. OTA update

- 1 After Wi-Fi is configured, leave the robot switched on and let it download the new version from the server. This usually takes **about 15 minutes**; longer on a slow connection. Do not power the device off during this time.
- 2 Switch on the controller and restart the robot. After start-up you will hear a prompt about the available update.
- 3 Press the **up arrow** ↑ to confirm. Any other key cancels the update. When it finishes, the robot restarts automatically.

From version V0.27 a forced update is supported. If you cancel by accident, hold the joystick button at the same time to force the installation.

3. Controller not working — updating via a laptop

If the controller does not respond, the update cannot be confirmed with a button. In that case the robot is operated from a laptop connected to its network, and manufacturer support performs the update remotely over AnyDesk.

Check the basics first

- Is the controller charged and switched on? Check the status LEDs.
- Is the controller paired with this specific robot? Pairing must be repeated after a replacement or reset.
- Does the robot respond to anything else — does it give voice prompts?
- Is there an obstacle or excessive distance between controller and robot?

If the controller still does not work after these checks, move on to the remote procedure.

Preparation

- A laptop with Wi-Fi and **AnyDesk** installed.
- The robot charged **above 50%** — an update interrupted by loss of power can corrupt the firmware.
- A stable surface and clear space around the robot; the emergency stop within reach.
- The machine number — read it from the robot's network name (**Cyber1-[number]**).

Procedure

- 1 Connect the laptop to the robot's network **Cyber1-[machine number]**, password **12345678**.
- 2 Verify the link: open **10.42.0.1:5000** in the browser. If the page loads, the connection works.
- 3 Start AnyDesk and give support the **ID and one-time password**. Agree a time slot — the manufacturer works in a different time zone.
- 4 During the session do not disconnect the laptop from the robot's network and do not cut the power.
- 5 Afterwards ask for confirmation of the installed version, restart the robot and check that it responds.

What to include in the report

- Machine number.
- Current firmware version, if known.
- The exact symptom: controller does not switch on, does not pair, or pairs but the robot does not react.
- A photo or short video — it usually saves one round of questions.

Support

Questions and reports: **contact@norwarobotics.com**. Include the machine number — it speeds up handling.