

# Updating SUHD V3 Series firmware v1.02

This document provides instructions on how to update the SUHD V3 Series firmware to V1.02.

This software updates the panel to require encrypted software updates in the future. You cannot downgrade from V1.02

This software update requires using a USB stick.

NOTE: You must install the Scaler software first. The Netuart (network) update must be installed second

## Tools Required

The following tools are required for this upgrade

- USB Stick (FAT32 format, capacity <32G)
- Remote control

## Affected products

The following products are affected:

SUHD V3 Series

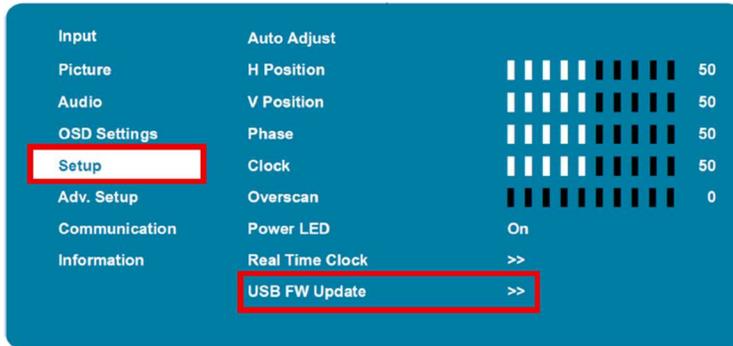
## Updating the SUHD V3 Series firmware

Follow these steps to update the SUHD V3 Series firmware.

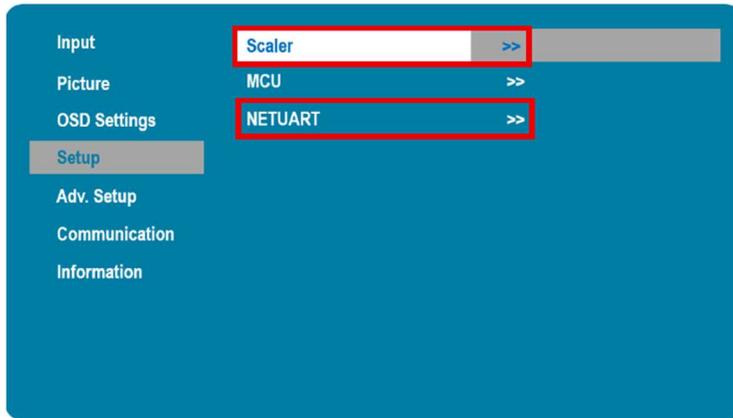
1. Put the Scaler FW and Ethernet FW file to the USB stick (FAT32, capacity <32G)
2. Confirm File names as follows:
  - FW: fw\_scaler.bin
  - Ethernet (netuart): fw\_netuart.bin
3. Power on the monitor
4. Insert the USB stick into the "USB Service" port



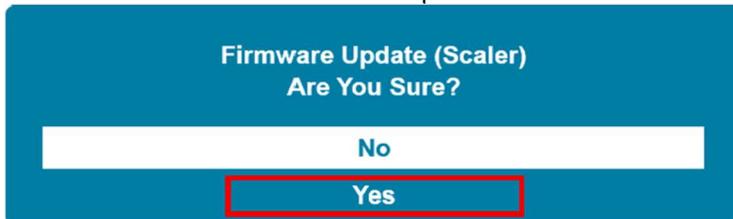
5. Navigate the OSD menu to: **Setup**, press **▶**, and select **USB FW Update**



6. Press **▶** and select **Scaler**



7. Select **Yes** to start the Firmware update



8. Scaler update time is approximately 3 minutes
9. Repeat steps 5-7 selecting **Netuart** in step 6
10. Netuart update time is approximately 1 minute
11. Perform a **Factory Reset**
12. Perform an AC power cycle

## Technical support

13. North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
14. Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
15. Asia Pacific ([support.apac@christiedigital.com](mailto:support.apac@christiedigital.com)):
  - 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