1. Temporarily disable all anti-virus and malware detection software (including in Windows Defender if you're using a Windows 10 PC). This will ensure the software does not mistakenly flag or quarantine the OWC firmware update file, potentially preventing it from being downloaded or opened afterward.
   IMPORTANT: the macOS installer file and its content have been notarized by Apple, confirming that no viruses or malware of any kind are present. Apple uses this same notarization service to verify that applications destined for the App Store, are safe to download and use. Our Windows updater has also been scanned and tested to verify no viruses or malware are present.

2. Download the applicable Mercury Elite Pro Dual firmware update for Mac (.dmg file) or Windows (.zip file).

3. Once the download is complete, open your Network settings and temporarily disable all network connections.

4. From this point you can open the .dmg or .zip file and follow the rest of the instructions which are included with each updater. Once the update is complete you can re-activate your A/V and/or malware detection apps, as well as your network connection.