

READ ME FIRST

Sharkware for Windows

Connect, install and check your Sharkware software.

For BYD Shark Premium

For Shark Hub and Shark Control customers. Use the current official download supplied through your Sharkware order/download page. Transfer+ is a separate product for other Android apps.

1. Get a fresh download

Download again if support has told you the installer was corrected. An older file on your computer does not update itself. Save this guide so you can read it if the Shark hotspot has no internet.

2. Have these ready

Your Windows computer, current official package, your order email and existing Sharkware licence, and access to the Shark screen. Charge the computer or connect its power supply.

3. Keep the Shark ready

Park safely and keep the centre screen awake throughout. Do not start the installer while driving. Keep the computer near the vehicle.

4. Follow this order

Prepare the download, connect the computer and Shark, enable ADB, open the installer, then wait for the final result. Keep all files from the package together.

This guide updates the earlier Windows instructions. It does not require a separate Hub APK, a new licence purchase, an uninstall or a data clear.

Downloads and common problems

Updated guidance from recent support issues.

1. Manuals are free; installers need a licence

Save and read this PDF without entering a licence. Use your order email and the matching Hub or Control licence for the installer. SharkSight has a separate download form and uses an SHK-S key. Transfer+ is a separate product.

2. Use the correct download page

Open [Sharkware downloads](#). Save the Windows guide, confirm you have read it, then download the matching installer. If you typed an SHK-S key on the Hub/Control page, follow its SharkSight link.

3. Prepare while internet is available

Download the complete ZIP first. Extract it and keep all files together. If your installer needs Android tools, complete that preparation while internet is available before switching to a Shark hotspot without internet.

4. If the Shark cannot be found

Check the actual network name, ADB ON and an awake Shark screen. Keep both devices on the same Wi-Fi, or connect the computer to the Shark hotspot. Avoid guest networks. Use the Shark's current IP only when asked; never copy someone else's address or use the computer's IP.

5. Read the error before retrying

Licence not accepted: check the product, full key and purchase email where requested.

Temporarily unavailable: wait and try again; it does not by itself mean your licence is invalid. Do not buy another licence to solve a failed download.

Preserve your working installation

Do not uninstall Sharkware or SharkSight, clear app data, mix old and new package files, or disable security software during troubleshooting. Send support the exact error, your Windows version, installer filename and connection route. Hide licence keys and Wi-Fi passwords.

Connect the computer to the Shark

Choose one route. Keep both devices on that route until installation finishes.

Option A - same Wi-Fi



On the Shark, select your home Wi-Fi. On the computer, open the network/Wi-Fi control on the Windows taskbar, or Settings > Network & internet > Wi-Fi and choose that same network name. Avoid guest networks: they may prevent devices communicating even when both have internet.

Option B - Shark hotspot



1. On the Shark, open its hotspot settings and turn the hotspot on.
2. Read the hotspot network name and password on the Shark.
3. On the computer, open the network/Wi-Fi control on the Windows taskbar, or Settings > Network & internet > Wi-Fi.
4. Select that exact hotspot name and enter the password.
5. Confirm the computer shows connected and stays on the hotspot.

Connected without internet can be normal

The hotspot connection is for communicating with the Shark. Download the package first. If the installer still needs to download Android tools, it needs working internet too; complete that preparation before returning to the hotspot.

If home Wi-Fi cannot reach the Shark, try the Shark hotspot to remove the home router from the connection path. Recheck the Shark IP after changing routes.

Enable ADB on the Shark

ADB is the connection the installer uses to communicate with the head unit. Turn it on manually before starting the computer installer.

1. Open Version

On the Shark screen, go to **Car > System > Version**.

2. Open the hidden menu

Tap the **FACTORY RESET text** 10 times quickly. **Do not press the Reset button**. You are opening the hidden menu, not resetting the vehicle.

3. Rotate the screen vertically

With the hidden menu open, rotate the Premium centre screen vertically so the top debugging controls are visible.

4. Enable debugging

Press **CONNECT USB TO ENABLE DEBUGGING MODE** (the top long grey debugging control).

Checkpoint: ADB enabled

Wait for **Turn on ADB debugging!** Leave the Shark screen awake. If the vehicle asks to allow debugging from your computer, check that it is your computer before approving.

5. Use the Shark IP only when asked

For same-Wi-Fi mode, open the Shark's current Wi-Fi connection details and read its IPv4 address. Use the Shark address, not the computer's. In hotspot mode, do not assume the old home-Wi-Fi address still applies. If the hotspot address is not shown, ask support to confirm it.

Do not copy someone else's IP address. An address can change when the network changes. If the menus or controls differ from this guide, stop and send support a photo of that screen.

Extract, then start on Windows

1. Find the downloaded ZIP

Open File Explorer > Downloads. Find the current Sharkware Windows ZIP from your official download page.

2. Extract All

Right-click the ZIP, choose **Extract All**, choose a destination you can find, and select **Extract**. Wait until extraction finishes.

3. Open the extracted folder

Use the normal extracted folder, not the ZIP/compressed-folder preview. Keep **INSTALL_SHARKWARE_WINDOWS.bat**, the APK files and **platform-tools** together.

4. Run the installer

Double-click **INSTALL_SHARKWARE_WINDOWS.bat**. The Command Prompt window should open and show the installer heading.

5. Read any security prompt

Proceed only if the file is the official Sharkware package you downloaded. If a warning has no normal way to continue, says a threat was found, or you are unsure, stop and send support the exact message. Do not disable antivirus or the firewall.

Checkpoint: installation steps are visible

Leave the Command Prompt window open. If it closes or stops immediately after the heading, first confirm you extracted the entire ZIP and kept its contents together. Do not repeatedly double-click the installer.

Microsoft reference: [Zip and unzip files](#).

Let it finish, then verify

Keep the Command Prompt window open. A searching message is progress, not success. Do not change Wi-Fi or let the Shark screen sleep during installation.

1. Wait for connection checks

The installer prepares ADB, finds the vehicle and verifies the target as **BYD AUTO**. If automatic discovery finishes without finding it, enter the Shark's current IP only when the installer asks.

2. Read the result in stages

ADB_READY / ADB_SERVER=PASS: the computer tools are ready.

FILE_VERIFICATION=PASS: the package files passed their check.

BYD_AUTO_VERIFY=PASS: the vehicle was identified.

None of these on its own means installation is complete.

3. Wait for the final installation result

Look for the final **INSTALLATION PASSED** or successful-completion message from your package. Version wording varies. Do not expect the retired "Hub v1.1" result from the old guide.

Success means both checks are complete

1. The installer reports final success.
2. Sharkware opens on the Shark.

If the installer reports failure, or Sharkware will not open, keep the message and contact support.

4. Activate only if prompted

For a new installation, open Sharkware on the Shark. Choose **ENTER CODE**, enter your existing Hub or Control licence and press **ACTIVATE**. Your licence selects the edition. Do not buy a new licence just because installation stopped.

Existing customers: keep the current app and its data. Follow the app's normal update process for later releases; use repair/APK-only downloads only when support directs you. Transfer+ is not required to install Sharkware.

If something stops

Use the row matching the last result you saw. Keep the error visible until you have recorded it.

1. Computer not on the right network

Check the network name on both devices. In hotspot mode, confirm the Windows computer is connected to the Shark hotspot, not a nearby home network it rejoined automatically.

2. Searching / cannot find the Shark

Confirm ADB is ON and the screen is awake. Let discovery finish. Recheck the Shark's current IP. If home Wi-Fi fails, try the Shark hotspot and rerun after confirming its address.

3. ADB offline or not authorised

Look for a debugging approval prompt on the Shark. If none appears, confirm ADB is enabled and the screen remains awake. Do not uninstall apps or run repair commands from the internet.

4. Missing tools, files or no internet

Use the whole freshly extracted package. A hotspot may not provide internet for downloading tools. Prepare the download/tools while internet is available, then reconnect to the Shark. If the installer gives a different error, send that exact message.

5. Old app, version mismatch or installation failed

Stop. Leave the current Sharkware app, licence and saved data in place. Do not uninstall either icon, clear app data, install random APKs or repeatedly retry a rejected update.

Send one useful support message

Email **support@sharkwarehub.com** with: Windows version; package filename; same-Wi-Fi or hotspot; last stage reached; and a clear screenshot of the final error. Hide licence codes and passwords. If your installer includes **Create Support Report**, attach that report too; older installers may not have this option.

Quick checklist: current package > complete extraction/preparation > correct network > ADB ON > Shark awake > final PASS > Sharkware opens.