

# Firmware Updater Instructions

These instructions apply to the following LCD display models:

- ep46L
- ep55L

Examples shown in these instructions may have minor differences compared to the actual firmware updater for your specific display model. Where applicable, these instructions note important differences between models.

## Step 0 — Prepare

Put the **Firmware Files** (.hex) into this computer.

## Step 1 — Start Firmware Updater

Go to the Start Menu to find the **ep55L Firmware Updater** Folder, then click and run the **ep55L Firmware Updater**.



(or double-click the **ep55L Firmware Updater** shortcut on the desktop)

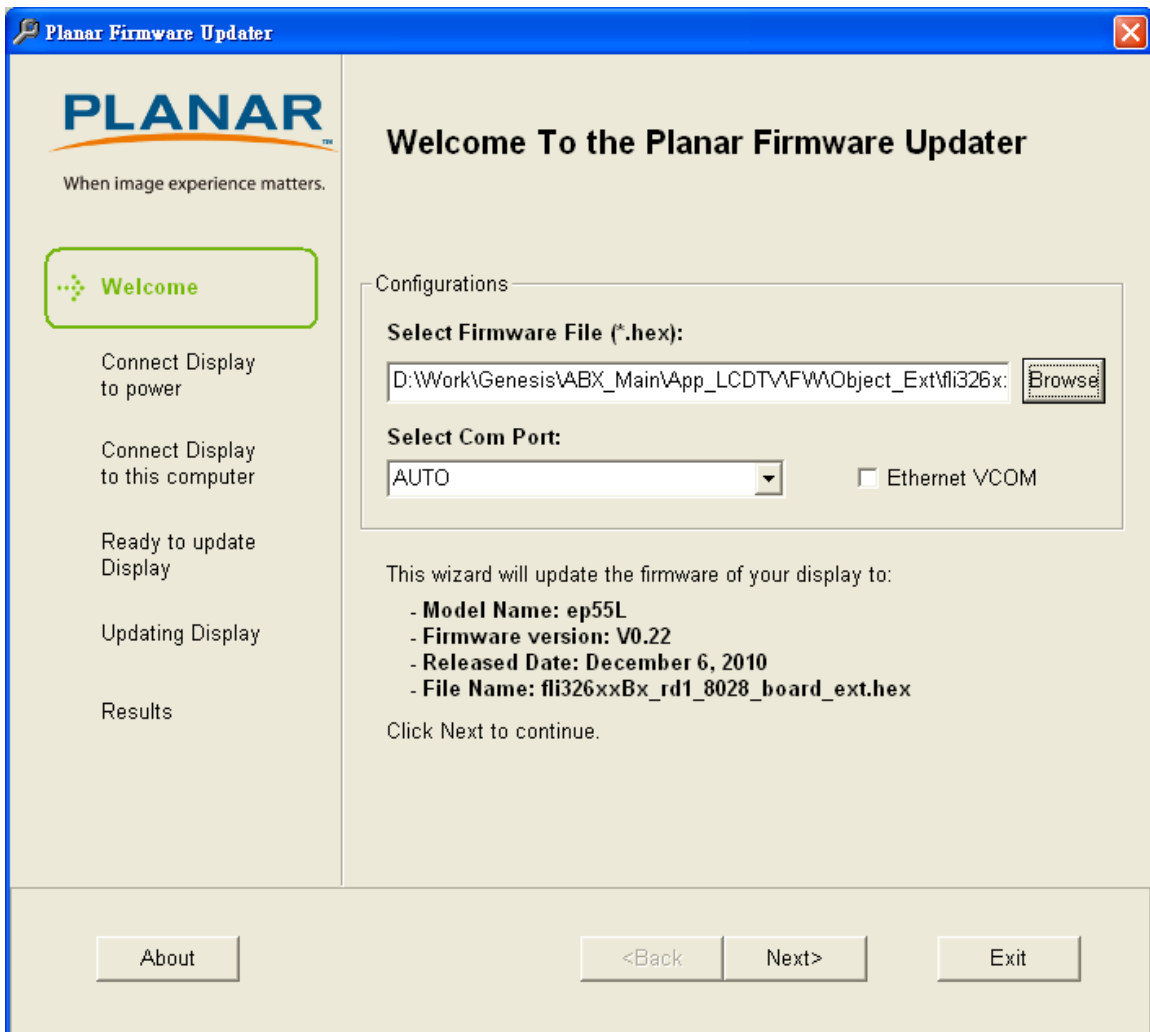


## Step 2 — Select the file to be downloaded

There are 2 types of file to be downloaded:

### A. Download Firmware file(\*.hex)

Press “Browse” button to select the **Firmware Hex File**. Then it will show the firmware model, version and date. Select **RS232 COM Port**, and then click the **Next** button to go to the next page.



## B. Download VGA(or DVI) EDID file (\*.ddc)

Press “Browse” button to select the **EDID Dcc File**. Then it will show the EDID model and date. Some EDID parameters (Manufacturer Date and Serial Number) need to be entered. Then select **RS232 COM Port**, and then click the **Next** button to go to the next page.

The screenshot shows the 'Planar Firmware Updater' application window. The title bar is blue with the text 'Planar Firmware Updater' and a close button. The main window has a light beige background. On the left side, there is a vertical navigation pane with the Planar logo and the tagline 'When image experience matters.' Below the logo, there are five buttons: 'Welcome' (highlighted with a green border), 'Connect Display to power', 'Connect Display to this computer', 'Ready to update Display', 'Updating Display', and 'Results'. The main area on the right is titled 'Welcome To the Planar Firmware Updater'. It contains a 'Configurations' section with two fields: 'Select Firmware File (\*.hex):' with a text box containing 'D:\LBX\_Output\EDID\ST-HB55ABX\_D\_v02\_F2\_43.ddc' and a 'Browse' button, and 'Select Com Port:' with a dropdown menu set to 'AUTO' and an unchecked checkbox for 'Ethernet VCOM'. Below this, a message states: 'This wizard will update the firmware of your display to:' followed by a list: '- Model Name: ST-HB55LBX (DVI EDID)', '- Released Date: September 1, 2010', and '- File Name: ST-HB55ABX\_D\_v02\_F2\_43.ddc'. At the bottom of the main area, there is a section 'Enter EDID Data:' with three input fields: 'Year:' with a dropdown set to '2011', 'Week:' with a dropdown set to '3', and 'SN:' with a text box containing 'ABC1234567890'. At the very bottom of the window, there are three buttons: 'About', '<Back', and 'Next>', and an 'Exit' button on the far right.

Planar Firmware Updater

**PLANAR**  
When image experience matters.

Welcome

Connect Display to power

Connect Display to this computer

Ready to update Display

Updating Display

Results

### Welcome To the Planar Firmware Updater

Configurations

Select Firmware File (\*.hex):  
D:\LBX\_Output\EDID\ST-HB55ABX\_D\_v02\_F2\_43.ddc Browse

Select Com Port:  
AUTO ☐ Ethernet VCOM

This wizard will update the firmware of your display to:

- Model Name: ST-HB55LBX (DVI EDID)
- Released Date: September 1, 2010
- File Name: ST-HB55ABX\_D\_v02\_F2\_43.ddc

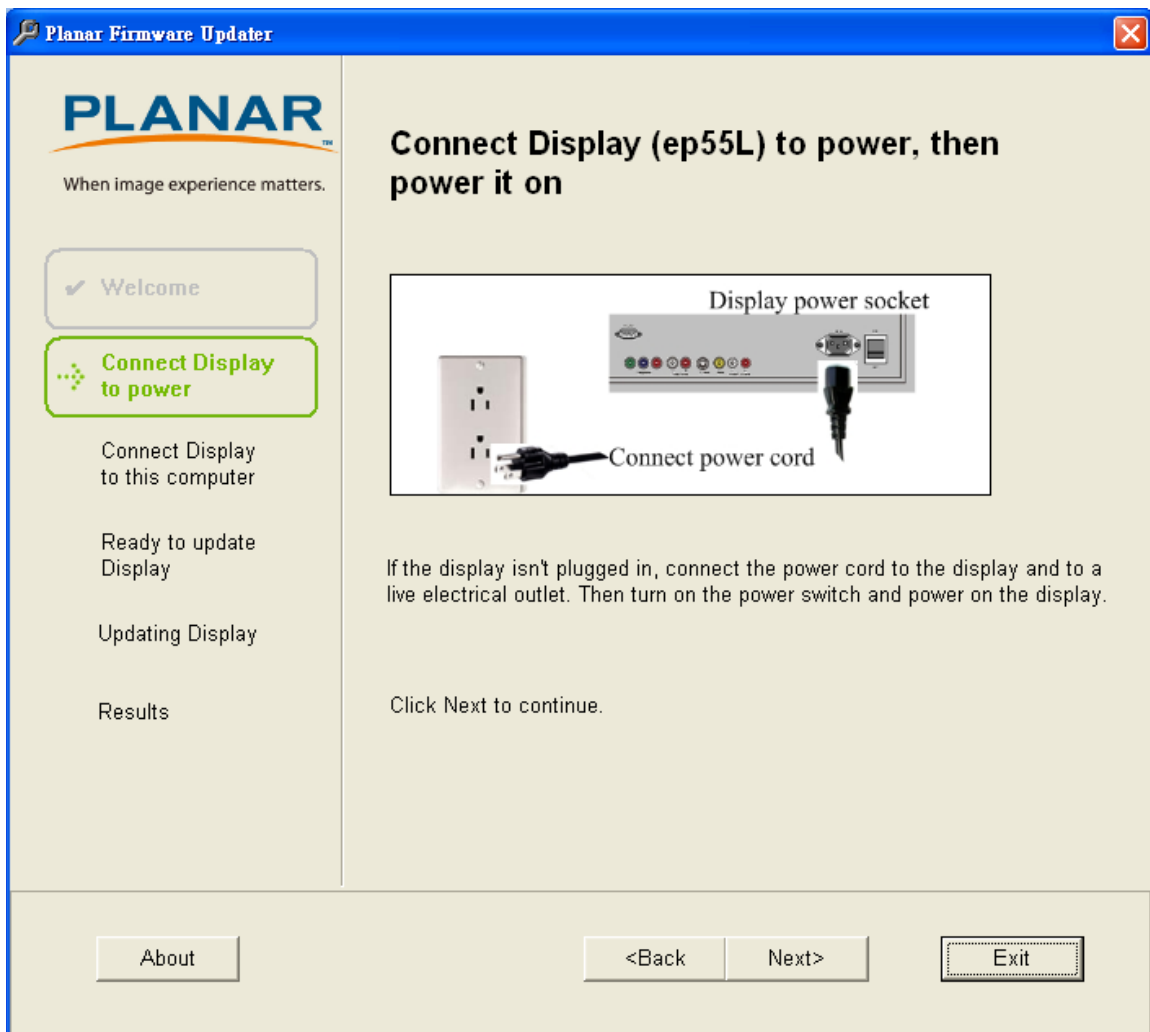
Enter EDID Data:

Year: 2011 Week: 3 SN: ABC1234567890

About <Back Next> Exit

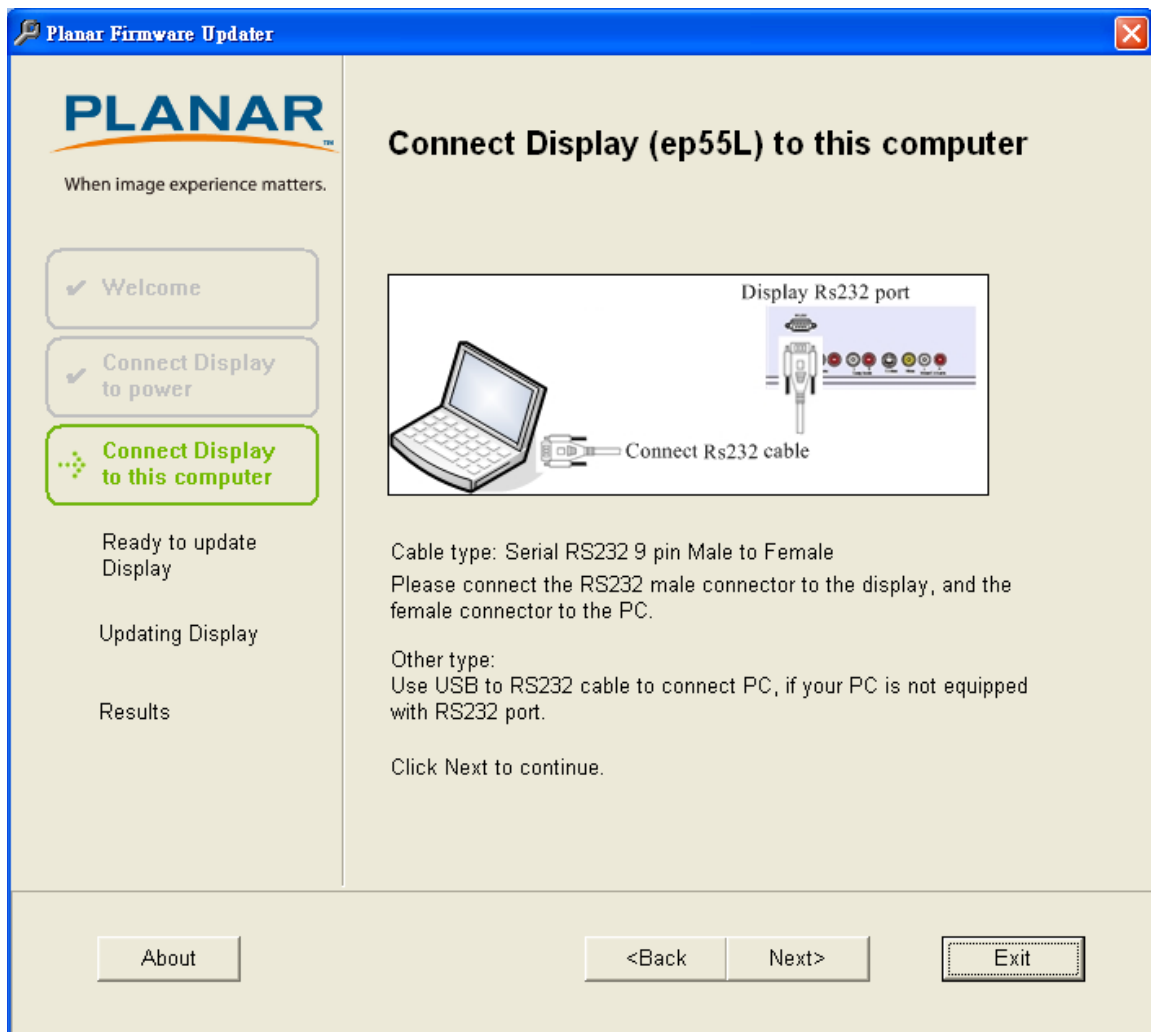
## Step 3 — Connect power cord

Connect the display's power cord to a live electrical outlet. Then turn on the power switch and power on the display. Then click the **Next** button to go to the next page.



## Step 4 — Connect RS232 cable

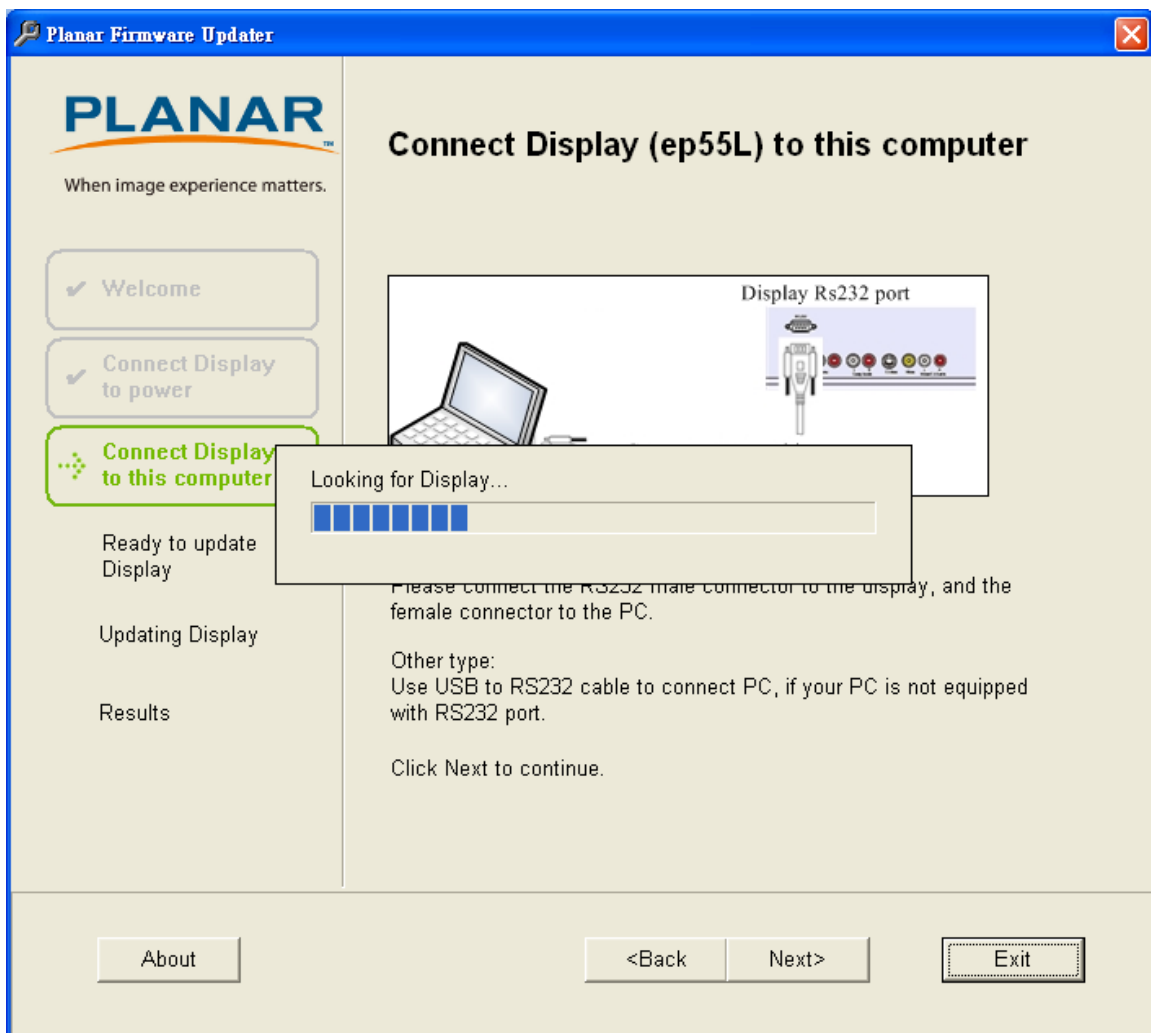
Connect the RS232 cable between your computer and the display. Then click the **Next** button to go to the next page.



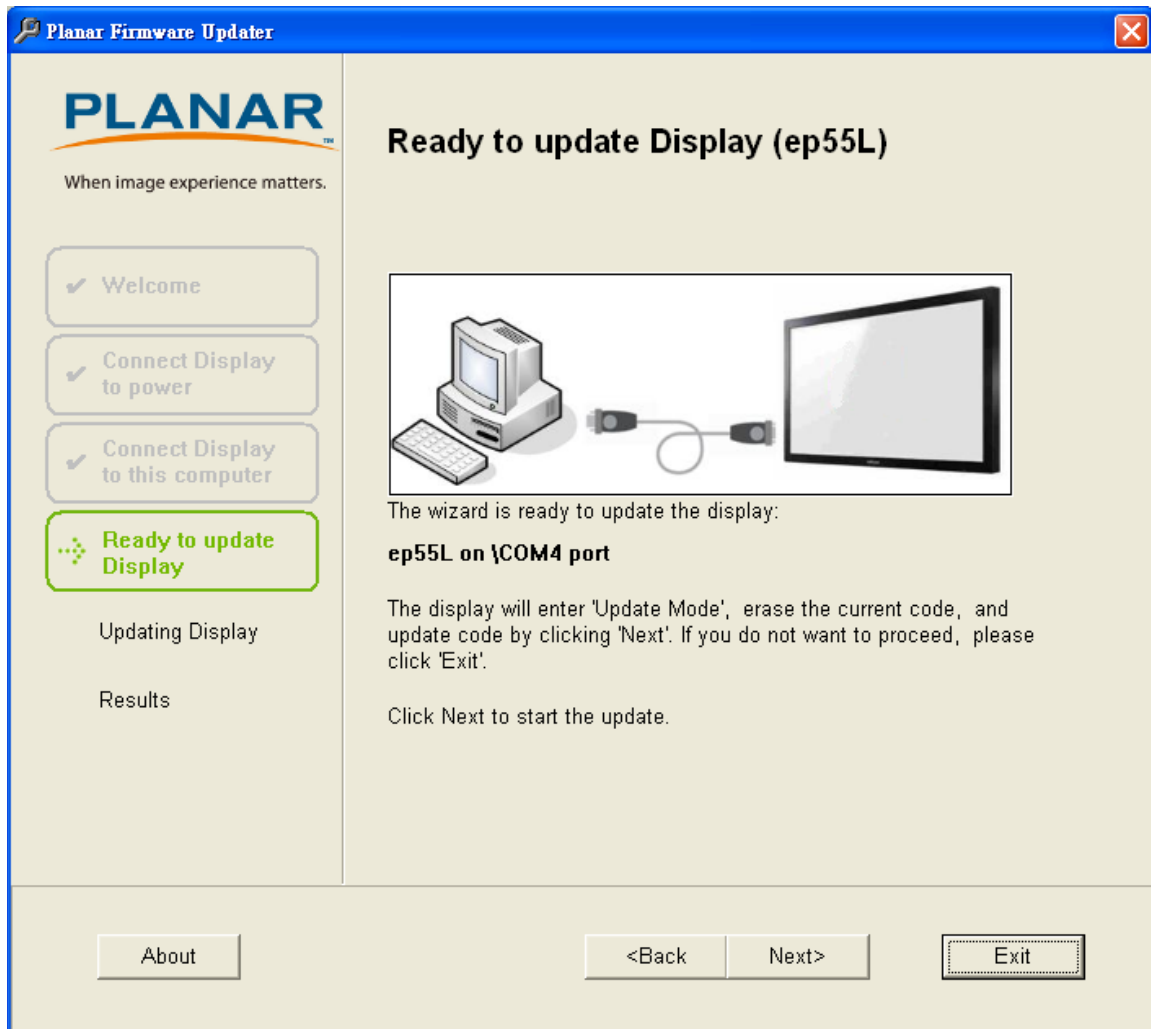
## Step 5 — Detect display

The progress bar is shown while the firmware updater searches for the display. When searching is finished, click the **Next** button to go to the next page.

**If no display was detected, please see the Troubleshooting section below.**



## Step 6 — Ready to update

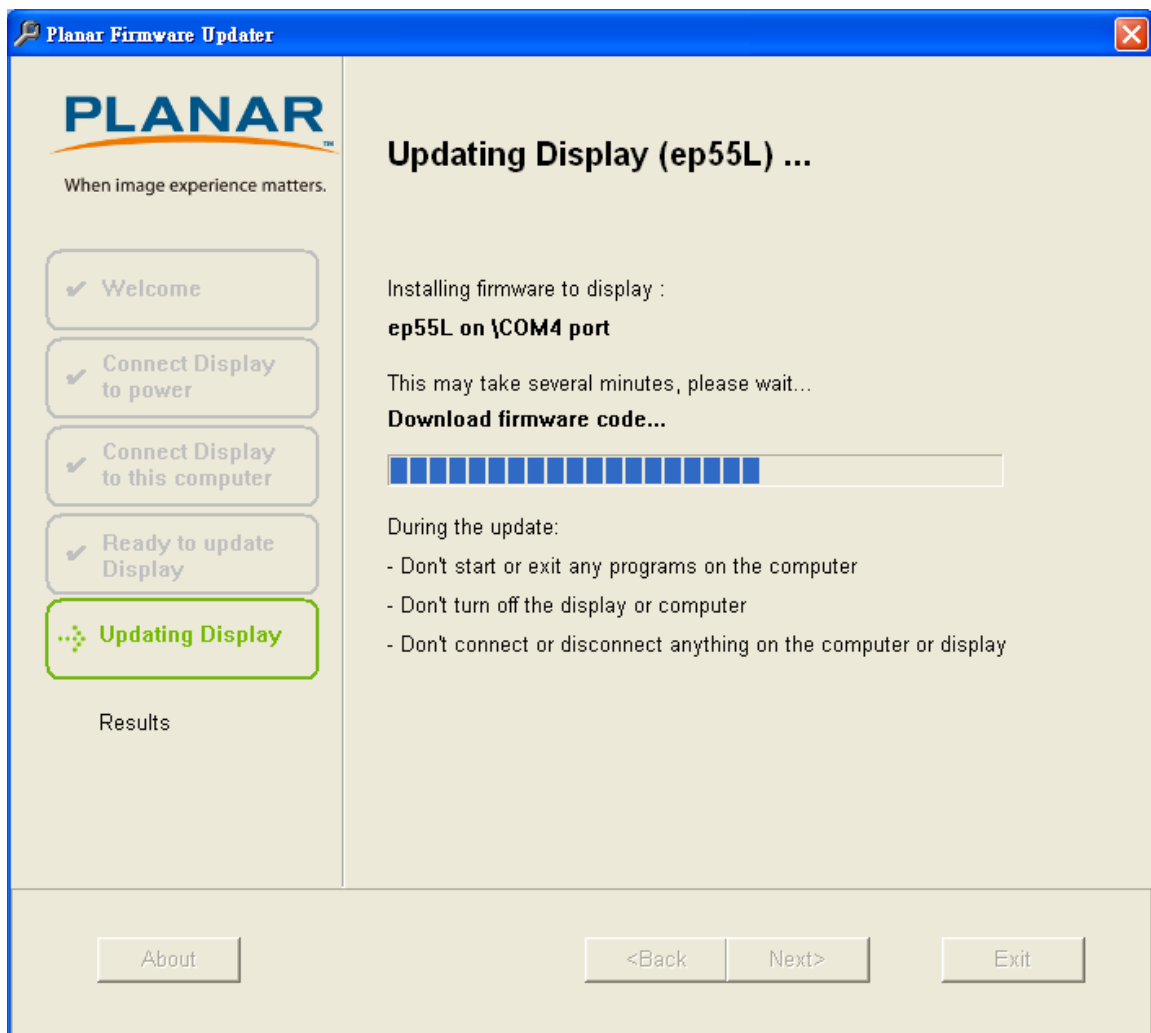


The firmware updater is ready to update the display firmware. Click the **Next** button to start the update.

## Step 7 — Updating display firmware

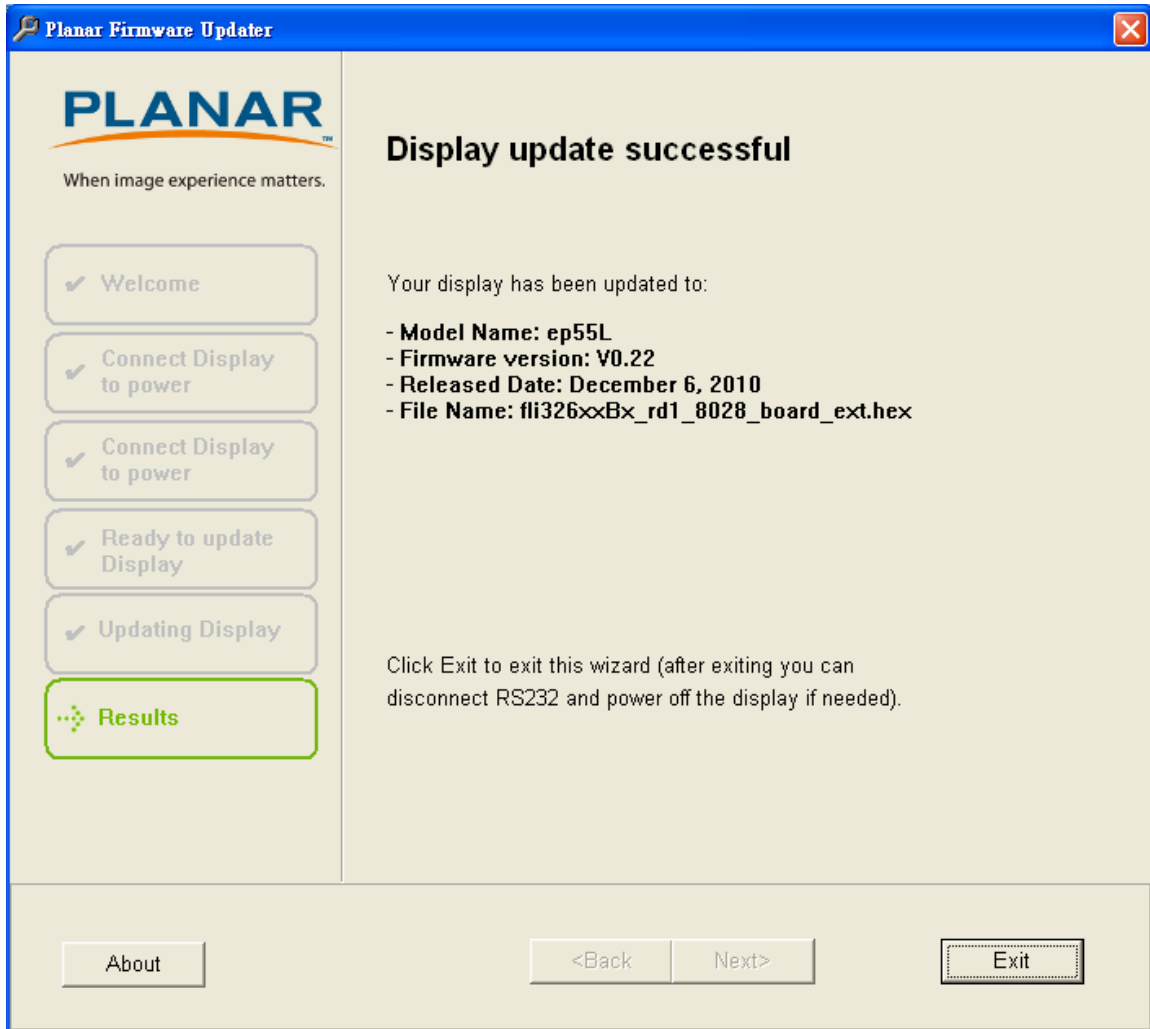
The progress bar shows status during the update process, which will take 2-3 minutes.

**During the update, don't start or exit any programs on your computer, don't connect or disconnect any cords or cables, and don't try to use the display's keypad or remote.**





## Step 8 — Display update successful



## Step 9 — Finished, disconnect RS232 cable

When the update is finished, the **Update successful** message is shown. Disconnect the RS232 cable, and then click **Exit** to exit the firmware updater.

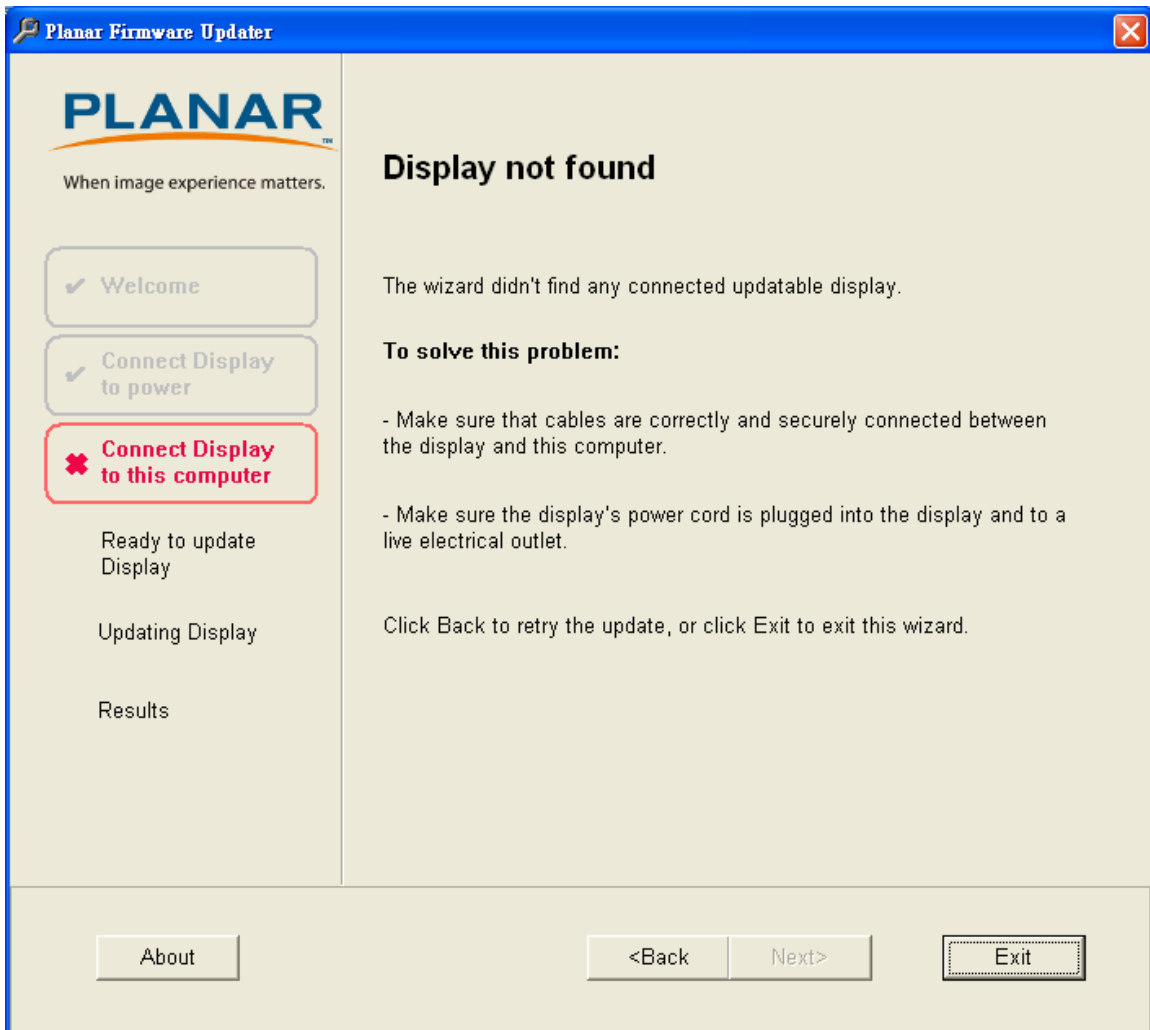
## Troubleshooting

### A. Display not found

The firmware updater will show the **Display not found** page if:

- The RS232 cable is not correctly connected between the display and computer,
- The display is not connected to a live electrical outlet.

If you see the **Display not found** message, click the **Back** in the firmware updater and correctly follow all previous steps, then click **Next** to search for the display again.

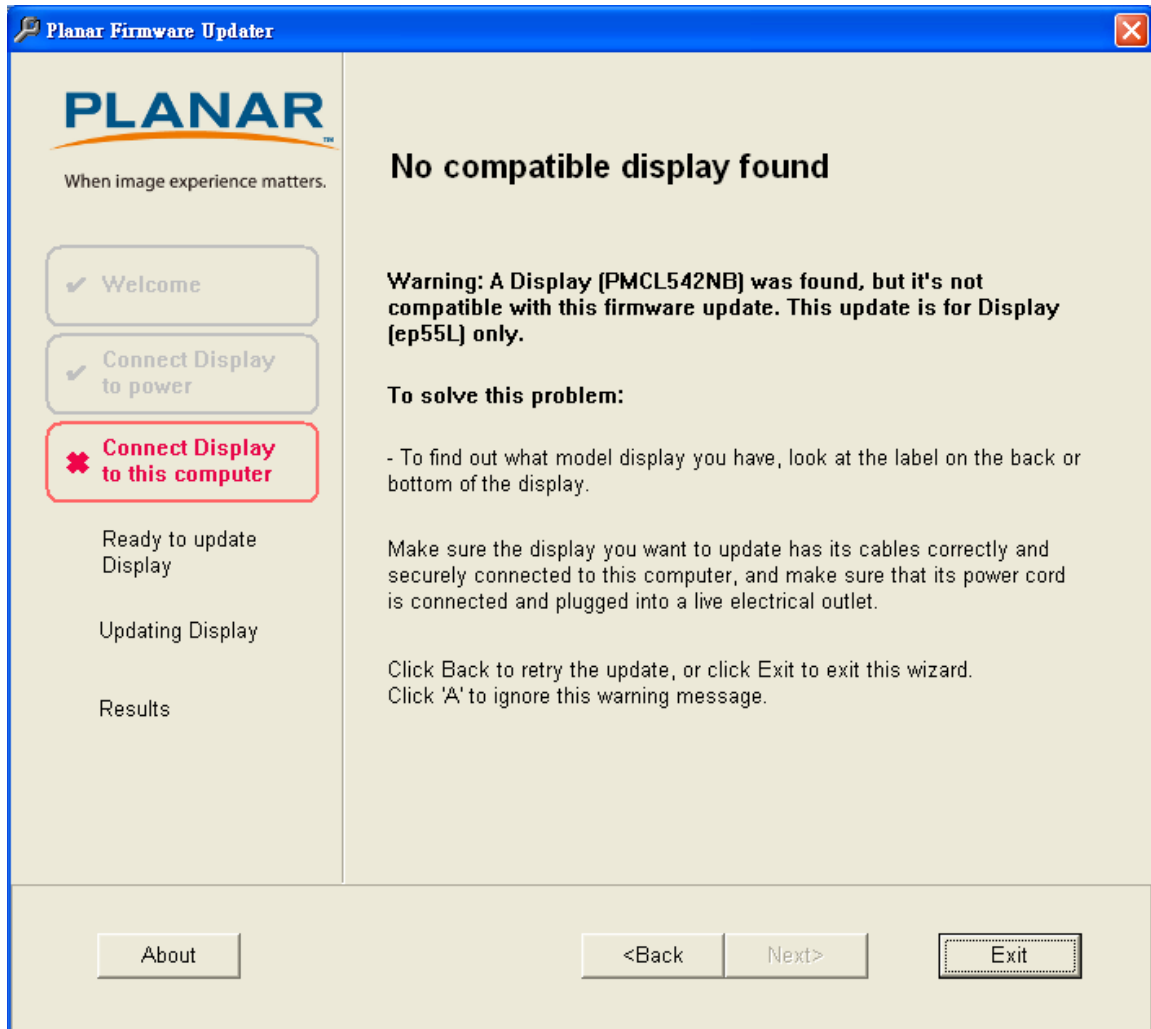


## B. No compatible display found

The firmware updater will show the **No compatible display found** page if:

- A Display was found, but it's not compatible with this firmware update.

To find out what model display you have, look at the label on the back. And then click the **Back** in the firmware updater and correctly follow all previous steps, then click **Next** to search for the display again.



## C. Error during update

During the update process, the firmware updater will show the **Error during update** page if:

- The RS232 cable is not correctly connected between the display and computer, or
- The display is not connected to a live electrical outlet.

If you see the **Error during update** message, you must reset the display and then click the **Back** in the firmware updater and correctly follow all previous steps, then click **Next** to search for the display again.

