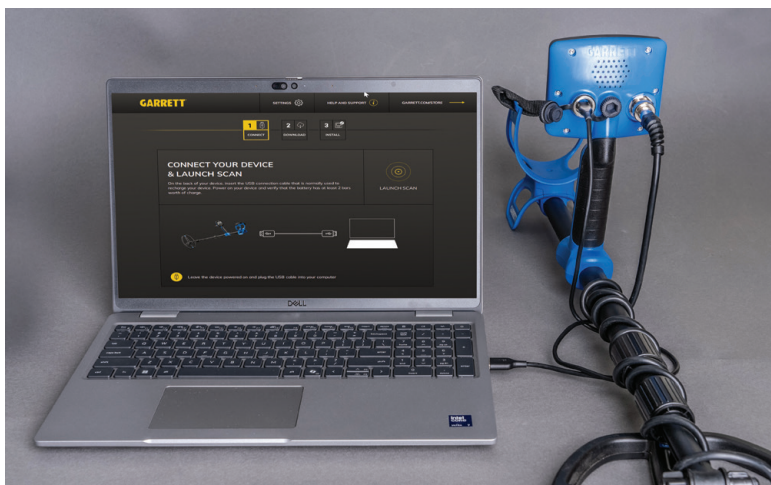




VORTEX UPDATES PROCEDURE

April 8, 2026

Vortex Series Updates

The Garrett *Vortex* detector series is supported by periodic free firmware updates, each designed to enhance and improve the detector's performance. *Vortex* is also the world's first fully transformable detector series, meaning that customers who purchase the entry-level *VX5* model detector can later purchase an upgrade code to transform their detector into a more powerful *VX7* or *VX9* model, each with additional features.

The update and upgrade process is handled through the Garrett Updater app. Please retain this document for helpful advice on how to update or upgrade a *Vortex* detector. It includes advice for first-time users, returning users wishing to make a firmware update, and troubleshooting advice.

First Time Users

If you have never updated or upgraded a *Vortex* detector, please follow the steps below. If you have previously set up a Garrett account and updated a *Vortex*, skip to the next section: "Update Process for Returning *Vortex* Users."

System Requirements

To update a Garrett detector (*Vortex*, *Apex*, *Axiom*, etc.), you will need a PC running with Windows 10 or newer operating system OR Mac OS 10.13 or higher. You will need to be connected to the Internet to perform your install.

Download and Install Garrett Updater App

Visit Garrett.com, and navigate to Updates & Upgrades in the Sport Division, where you will see the Garrett Updater App section. Select the appropriate PC or Mac version of the updater, and then follow the directions to install the application on your computer.



Open Garrett Updater App and Sign In

Double-click the Garrett Updater icon on your computer (shown above) to launch the app. You will see this Login screen (below). For first-time users, click the "Sign Up Now" link to create a username and login password for your account.

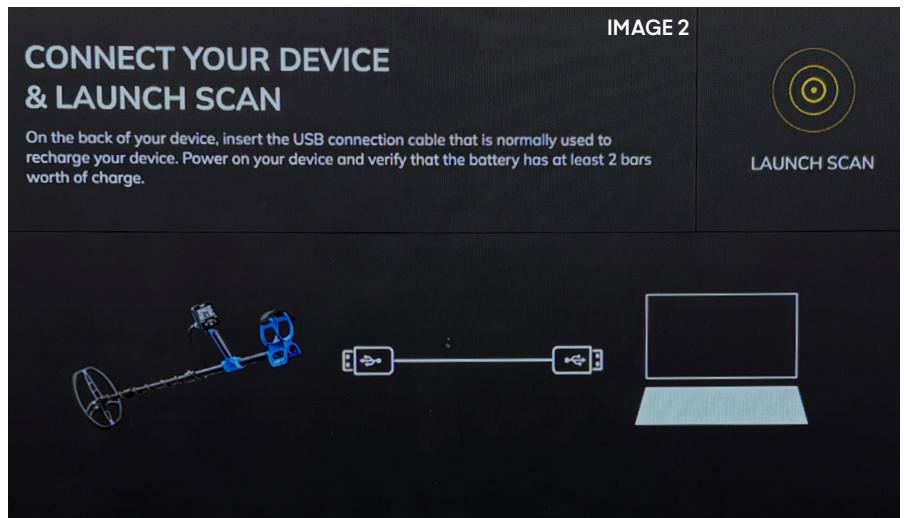
The screenshot shows the Garrett Updater app interface. At the top, there is a navigation bar with the Garrett logo, a 'SETTINGS' gear icon, and a 'HELP AND SUPPORT' link with an information icon. The main content area is titled 'LOGIN' and contains two input fields: 'Username or email address*' and 'Password*'. Below the password field is a toggle icon for visibility. A 'LOGIN' button with a right-pointing arrow is positioned below the fields. A link for 'Forgot your password?' is located below the login button. At the bottom of the screen, there is a link that says 'DON'T HAVE AN ACCOUNT? SIGN UP NOW'.

Connect your Detector and Update

Make sure your *Vortex* has at least three bars of battery life before updating. For a brand-new *Vortex*, charge it first before performing an update (even if the battery charge shows to be sufficient).

1. Plug the *Vortex* into your computer using the provided Garrett-branded data USB-C cable supplied with your detector. **See Image 1** below for the proper Garrett data cable to use.

2. Power on your *Vortex* while it is connected. Then click “Launch Scan” on the Updater app. **See Image 2** below.

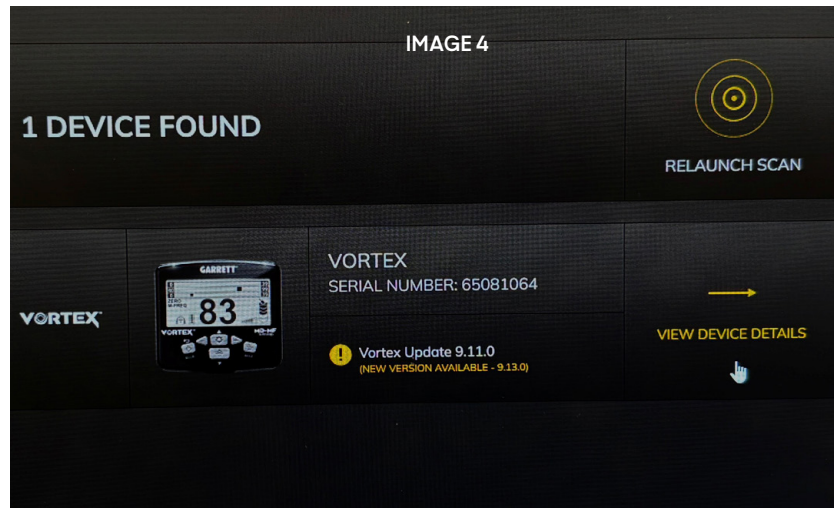
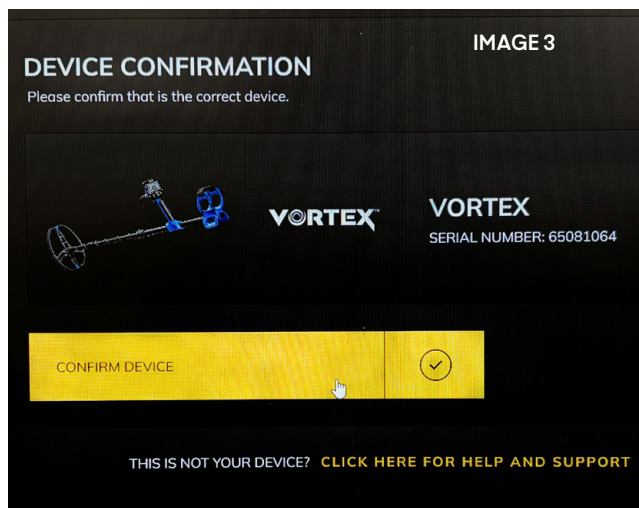


3. The Garrett Updater will detect your device and display the latest available firmware. Confirm the displayed detector serial number matches the label on your *Vortex*. (Serial number labels are located below the *Vortex* arm cuff and at the base of the LCD screen, just above the hand grip.)

Then, click “Confirm Device” and this *Vortex* will be registered to your Garrett account. **See Image 3** below.

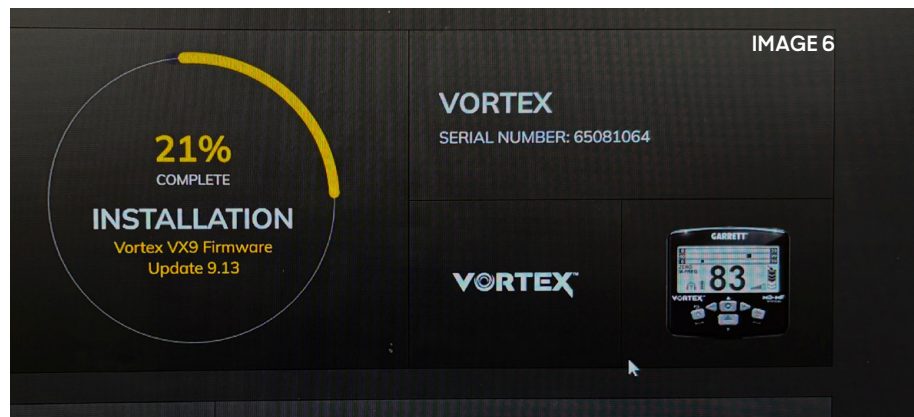
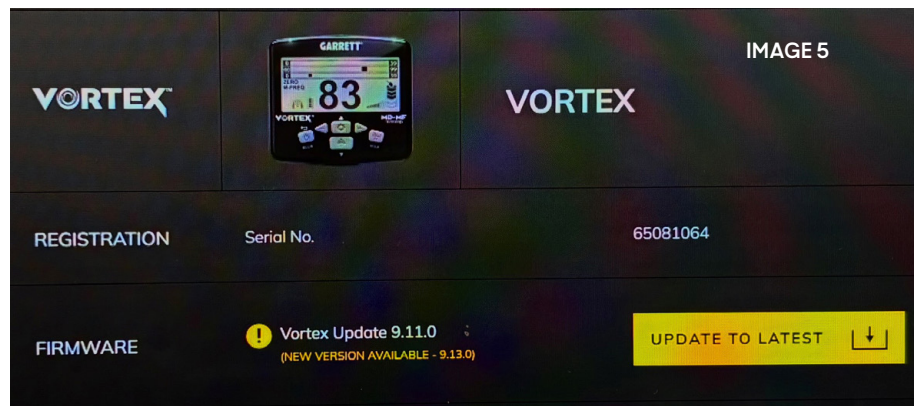
4. The Garrett Updater will show the current firmware installed on your *Vortex*. If a new version is available, it will be displayed as seen below. To update your device, click on “View Device Details.”

See Image 4 below.



5. On the next screen, click the yellow box “Update to Latest” to begin the installation process.

See Image 5 below.



7. During this update, you might see the letters “BL” on your Vortex screen, or the words “Bootload,” or even a flat line across the LCD. This is normal. See Image 7 for example of the flatline on the LCD.

As the update reaches completion, you will hear a double beep and then see “Installation Completed” on the screen. You may now turn off your Vortex and disconnect it from your computer.



6. Keep the detector powered on while the firmware downloads. Do not disconnect the detector during this process, which may take approximately five minutes to complete. During the update process, the percentage complete will show on screen. See Image 6 below.

8. When you power your Vortex back on, the new firmware revision number will briefly appear in the lower left-hand corner of its LCD.

See Image 8 for example showing v 9.13 firmware.



Update Process for Returning Vortex Users

For *Vortex* users who have previously made an update or upgrade on their detector, there is no need to visit Garrett.com. All updates are handled through the Garrett Updater app that you previously installed.

Periodically, Garrett may release an update to this app. If one is available, you will be prompted to update the Garrett Updater app when you open it. The process only takes a few minutes, and then you may proceed with your desired update or upgrade.

To locate the Garrett Updater app on your computer desktop, look for this icon:



Troubleshooting FAQs

Can I use my cellphone charging cable to do a Vortex update?

No. A high-speed data cable is required. Garrett recommends to always use the *Vortex* charging/data cable that was supplied with your *Vortex*. It is stamped with "Garrett" on the connector.

I'm having trouble downloading the Garrett Updater. What might be the problem?

There could be a firewall issue with Windows computers that must be addressed to allow the downloading of certain apps. Please consult your Internet service provider.

The Garrett Updater says a new version is available. Should I update the Updater?

Yes. As of April 2026, the current firmware revision for the Garrett Updater is 1.0.38. On your Updater login screen, the firmware revision number is shown in the bottom right corner. It is always recommended to use the latest Updater version. In some cases, your computer may require an older version of the Updater to be uninstalled before installing the new version.

During my *Vortex* update, the letters "BL" are showing on my screen. Is this normal? Should I cease the update?

This is perfectly normal as the system uploads the new firmware to your *Vortex*. Do not disconnect the unit or interrupt the process. Upon completion, the "BL" letter will be replaced with your normal *Vortex* interface.



During my update, my *Vortex* screen went blank and now the detector will not power on. How can I fix this?

Although rare, some *Vortex* units may blank or "brick" during the update procedure. In most cases, this can be fixed. The Garrett Updater has the ability to continue installation from where it left off, so it is not damaged if the unit does not turn on.

First restart your computer and log back into the Garrett Updater. Connect the data cable to your *Vortex* and click the "Launch Scan" button. If this does not work, plug in your *Vortex* and let it fully recharge overnight. Then, repeat the update procedure with your Garrett Updater app. In most cases, the "bricked" detector will successfully update.

Will the Garrett Updater work on my tablet?

Many PC-based tablet devices are not supported by the Garrett Updater. It is recommended to use a traditional Mac or PC computer for *Vortex* updates.

As a Garrett dealer or distributor, can I make mass updates to my *Vortex* stock without tying the detectors' serial numbers to my account?

Yes. You will need special log-in permissions from Garrett to update multiple detectors without them being registered to you. Please make your request through your U.S. or international Sport Division sales contact. Or, submit your request to Garrett via email to: sales@garrett.com

Login to your Garrett Updater app using your special mass update account. Then, follow the *Vortex* update steps that have been outlined in this document. When one detector reaches the "Installation Completed" stage, you may disconnect that *Vortex*. Next, attach your data cable to the next *Vortex* and use the "Launch Scan" button to begin the process for your next detector.