

---

# Software Release Notes

---

## FHD553-XE-H and FHD553-XE-HR firmware update v1.09

This document provides firmware update instructions and describes known and fixed issues with the FHD553-XE-H and FHD553-XE-HR display panels.

### Affected products

The following products are affected.

- FHD553-XE-H
- FHD553-XE-HR

### Fixed issues

The following issues have been fixed in this software release.

- Fixed an issue where using the CLO API without a VGA source made the panel inoperable.
- Fixed an issue where connecting to a Phoenix control system causes the screen to go blank.
- The CID can no longer be used to change a panel ID to 0.

### Updating the firmware

Learn how to update the firmware on a display panel.

1. Download the latest firmware file from <http://www.christiedigital.com>.  
Before downloading the firmware file, verify that the display panel model in the filename is the same as the display panel model being updated.
2. Save the firmware file to a location on a computer.
3. Download and install the Display Firmware Updater from <http://www.christiedigital.com>.
4. Navigate to **Start > Display Tool > Display Firmware Updater**, then open the Display Firmware Updater.
5. On the Welcome screen, browse to the location of the firmware file and select the **RS232** communication port.
6. Click **Next**.
7. When the Connect Display to Power screen appears, connect the display panel to a power source.
8. Turn on the display panel.
9. In the Display Firmware Updater, click **Next**.
10. When the Connect Display to this Computer screen appears, connect an RS232 cable to the computer and display panel.

11. On the display panel, set the monitor ID of the display panel to #1.  
The monitor ID of the display panel must be set to #1 for the update to be successful.
12. In the Display Firmware Updater, click **Next**.  
A progress bar appears as the Display Firmware Updater searches for the display panel.
13. To begin the update, when the Ready to Update display screen appears, click **Next**.  
A progress bar appears when the update begins. During the update, do not start or exit any programs on the computer, connect or disconnect any cables, or use the keypad or remote control for the display panel. The update may take up to three minutes to complete.
14. When the Results screen appears, disconnect the RS232 or network cable then click **Exit**.
15. Restart the display panel.

## Updating the Net2Uart firmware

Install the new firmware to update the display panel.

Complete the following update using Internet Explorer.

1. On a computer, download the latest firmware file from <http://www.christiedigital.com>.
2. Save the firmware file to a location on the computer.
3. Using an Ethernet connection, connect a display panel to the computer.
4. To connect to the Net2Uart module, in Internet Explorer, navigate to the IP address of the display panel.
5. When the log in window appears, complete the following.
  - a) In the ID field, type `admin`.
  - b) In the Password field, type `system`.
6. When the Network Status screen appears, in the left pane, click **Administrator > Firmware update**.
7. On the Firmware Update screen, click **Load**.  
The flash memory is erased to prepare for the firmware update. When the screen is updated, proceed to step 8.
8. To select the firmware file, in the Firmware Update by Web Browser area, click **Browse**.
9. To begin updating the firmware, click **Update**.  
When the firmware update is complete, the browser is redirected to the log in page.

## Product documentation

For installation, setup, and user information, see the product documentation available on the Christie website. Read all instructions before using or servicing this product.

1. Access the documentation from the Christie website:
  - Go to this URL:<http://bit.ly/2qE1vrw>.
  - Scan the QR code using a QR code reader app on a smartphone or tablet.



2. On the product page, select the model and switch to the **Downloads** tab.

## Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific: +65 6877-8737 or [Support.APAC@christiedigital.com](mailto:Support.APAC@christiedigital.com)