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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.

12	All Programs	Display Tool	🕨 💼 Display Firmware Updater	1	Display Firmware Updater	
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Or double-click the **Display Firmware Updater** shortcut on the desktop.



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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.

🞾 Display Firmware Updater	\times Welcome To the Display Firmware Updater
WelcomeConnect Display to powerConnect Display to this computerReady to update DisplayUpdating DisplayResults	Configurations Select Firmware File (*.hex or *.bin): C:\Users\admin\Desktop\Setup_DisplayFirmwareUpdater_V214_2 Browse Select Communication Port: C Ethernet RS232 Port: COM7 Ethernet VCOM Turbo Mode This wizard will update the firmware of your display to: Model Name: UHD654.X-HR Pirmware version: V1.01 Released Date: October 22, 2019 File Name: Scaler_UHD654.X-HR_V101.bin Citck Next to continue. Scaler_UHD654.X-HR_V101.bin
About	<back next=""> Exit</back>



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**.

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Display Ethernet Port	
Ethernet	
Plase connect the computer and display to the ethernet.	
IP Address of display: 192.168.2.1	
lick Next to continue.	
<back next=""> Exit</back>	1
	Connect Display to this computer Display Ethernet Port Image: Connect the computer and display to the ethernet. IP Address of display: 192.168.2.1 Inck Next to continue.

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 <u>Troubleshooting</u> section.



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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**.

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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.

📁 Display Firmware Updater		\times
	Updating firmware (UHD654-X-HR, All 2 Displays) …	
✓ Welcome	Installing firmware to display : UHD654-X-HB on \COM7 nort	
Connect Display to power	This may take several minutes, please wait	
Connect Display to this computer		
Ready to update Display	During the update: - Don't start or exit any programs on the computer	
	 Don't turn off the display or computer Don't connect or disconnect anything on the computer or display 	
Results		
About	<back next=""> Exit</back>	

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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.

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	Error: Display not found		
e* Welfame	The wizard didn't find any connected updatable display.		
Connect Display Connect Display to this computer Ready to update Display Updating Display	To solve this problem:		
	- Make sure that cables are correctly and securely connected between the display and this computer.		
	Make sure the display's power cord is plugged into the display and to live electrical outlet. Make sure the display's RS232 baud rate is set to 115200 bps.		
	Click Back to retry the update, or click Exit to exit this wizard.		
Results			

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**.

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	Warning: Different model display found
✓ Welcome	A Display (UHD654-X-HR) was found. The firmware you are trying to load is for a different model than the firmware currently loaded. This undate is for Display (EHD554-XZ-HR)
Connect Display to power	To solve this problem:
Connect Display to this computer	- To find out what model display you have, look at the label on the back or bottom of the display.
Ready to update Display	Ignore this warning message. And click Next to continue.
Updating Display Results	Click Back to retry the update, or click Exit to exit this wizard.
About	<back next=""> Exit</back>

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**.

	Error during update		
 WiElrome Connect Display in Connect Display in this computer Hearty to update Display Updating 	A problem occurred during the update; the update may be incomplete. Your display may not operate correctly until you successfully complete the update. IMPORTANT! You must reset the display now before you try again. To reset:		
	 Make sure that cables are correctly and securely connected between the display and this computer. 		
	Results	 Make sure the display's power cord is plugged into a live electrical outlet. Click Back to retry the update, or click Exit to exit this wizard. 	

Technical support

Technical support for Christie products is available at:

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