

Updates from Skydio contain important enhancements and fixes designed to improve performance, optimize flight controls and features for the operation of your Skydio X2D offline system, Enterprise Controller, and Dual Charger. You may use the same flash drive (or memory card reader) to update one system at a time or load the update onto several flash drives for simultaneous updates.

To view video instructions:

There are two ways to receive the update package from Skydio: **SD memory card** or **Secure download**. To update your Skydio X2D offline system you will need:



- a computer with an Internet connection
- a memory card reader with USB-C connection **OR**
- a USB-C flash drive authorized by command or IT Security and formatted to exFAT file system

## Download the files using the secure link provided by Skydio:

**.zip file** X2D vehicle update

**.tar file** Enterprise Controller or Enterprise Controller-S update

- your Skydio representative will direct you to the proper update file

**Step 1** - Extract the .zip file contents

**Step 2** - Insert the USB-C flash drive into your computer

**Step 3** - Copy the folder named "offline\_ota" on to the root level of your flash drive so that it is not contained inside any other folders

**Step 4** - Copy the .tar file on to the root level of your flash drive and safely eject the flash drive from your computer.

## Update Skydio Enterprise Controller first:

**Step 1** - Power on your controller

**Step 2** - Select the **INFO** menu and **Controller Update**

**Step 3** - Insert the flash drive or USB-C card reader into your controller

**Step 4** - Select **Update**

**Step 5** - Navigate to the flash drive or memory card root folder

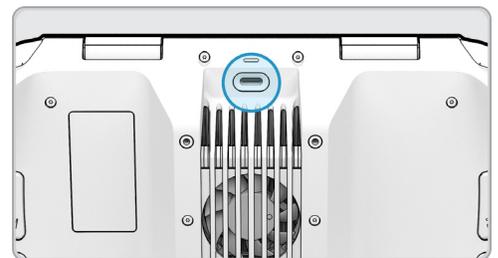
**Step 6** - Select the update .tar file and **Done**

- the update will begin automatically
- allow up to five minutes for the update to complete
- during this process, your controller may restart multiple times

**Step 7** - Verify that the version number on the screen matches the version number provided by Skydio

- ensure you are installing the correct update, which may be a different version for the Skydio Enterprise Controller and Skydio Enterprise Controller-S. Updating to the wrong version may render your controller inoperable

**Step 8** - Remove the USB-C flash drive from the controller



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## Next Update the vehicle

**Step 1** - Insert the flash drive into the USB-C port on the vehicle

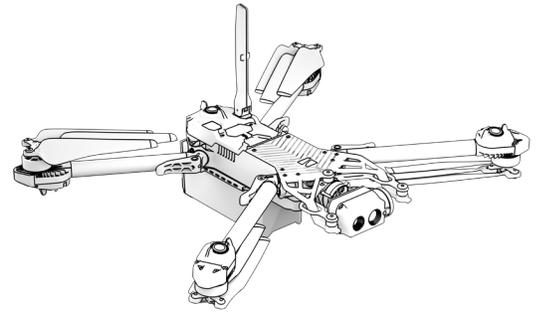
**Step 2** - Power on the vehicle

- the update will begin automatically
- the lights on your drone will pulse blue
- the camera gimbal will disengage and go slack
- the process may take several minutes
- when the update is complete, the camera gimbal will re-engage

**Step 3** - Remove the USB-C flash drive from the vehicle

**Step 4** - Verify you have correctly installed the update

- connect your Skydio X2D and Skydio Enterprise Controller
- select the **INFO** menu and **Paired Drone**
- verify that the software version listed matches the software version provided by Skydio



**NOTE:** If your computer does not have a USB-C port, use a dual USB flash drive (one end is the USB-C other end is a standard USB). Ensure that your RGB lights are toggled on or the lights will not indicate update in progress.

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## Update Skydio Dual Charger

Skydio will notify you if there is an update available for the Dual Charger. To perform an update you will need:

- the Dual Charger
- an updated Skydio X2D vehicle
- two Skydio X2 batteries
- the USB-C cable

**Step 1** - Slide one battery on to the Dual Charger

**Step 2** - Insert one battery onto a Skydio X2D vehicle

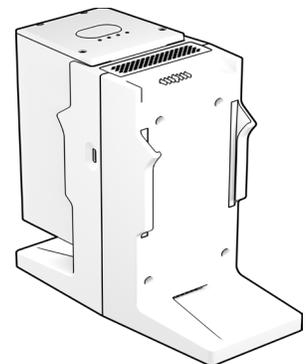
**Step 3** - Power on your drone by holding the power button for three seconds

**Step 4** - Allow the vehicle to fully to boot up

**Step 5** - Connect the USB-C cable from the vehicle to your Dual Charger

- the update will begin automatically
- the lights on the battery attached to the charger will pulse blue for several seconds
- the lights will turn off while the charger updates
- The update process can take up to 5 minutes
- the lights on the battery will turn green indicating that the update is complete

**Step 6** - Unplug the cable from the dual charger and the vehicle and the Dual Charger is ready for to use



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## Format the flash drive

### To format the flash drive on a Windows computer:

- Step 1** - Insert the drive into your computer
- Step 2** - Open your file explorer and navigate to your flash drive
- Step 3** - Right click and select Format
- Step 4** - From the drop-down menu select exFAT
- Step 5** - Select **Start**
- Step 6** - Select **OK** when prompted with the final confirmation message

### To format your flash drive on a Mac computer:

- Step 1** - Insert the flash drive into your computer
- Step 2** - Open your disk utility >Select View >Show all devices
- Step 3** - Select the drive you wish to format
- Step 4** - Select **Erase**
- Step 5** - Input the name for the device
- Step 6** - Select exFAT under format
- Step 7** - Select the default or Master Boot Record for scheme
- Step 8** - Select **Erase**
- Step 9** - Select **Done** when the formatting is complete



**NOTE:** When you format a flash drive, everything on it will be permanently deleted. Ensure that you have any critical data backed up on a separate device before you format your flash drive.