

Software Release Notes

FHD554-XZ and FHD554-XZ-R firmware update

This document provides the changes from FHD554-XZ and FHD554-XZ-R version 1.01 to FHD554-XZ and FHD554-XZ-R version 1.03. FHD554-XZ and FHD554-XZ-R version 1.03 contains firmware only for the Scaler.

Affected products

The following products are affected.

- FHD554-XZ
- FHD554-XZ-R

Purpose of release

The primary purpose of this release is to provide the following fix:

- Fixed a power on/sync lock issue when using the Terra product as an input.

Updating the scaler firmware

Learn how to update the scaler firmware on a display panel.

1. Download the latest scaler firmware file from <http://www.christiedigital.com>.
Before downloading the firmware file, verify 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 v2.1.4 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 scaler firmware file.
6. Select the **RS232** communication port or the Ethernet connection.
To find which com port is used on the computer, navigate to **Computer > Manage > Device Manager > Ports**.
7. Select **Next**.
8. When the Connect Display to Power screen appears, connect the display panel to a power source.
9. Turn on the display panel.
10. In the Display Firmware Updater, select **Next**.
11. When the Connect Display to this Computer screen appears, connect an Ethernet or RS232 cable to the computer and display panel.

If the computer does not have a RS232 port, connect a USB cable between the computer and display panel.

12. On the display panel, select the display or displays to update.
To update all displays in the video wall, select **All Display**. A maximum of 25 displays can be updated at once.
13. In the Display Firmware Updater, select **Next**.
A progress bar appears as the Display Firmware Updater searches for the display panel.
14. 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.
15. When the Results screen appears, disconnect the RS232 or network cable then select **Exit**.
16. Restart the display panel.

Technical support

Technical support for Christie Enterprise 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
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 - Australia: +61 (0)7 3624 4888 or tech-Australia@christiedigital.com
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