CHRISTIE

Using Display Firmware Updater

Use the Display Firmware Updater application to upgrade the firmware on a single display panel or a video wall. To use the Display Firmware Updater application, the control computer must be running Windows 7 or later.

Step 1: Preparation

1. Determine if your device is included in the list of the model displays above.
2. Save the **Firmware File** (.hex) to the PC or laptop.

Step 2: Start the firmware updater

1. To find the Display Tool folder, go to the **Start Menu**.
2. Run the **Display Firmware Updater**.

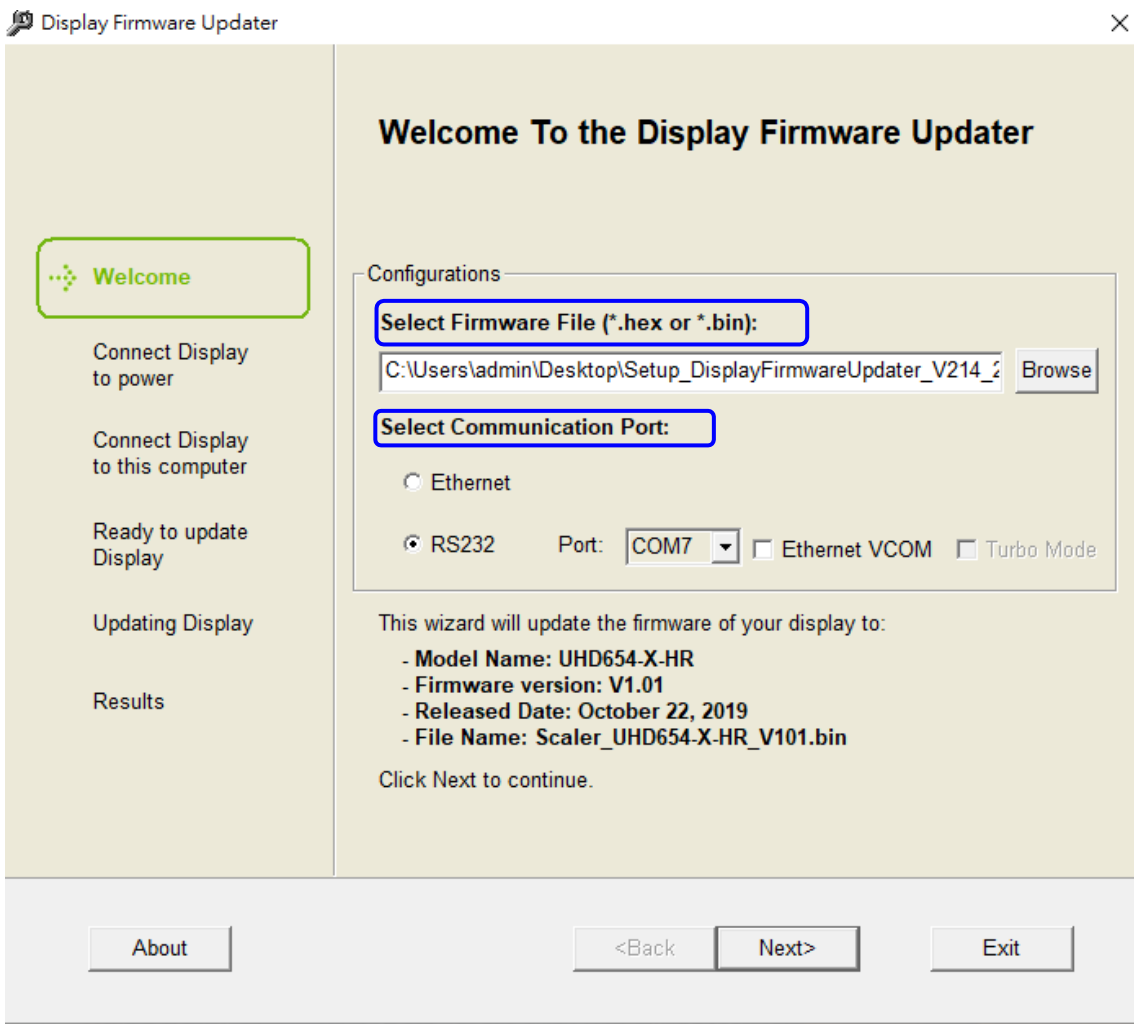Or double-click the **Display Firmware Updater** shortcut on the desktop.

Step 3: Select the firmware file (.hex or .bin)

1. Select the **Firmware File** and **Communication Port**.
2. Select the firmware file.

   It shows the firmware version and released date.
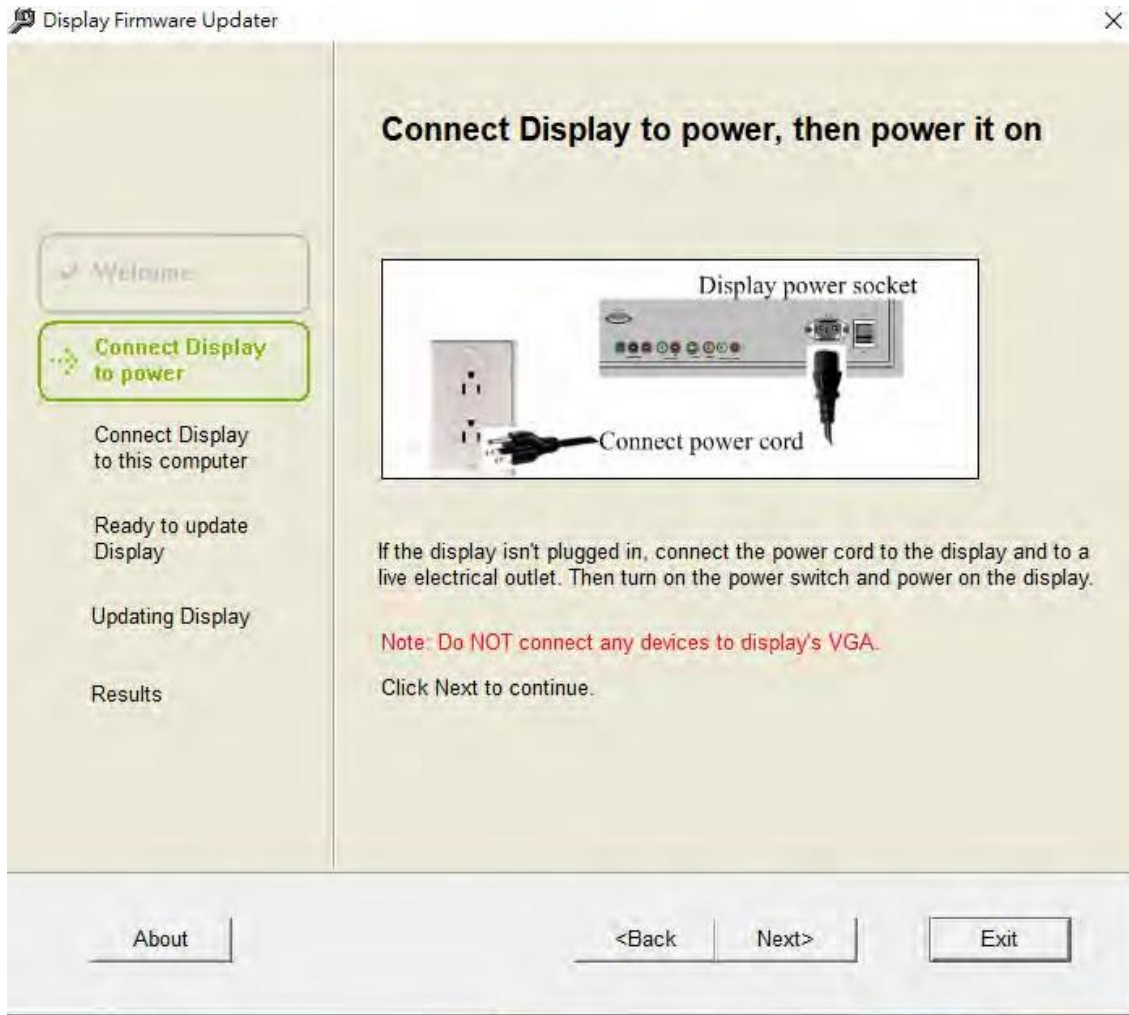3. Click **Next**.

Notice. Some display models may support the Ethernet, the Ethernet COM port or Turbo Mode. If using the Ethernet COM Port, select **Ethernet VCOM**. **Turbo Mode** is the high-speed baud rate (409600bps) mode and it can speed up the process of firmware download.
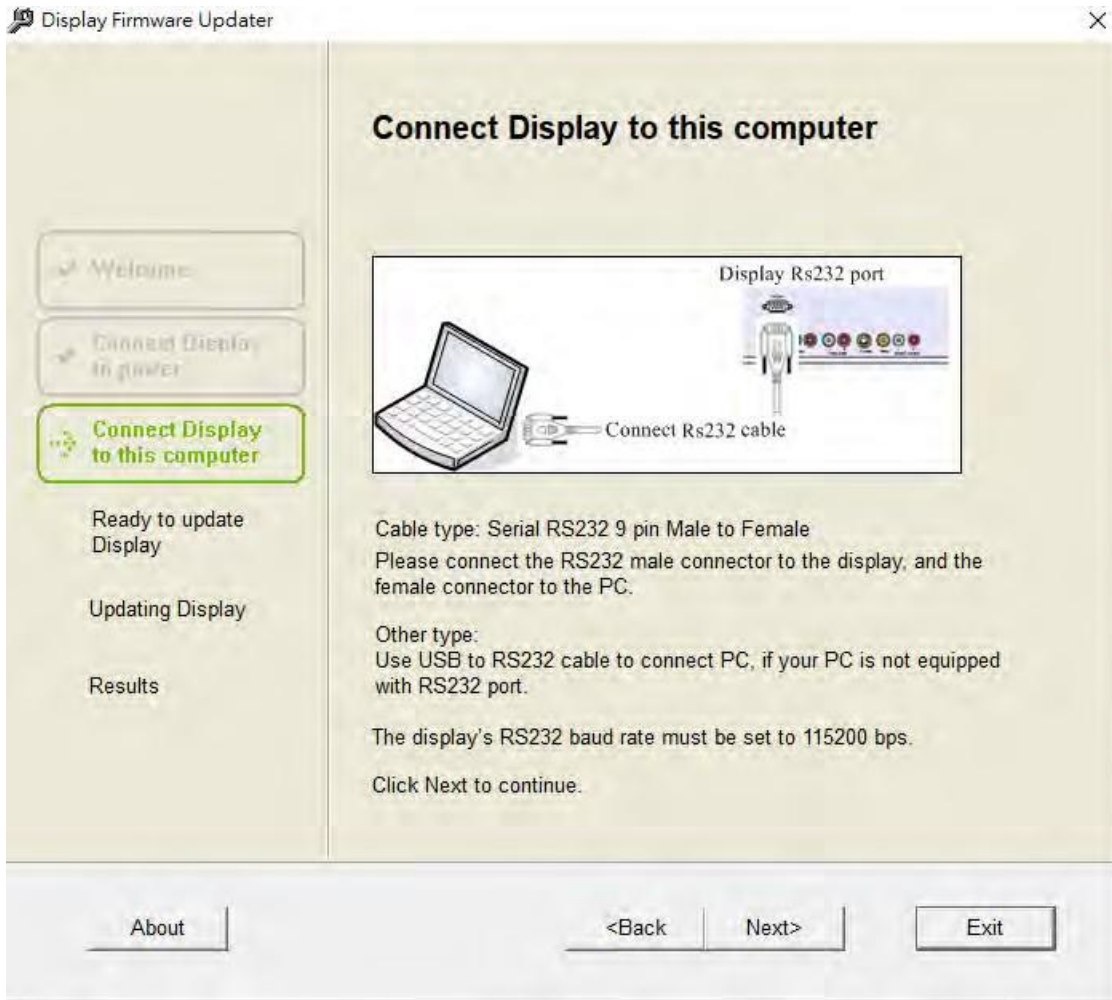
Step 4. Connect a power cord

1. Connect the display's power cord to a live electrical outlet.
2. Turn on the power switch.
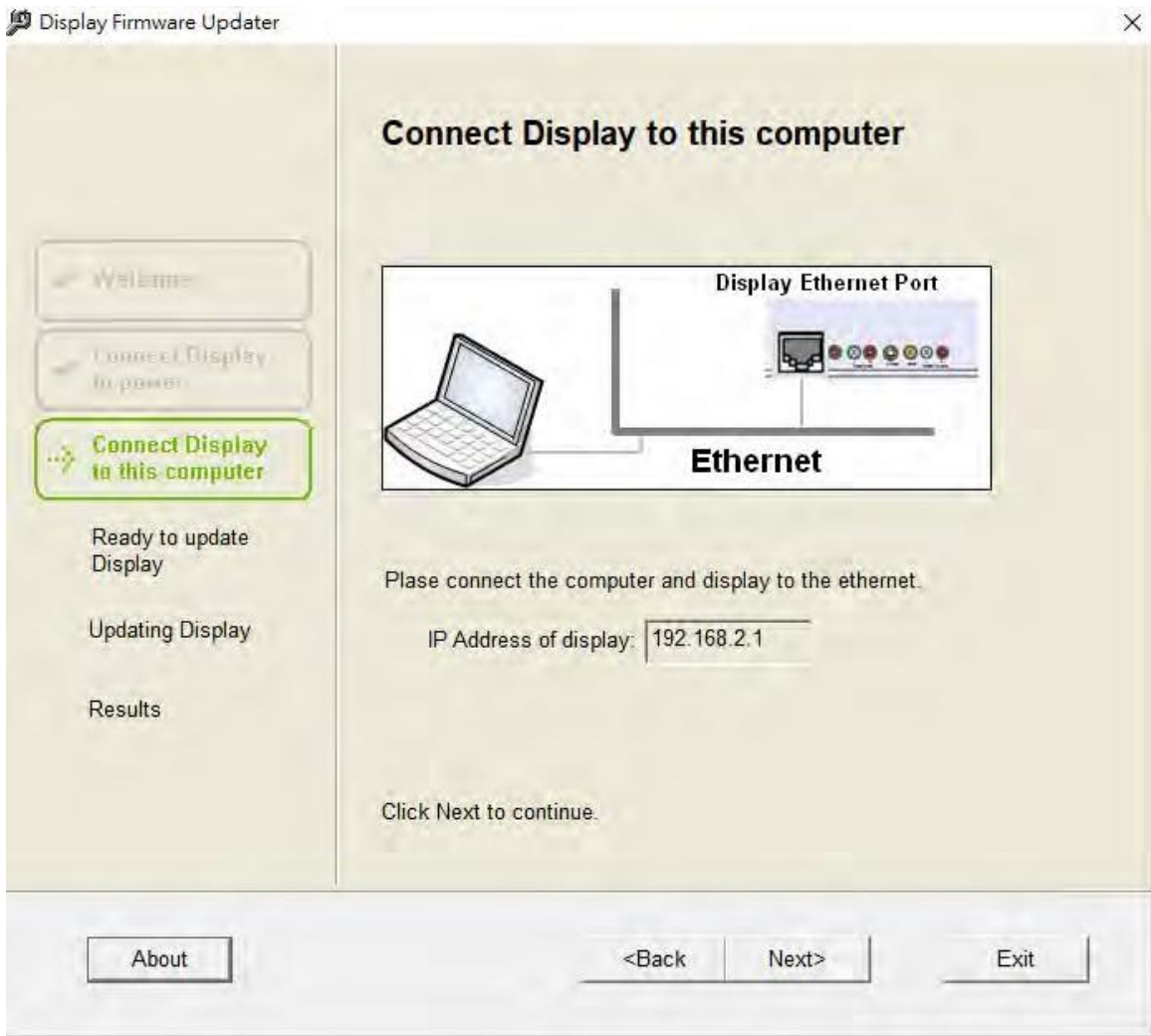3. Power on the display.
4. Click **Next**.

Step 5. Connect a RS232 or a network cable

1. If the communication port is RS232, connect the RS232 cable between your computer and the display.

2. If the communication port is Ethernet, connect the network cable to your computer and the display.

3. Set the display's IP address correctly.
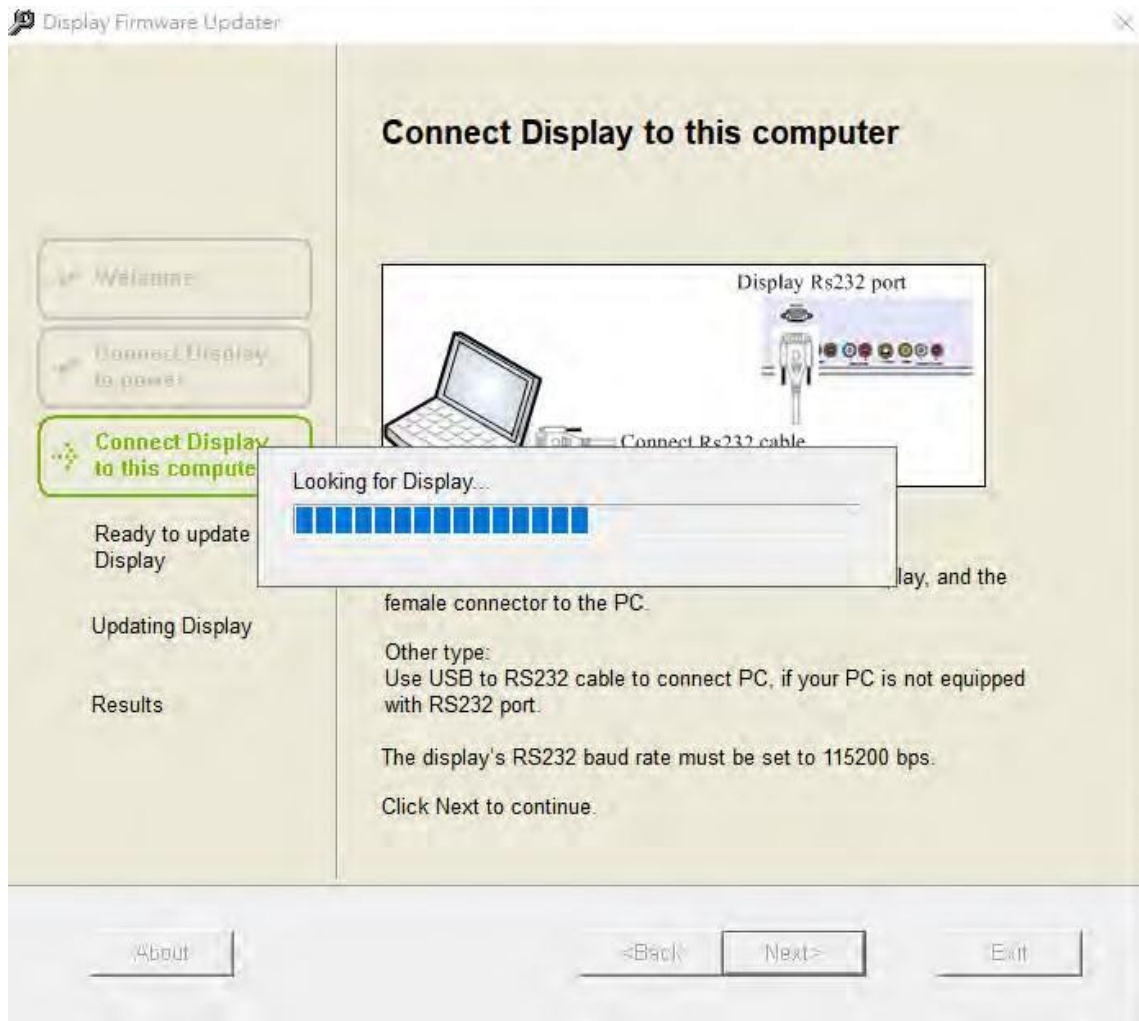
4. Click on **Next**.

Step 6. Detect the display

The progress bar is shown while the firmware updater searches for the display.

1. When searching is finished, click **Next**.

   If no display was detected, refer the Troubleshooting section.

Step 7. Ready to update

The firmware updater is ready to update the display firmware.

1. To update the firmware, select a display or all displays.

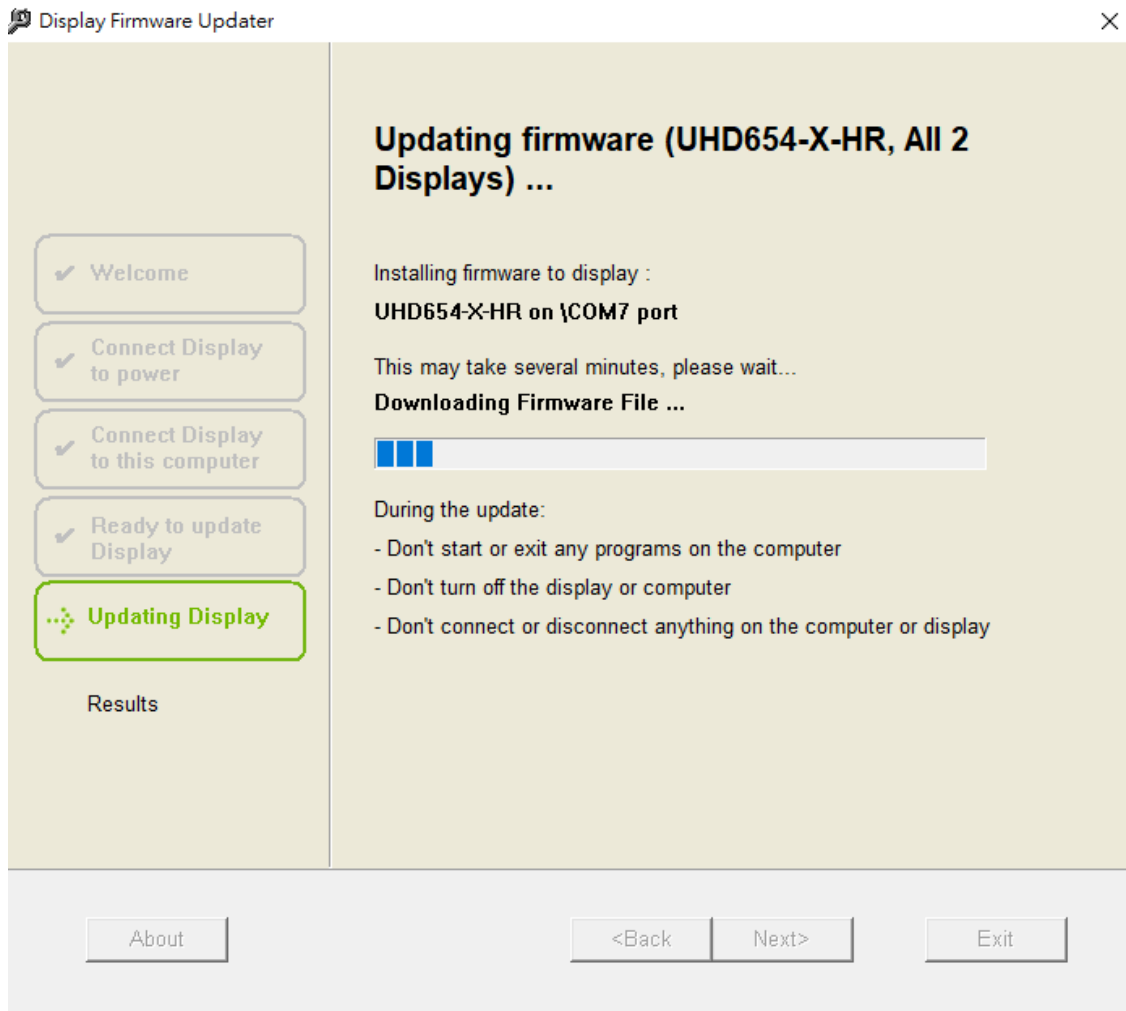2. To start the update, click **Next**.

Step 8. Updating the display firmware

The progress bar shows status during the update process, which takes several minutes.

Notice. During the update, do not start or exit any programs on your computer, do not connect or disconnect any cords or cables, and do not try to use the display's keypad or remote.
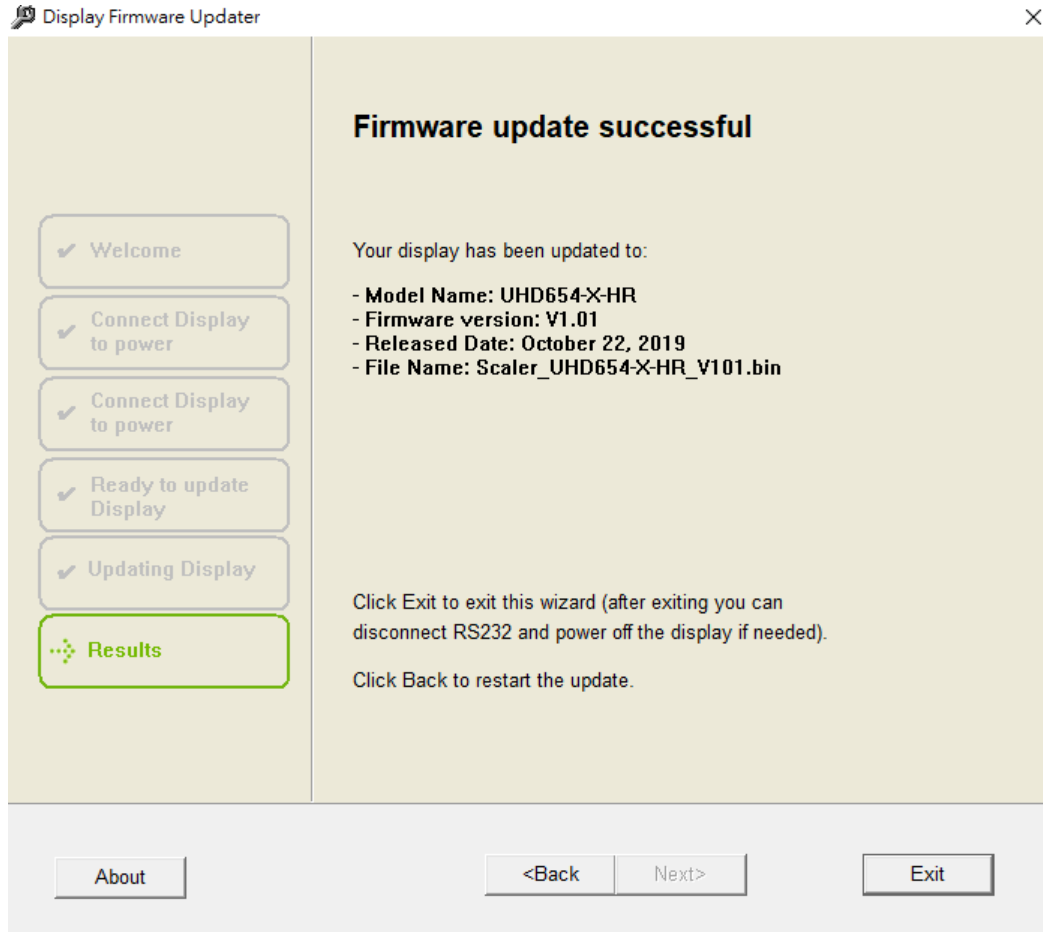
Step 9. Display update successful

When the update is finished, the Update successful message is shown.

1. Disconnect the RS232 or network cable.
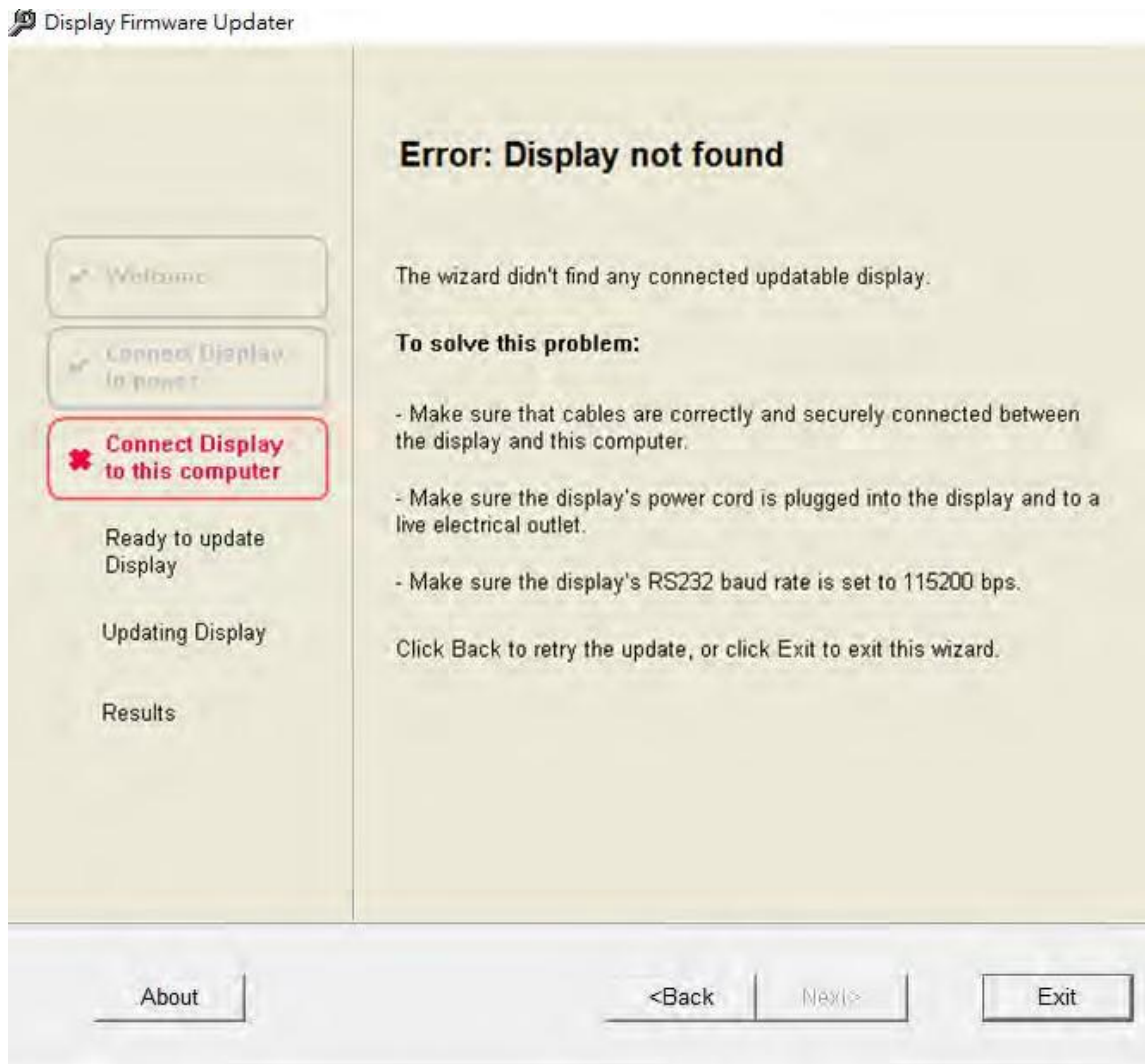2. To exit the firmware updater, click **Exit**.

Troubleshooting

Display not found

The firmware updater shows the Display not found page if:

- The RS232 or network cable is not correctly or securely connected to the display and computer.
- The display is not connected to a live electrical outlet.
- The display's RS232 baud rate is not set to 115200 bps.

If you see the Display not found message:

1. In the firmware updater, click **Back**.
2. Run all previous steps correctly.
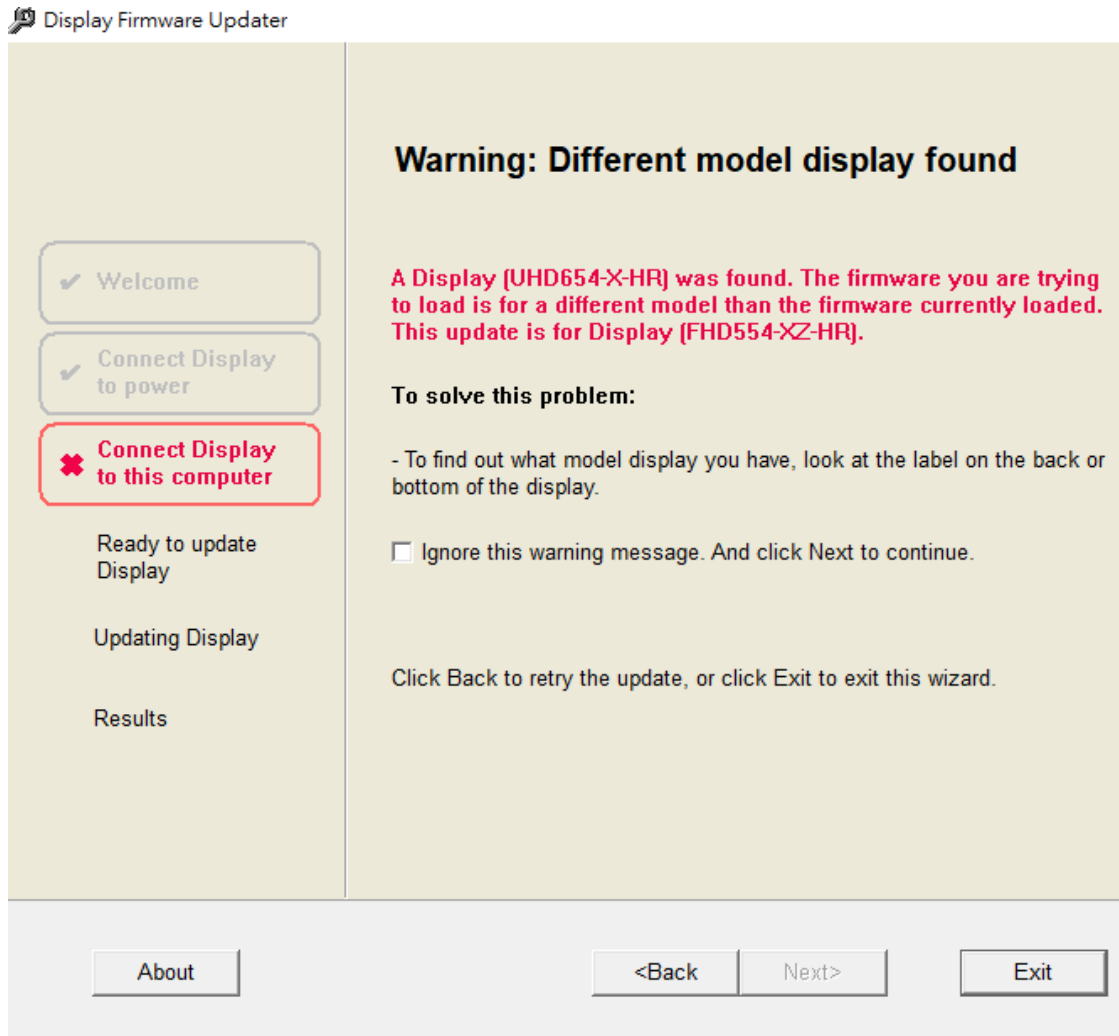3. To search for the display again, click **Next**.

Different model display found

The firmware updater shows the Different model display found page if a display was found but it is a different model which does not match with the firmware update file.

To find out which model display you have:

1. Look at the label on the back of the display and make sure that the firmware is for the exact device model.
2. Click **Back** in the firmware updater and run all previous steps correctly.
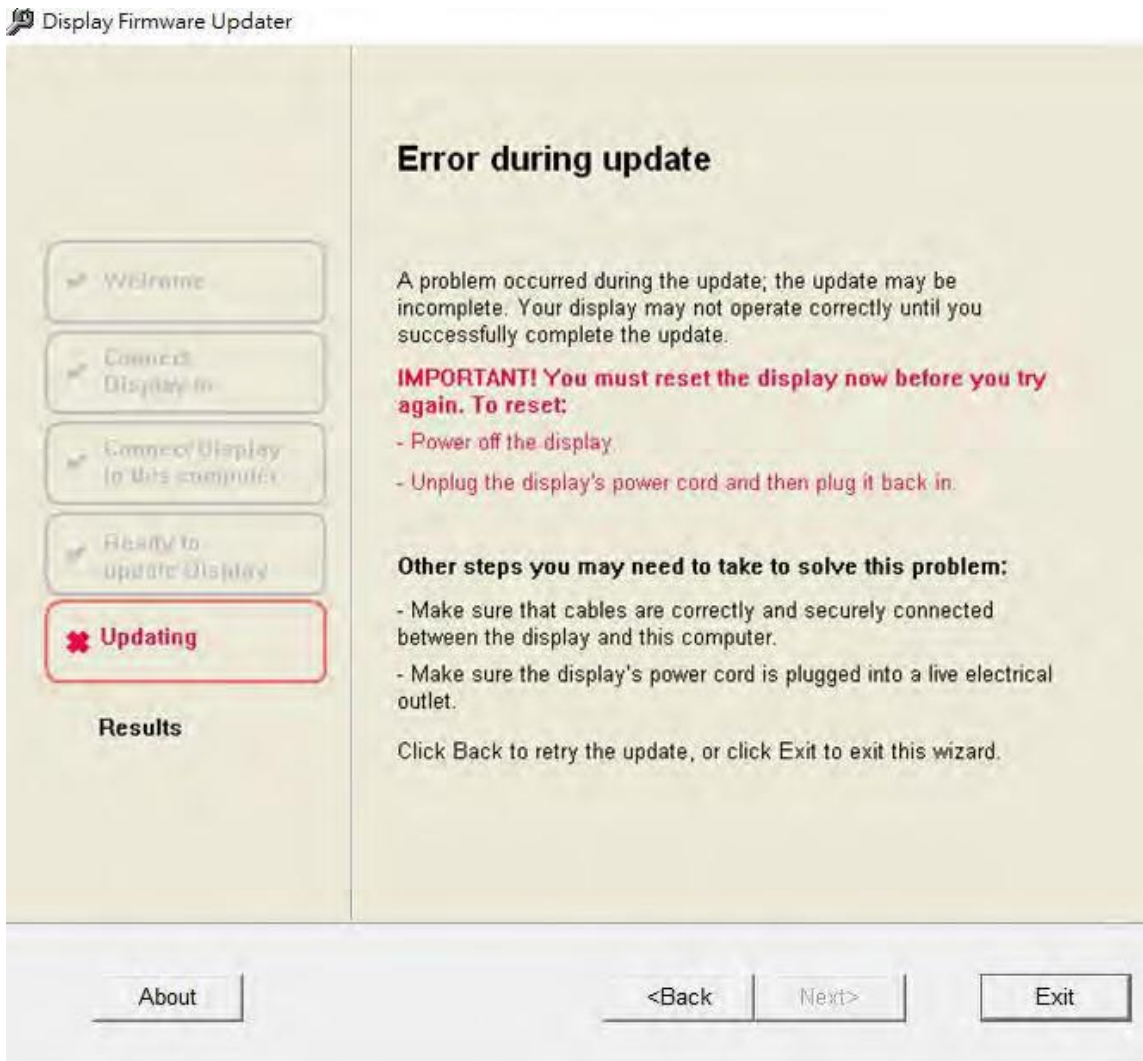3. To search the display again, click **Next**.

Error during update

During the update process, the firmware updater shows the Error during update page if:

- The RS232 or network cable is not connected correctly or securely to the display and computer.
- The display is not connected to a live electrical outlet.

If you see the Error during update message:

1. Reset the display.
2. Click **Back** in the firmware updater and run all previous steps correctly.
3. To search for the display again, click **Next**.

Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or *Support.Americas@christiedigital.com*

- Europe, Middle East, and Africa: +44 (0) 1189 778111 or *Support.EMEA@christiedigital.com*

- Asia Pacific

    - Australia: +61 (0)7 3624 4888

    - China: +86 10 6561 0240

    - India: +91 (80) 6708 9999

    - Japan: 81-3-3599-7481

    - Singapore: +65 6877-8737

    - South Korea: +82 2 702 1601

- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*