



This firmware update will update the DisplayPort adapter firmware to version "2.0". The revised firmware is designed to address blinking, flashing or blank screen issues when operating NVIDIA, Intel, and AMD DisplayPort graphics cards using the following Accell adapters

1. DisplayPort to DVI Dual-Link Adapter, Part Number B087B-002B
2. DisplayPort to DVI Dual-Link Adapter- Multilingual Pack, Part Number B087B-002B-3
3. Mini DisplayPort to DVI Dual-Link Adapter, Part Number B087B-003J

Download the updater "DPISP 1.5.exe" by right clicking on the file and selecting "Save Target As". Save the updater to a location on your computer where you can easily access later.

Please follow the steps below to install the latest product firmware. Should you have any questions regarding this process please contact Technical Support. Support is available Monday through Friday 9 A.M. to 5:00 P.M. Pacific Standard Time at Tel: 510-770-8283 or Toll Free: 1-877-353-0772 (Ext. 8283).

1. Introduction

DPISP is a Windows-based tool used to upgrade firmware for the DisplayPort to DVI dongles (SafeLite & STDP4020 (Vega) based). Currently, DPISP supports NVIDIA, Intel, and AMD graphic cards.

2. Installation

2.1. Software environment

- DPISP supports Windows XP, Windows Vista, and Windows 7.
- DPISP supports 32-bit & 64-bit systems.

2.2. Hardware setup

- A PC or laptop must be installed with a DisplayPort graphics card that has one or more DisplayPort outputs and an optional DVI port.
- Supports ST DisplayPort dongle products:
 - DP-to-DVI: B087B-002B, B087B-002B-3
 - mDP-to-DVI: B087B-003J
- No external hardware accessories are needed.

2.3. Instructions

The following section indicates the steps to be followed depending on the type of DisplayPort graphic card used:

2.3.1. 1 DP & 1 DVI Port

- Select the PC or laptop that contains the DisplayPort graphics card.
- Connect the dongle (i.e. one that requires the firmware upgrade) to the DisplayPort output ports.
- Connect a DVI monitor to the available graphics port on the PC.
- Install the FW utility – the DPISP 1 icon will be added to the desktop, double click to open utility. This utility will auto-detect the ST DP2DVI (Safelite & Vega) dongles.
- STMicroelectronics Firmware Upgrade welcome window will open indicating the application's version (see Figure 1 in section 3)
- Click the **Next** button
- Verify that the dongle to be upgraded is detected correctly in the Device Field (see Figure 2 in section 3)
- Verify the current Firmware version in the Version Validation Field
- Browse to the folder containing the new Firmware File, double click and click the **Next** button.
 - Note: Verify button is used for CRC check and it is optional.
 - Note: Before proceeding to upgrade the dongle, a sound test button can be pressed to verify the speakers are on and that sound is heard during upgrade. If no sound is heard, please make sure speakers are ON and audio device is functioning correctly.
- Click the **Start** button
- A progress bar will appear along with a sound beep indicating the progress.
- Wait until update is complete.
- A final message will appear indicating the status of the upgrade and stating to 'Remove the dongle and insert again for upgrade verification and proper operation'.
- Power cycle the dongles [remove then re-plug the USB cable of DP2DVI dongles] to complete the upgrade, press **Finish**.
- For troubleshooting tips or if a problem arises please proceed to troubleshoot section 4

2.3.2. 1 DP (Single) Port

- Select the PC or laptop that contains the DisplayPort graphics card.
- Connect the dongle (i.e. one that requires the firmware upgrade) to the DisplayPort output port.
- Install the FW utility- the DPISP 1 icon will be added to the desktop, double click to open utility. This utility will auto-detect the ST DP2DVI (Safelite & Vega) dongles.
- STMicroelectronics Firmware Upgrade welcome window will open indicating the application's version (see Figure 1 in section 3)
- Click the **Next** button
- Verify that the dongle to be upgraded is detected correctly in the Device Field (see Figure 2 in section 3)
- Verify the current Firmware version in the Version Validation Field
- Browse to the folder containing the new Firmware File, double click and click the **Next** button.
 - Note: Verify button is used for CRC check and it is optional.
 - Note: Before proceeding to upgrade the dongle, a sound test button can be pressed to verify the speakers are on and that sound is heard during upgrade. If no sound is heard, please make sure speakers are ON and audio device is functioning correctly (see Figure 3 in section 3)
- Click the **Start** button
- A progress bar will appear on the screen while dongle is being upgraded.
- Wait until update is complete.
- A final message will appear indication the status of the upgrade and stating to 'Remove the dongle and insert again for upgrade verification and proper operation' (see Figure 4 in section 3)
- Power cycle the dongles [remove then re-plug the USB cable of DP2DVI dongles] to complete the upgrade, press **Finish**.
- For troubleshooting tips or if a problem arises please proceed to troubleshoot section 4

2.3.3. 2 Active DP ports

- Select the PC or laptop that contains the DisplayPort graphics card.
- Connect the dongle (i.e. one that requires the firmware upgrade) to the DisplayPort output port.
- The second DP port is assumed to be connected to either a DP monitor or a secondary dongle that does not require update.
- Please choose display mode “Configured independently from each other (DualView)” in order to show each device [assuming two ST products are connected and detected]. If there is no such option in the graphic card’s Control Panel, please **set as primary, the monitor connected to the dongle that needs upgrading**
- Install the FW utility- the DPISP 1 icon will be added to the desktop, double click to open utility. This utility will auto-detect the ST DP2DVI (SafeLite & Vega) dongles.
- STMicroelectronics Firmware Upgrade welcome window will open indicating the application’s version (see Figure 1 in section 3)
- Click the **Next** button
- Verify that the dongle to be upgraded is detected correctly in the Device Field (see Figure 2 in section 3)
- Verify the current Firmware version in the Version Validation Field
 - Note: If the firmware version is not valid [for example in the case of a detected SafeLite-based DP monitor it will show all zeroes] then user has to choose the right channel to be upgraded from the device tab of the DP ISP application. In other words, since two DP devices are connected the user has the option to choose which channel to upgrade. This channel has to be the one that is connected to the dongle.
- Browse to the folder containing the new Firmware File, double click and click the **Next** button.
 - Note: Verify button is used for CRC check and it is optional.
 - Note: Before proceeding to upgrade the dongle, a sound test button can be pressed to verify the speakers are on and that sound is heard during upgrade. If no sound is heard, please make sure speakers are ON and audio device is functioning correctly (see Figure 3 in section 3)
- Click the **Start** button
- A progress bar will appear on the screen while dongle is being upgraded.
- Wait until update is complete.
- A final message will appear indication the status of the upgrade and stating to ‘Remove the dongle and insert again for upgrade verification and proper operation’ (see Figure 4 in section 3)
- Power cycle the dongles [remove then re-plug the USB cable of DP2DVI dongles] to complete the upgrade, press **Finish**.
- For troubleshooting tips or if a problem arises please proceed to troubleshoot section 4

3. User interface

Figure 1. DPISP Welcome Screen

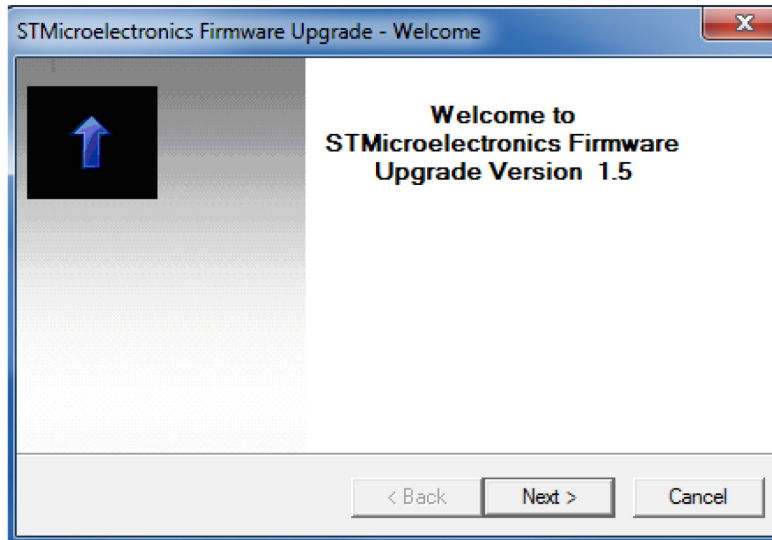


Figure 2. DPISP interface to start the upgrade process

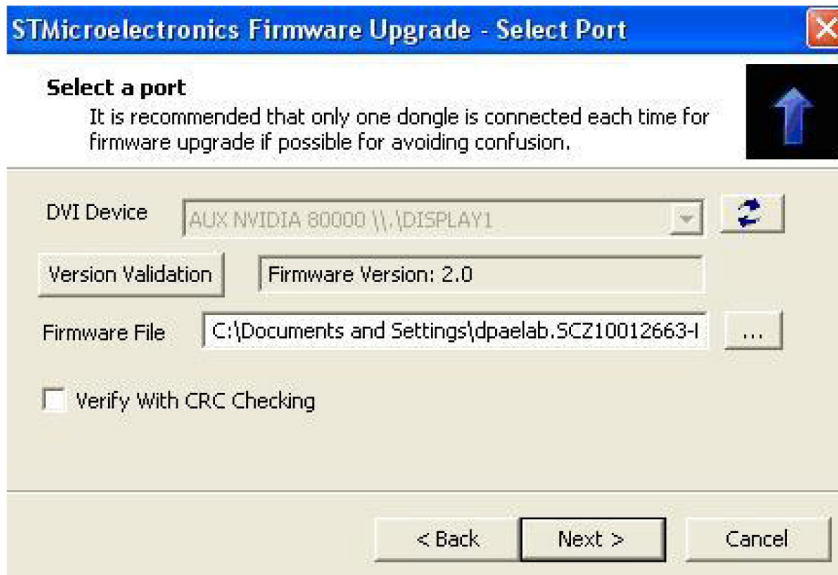


Figure 3. After the Next button is pressed, user has the option to test sound, run firmware upgrade or Cancel

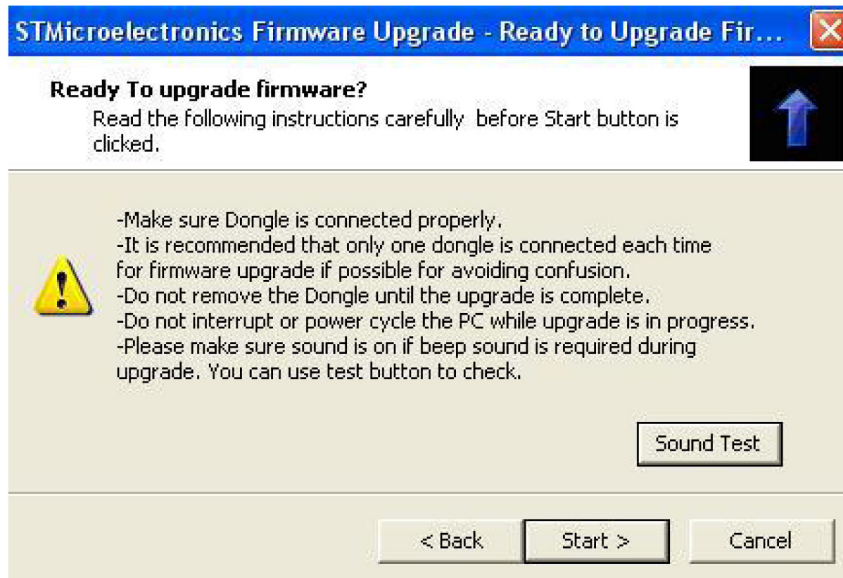
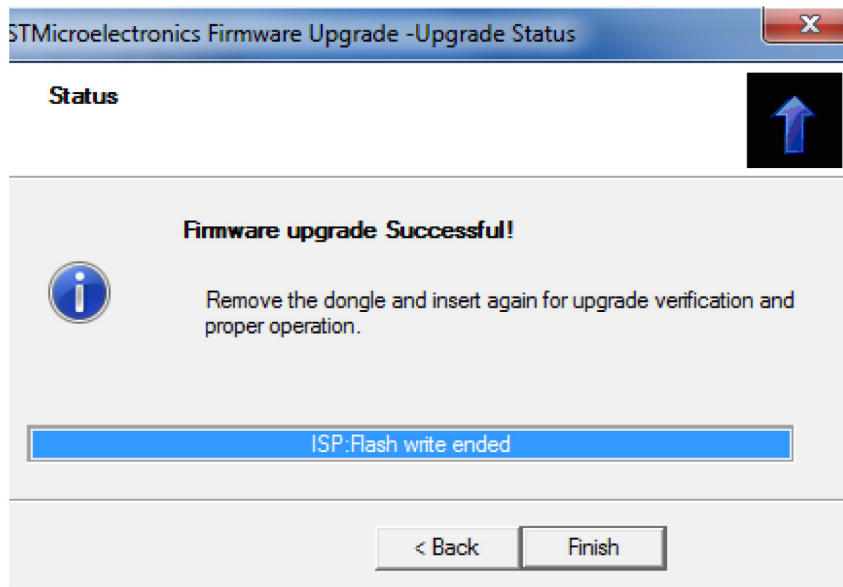


Figure 4. Message indicating firmware upgrade was successful



3.1. Fields

Device Combo Box

Lists all available DisplayPort dongles attached to the PC.

Note: The message "No Available Device Exists" will be shown if no dongles are attached.

Refresh Button

Obtains the most up-to-date device list (i.e. when dongles are attached to or removed from the PC).

Note: After dongle removed from PC display setting may change, when the dongle is reattached to PC user may have to change display setting back to original mode in order to show dongle in the device list.

Version Validation Button

Click to verify firmware version.

Firmware File Editor

Allows users to type in the absolute path of the firmware file.

Firmware File Browser

Allows users to browse directories for the firmware file.

Verify with CRC checking

When checked, enables CRC checking during the firmware upgrade process.

Note: Upgrading firmware with this option enabled will take longer than upgrading without CRC checking.

Start Button

Starts the firmware upgrade process.

Progress Bar

Indicates the progress of the firmware upgrade process (only applicable if there a dedicated monitor attached to

Sound Test

Optional: When pressed, it should play a beeping sound to let the user know that speakers are ON and that the beep will be heard during upgrade.

Finish Button

End of upgrade, when pressed the application will close.

4. Troubleshooting

Symptom	Possible Solution
Installation Failure	If installation fails then make sure the Operating system used has all the updated drivers and patches.
No Available devices detected	<p>If the dongle has been plugged but the application does not recognize the device please power cycle the dongle and press the refresh button on the DP ISP application. If it still fails then please do the following:</p> <ol style="list-style-type: none"> 1. Proceed to the graphic card's control panel or properties. 2. Check if the graphic card recognizes the devices attached: the DVI monitor attached to port 1 (optional) and the DP dongle attached to the second port <ol style="list-style-type: none"> a. <u>If the device is recognized</u> and not enabled then please enable it (by clicking on its icon tab) <ul style="list-style-type: none"> • When enabling the device set the configuration to be in extended mode (or configured independently from each other). If the configuration is set to clone mode, make sure that the dongle being upgraded is set as primary device b. <u>If the device is not recognized</u> by the graphic card: <ul style="list-style-type: none"> • Un-plug the dongle, attach a monitor to its DVI side (if necessary) and re-plug the dongle. • Enable the device and set the configuration to be in extended mode (or configured independently from each other). If the configuration is set to clone mode, make sure that the dongle being upgraded is set as primary device • If there is no option to enable the device even after attaching a monitor and the application still fails to recognize the dongle, please stop and contact your dongle supplier 3. If there is no option to enable the device even after attaching a monitor and the application still fails to recognize the dongle, please stop and contact your dongle supplier
Upgrade Failure	<ol style="list-style-type: none"> 1. Power cycle the dongle 2. Press the refresh button on the DP ISP application 3. Make sure the device is enabled and that it is set as primary. 4. If there is a second DP device attached and detected by the application besides the dongle to be upgraded (for example a SafeLite based DP monitor), the device will be recognized by the DP ISP application (but in this case the firmware version shown will be 0.0); for successful upgrade make sure to select the channel that is attached to the dongle and that firmware shown is valid 5. If upgrade still fails, stop and contact your dongle supplier

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