

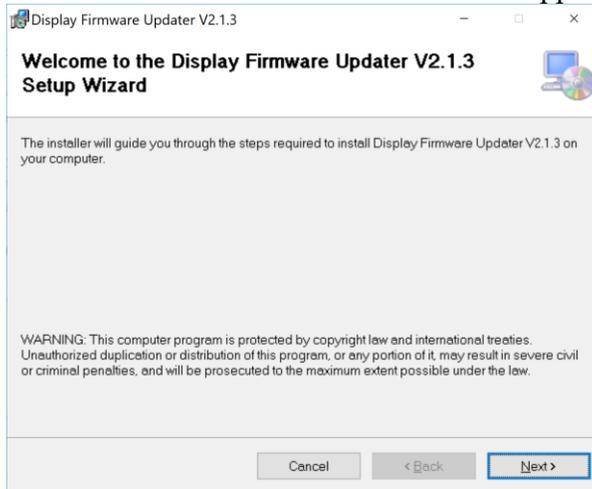
# EP5024K, EP5824K, EP6524K and EPX100 Firmware Upgrade

This document describes the steps necessary to upgrade the firmware using the Display Firmware Updater tool.

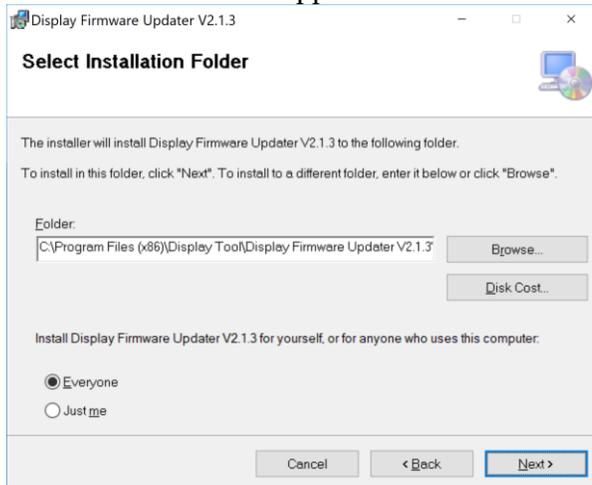
- [Installing the Display Firmware Updater application](#)
- [Upgrading the scaler firmware](#)
- [Upgrading the LAN firmware – units with v2039 and earlier](#)
- [Upgrading the LAN firmware – units with v2040 and later](#)

## Installing the Display Firmware Updater application

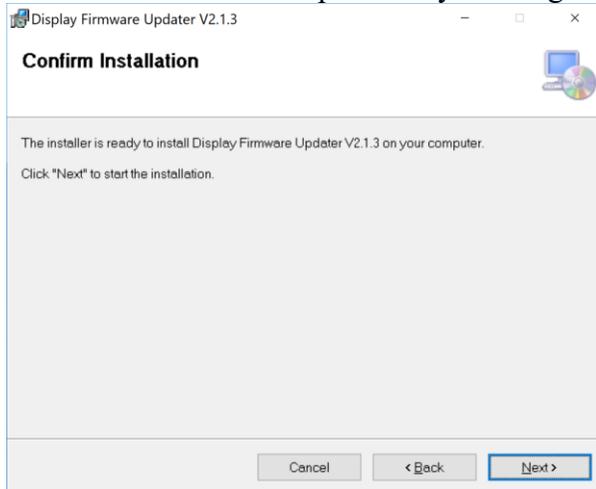
1. Obtain a copy of the Setup\_DisplayFirmwareUpdater.msi v2.1.3 or later installer application.
2. Double click the application in Windows Explorer
3. Follow the instructions in the installation wizard to install the application
  - a. This is the first screen of the installation application. Click “Next”.



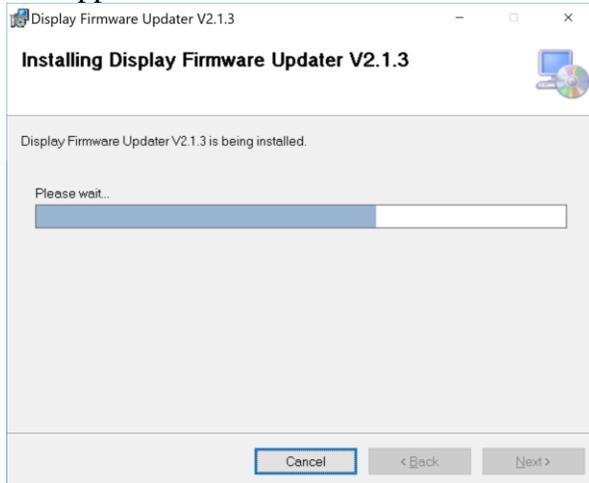
- b. Select a location to install the application. The default location is the recommended location to install the application. Click “Next”.



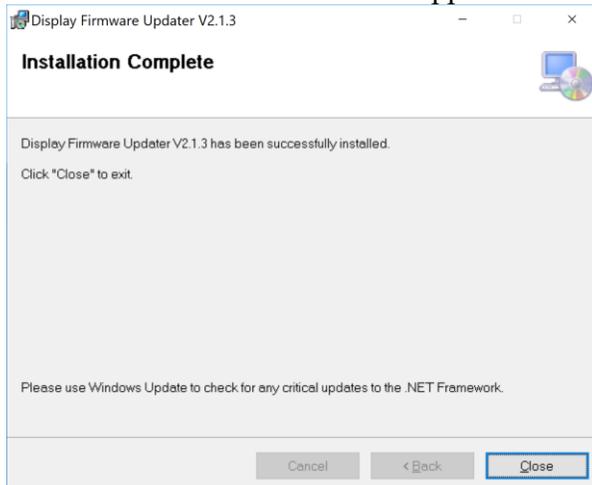
- c. Confirm the installation process by clicking “Next”.



- d. The application will be installed

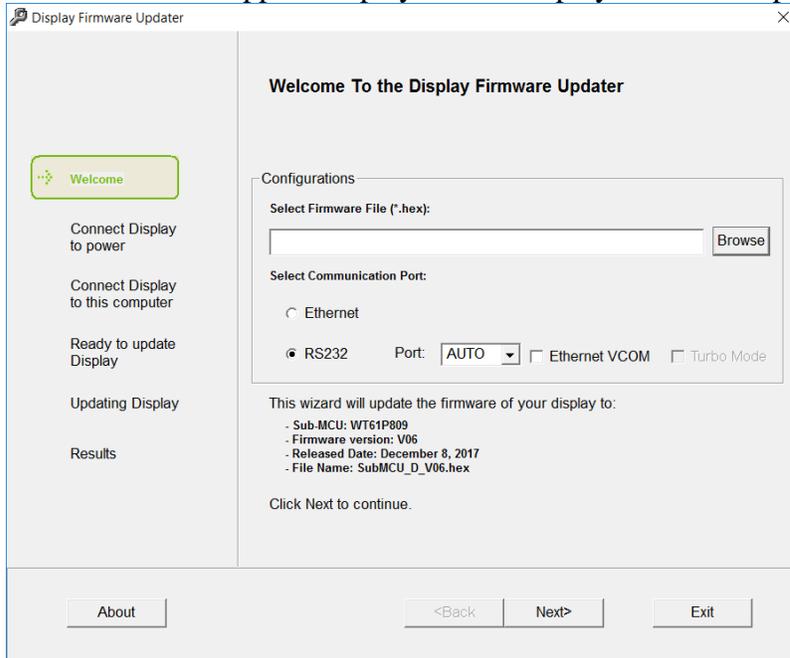


- e. When the installation is complete, the Installation Complete dialog will be shown. Click “Close” to close the installation application.

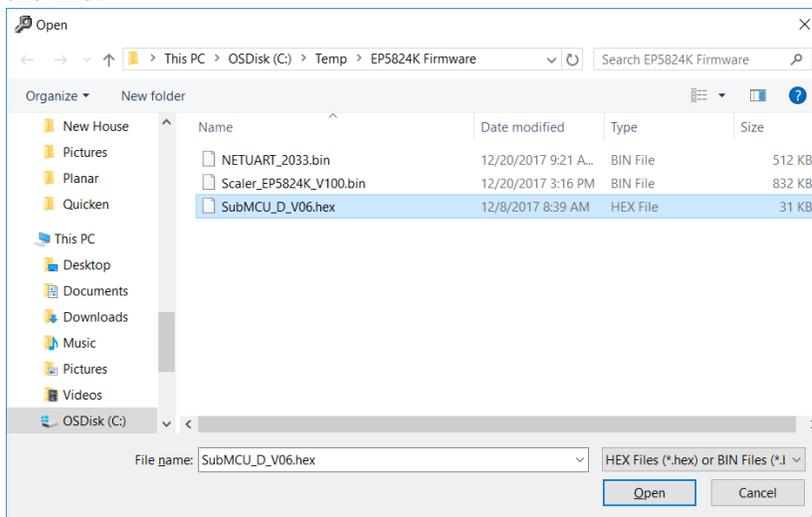


## Upgrading the Scaler Firmware

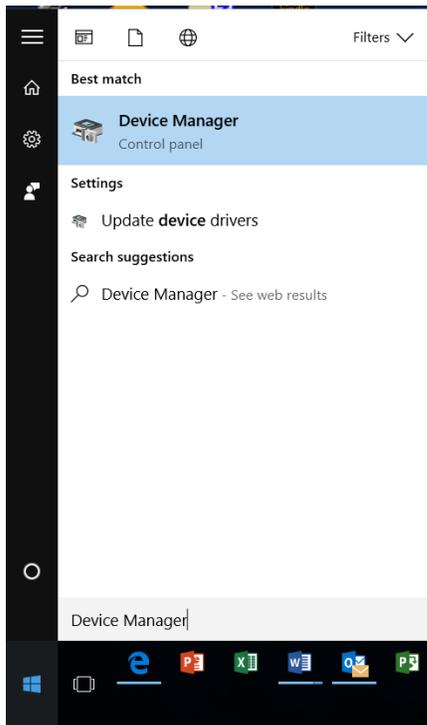
1. Please note that the firmware upgrade process may reset your display's settings to their factory default values. It's advised that you record any modified settings prior to beginning the firmware upgrade process so that you may setup the setting values after the upgrade has completed.
2. To start the application, use the Windows Start button to launch Display Firmware Updater. Click Start->All Apps->Display Tool->Display Firmware Updater.



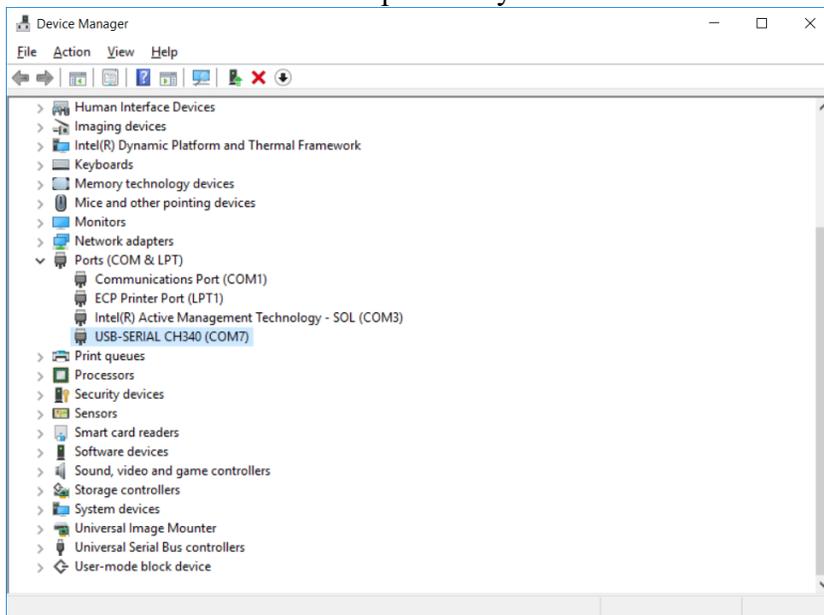
3. Connect a serial cable between the display and your computer. The cable should be male to female, wired in the straight through configuration.
4. In the "Select Firmware File" area, click "Browse". Locate the sub MCU firmware file to upgrade. The sub MCU firmware file is named "subMCU\_D.hex". Click "Open" after selecting the file.



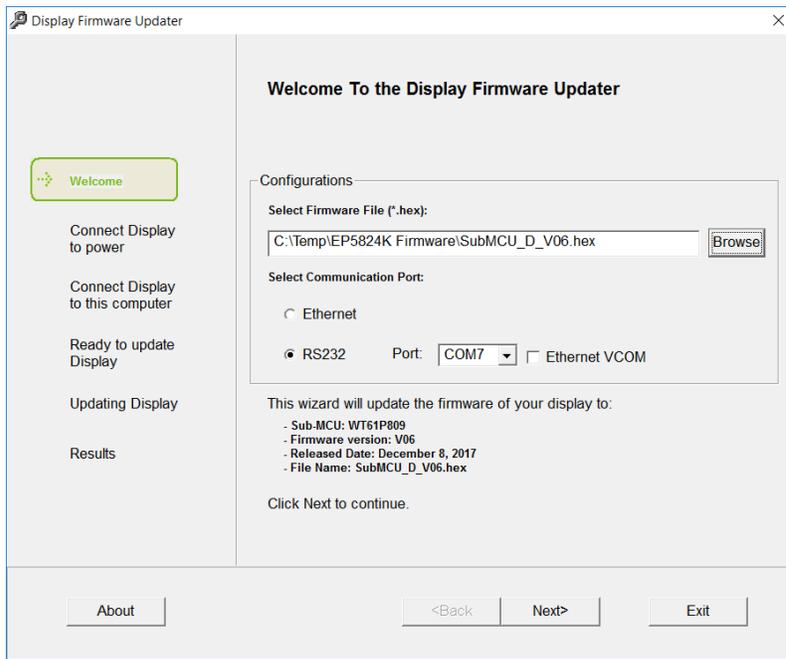
- Determine the COM port that's connected to the display (note: the application can also automatically detect the COM port; see step 6). Click Start and type "Device Manager" in the search box at the bottom. Select "Device Manager" in the results list.



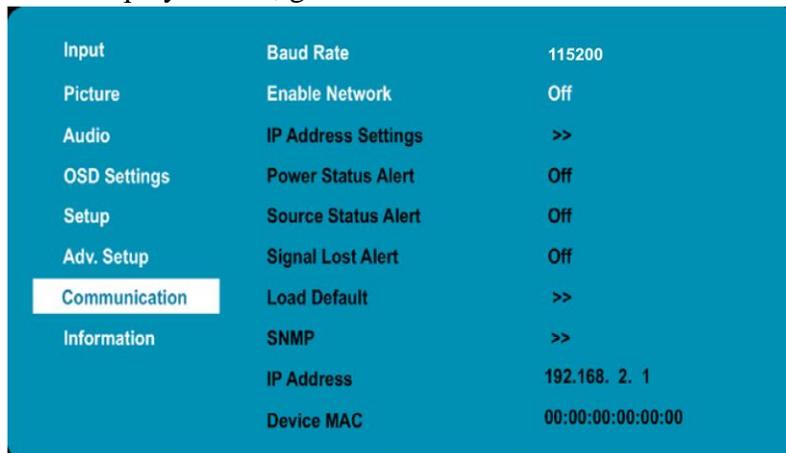
- Under "Ports" find the COM port that you have connected to the display.



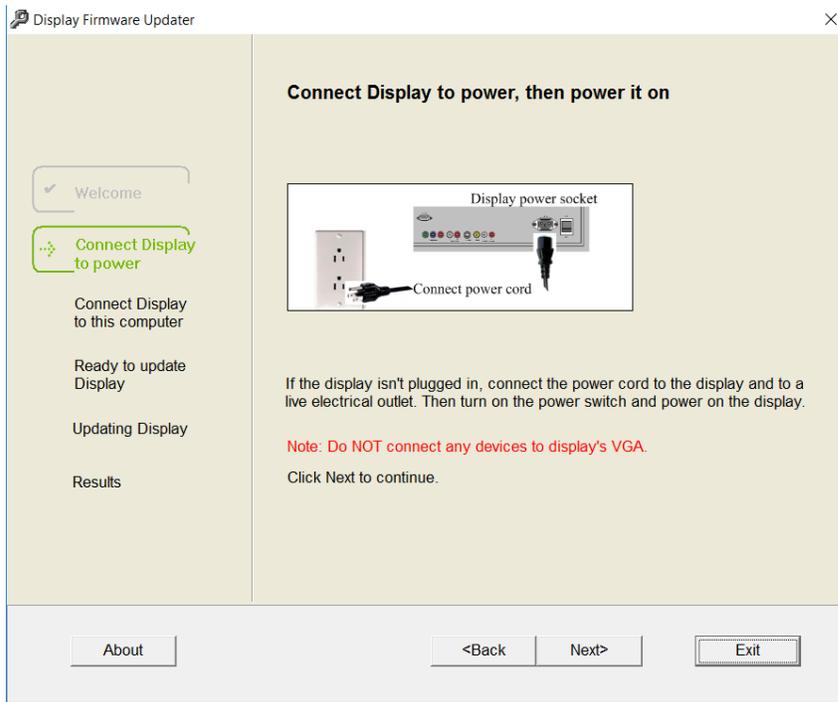
- In the "Select Com Port" area, select the COM port that you have connected to the display (this is the same COM port from the previous step). Note that you may select "AUTO" from the list if you would like the application to automatically detect the COM port. Click "Next".



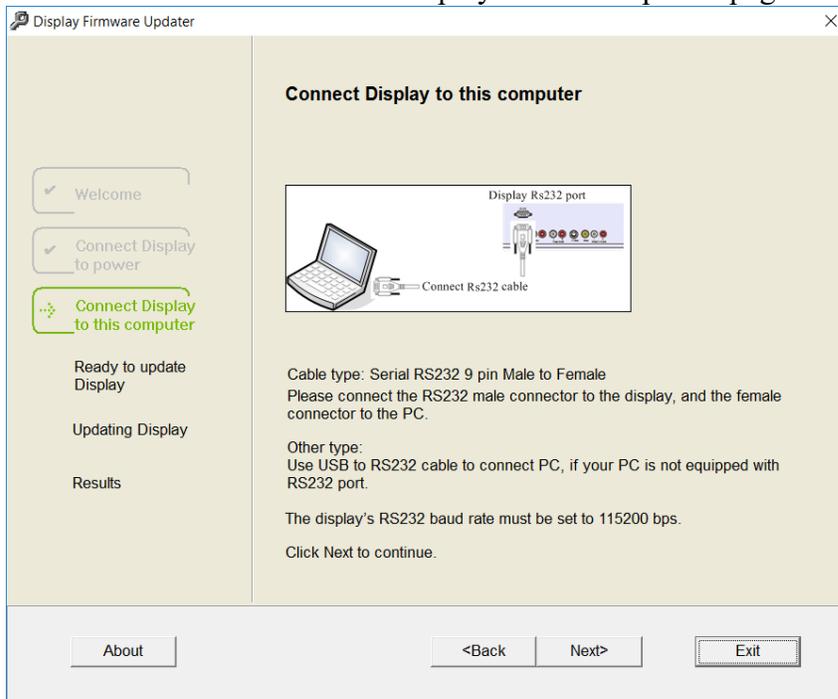
8. Connect AC power to the display and power it on.
9. In the display's OSD, go to the Communication menu and change Baud Rate to 115200.



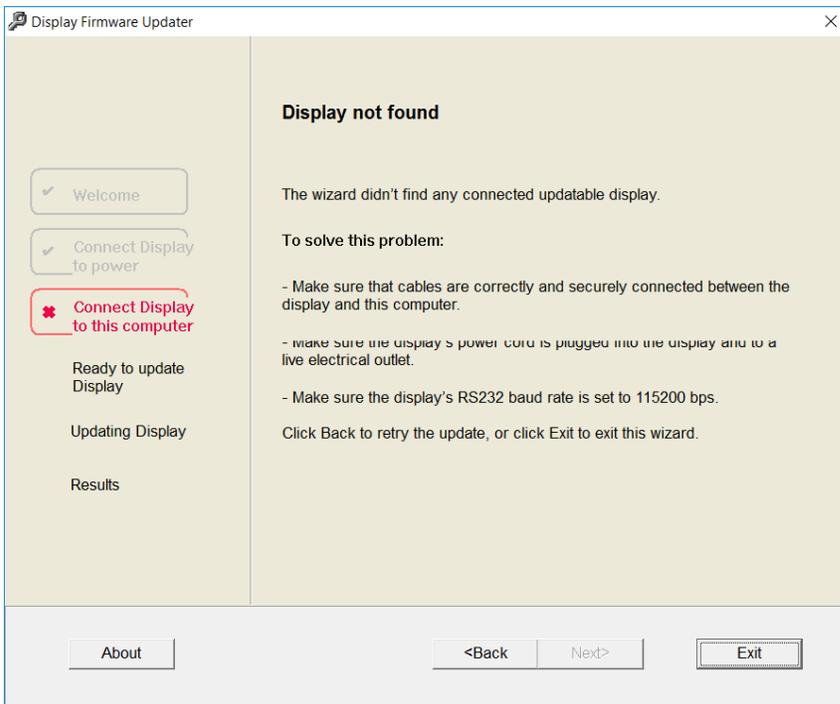
10. Press "Next" on the "Connect Display to power, then power it on" page.



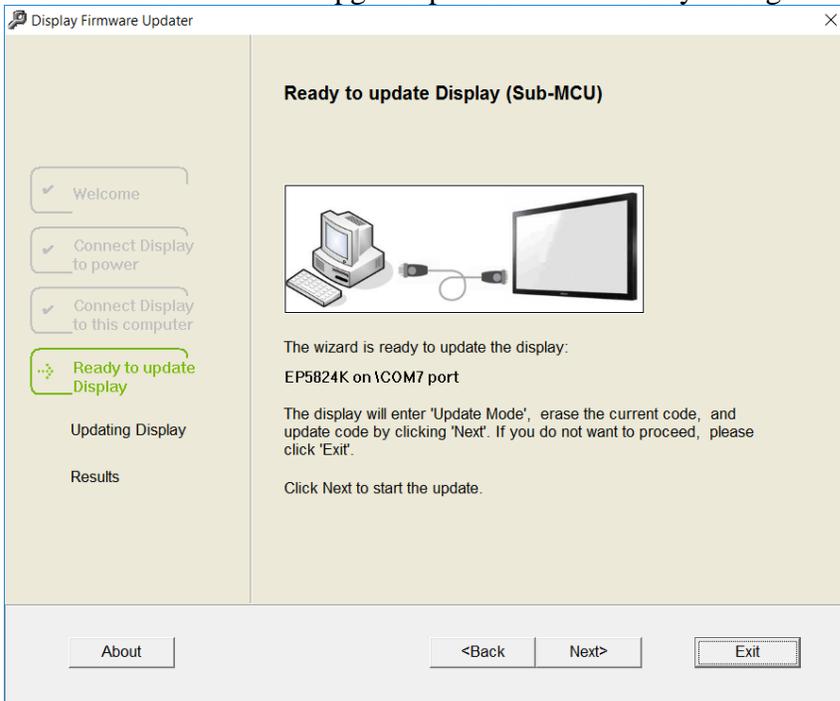
11. Press “Next” on the “Connect Display to this computer” page.



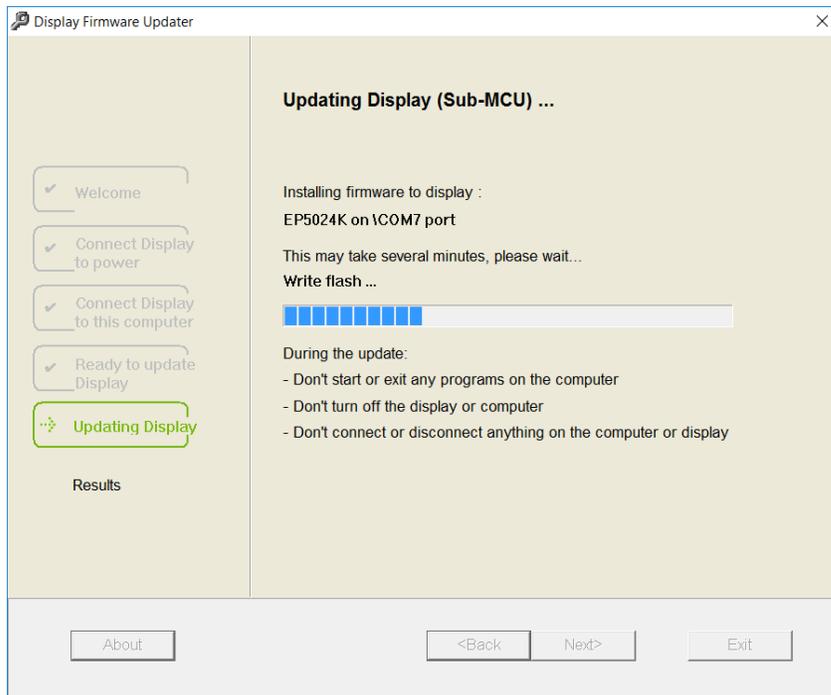
12. The Display Firmware Updater tool will search for your display. If the display isn't found, check your RS232 connections, display power status and display baud rate setting, and then try again.



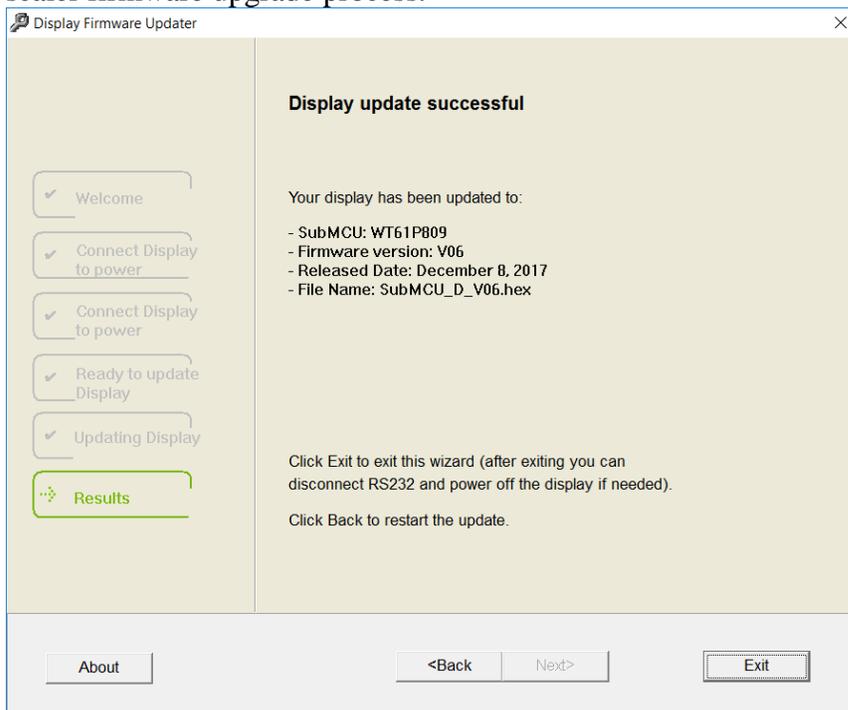
13. The sub MCU firmware upgrade process is now ready to begin. Click “Next”.



14. The sub MCU firmware upgrade process takes ~30 seconds. Do NOT turn off the power or unplug the RS232 cable while the firmware upgrade occurs.

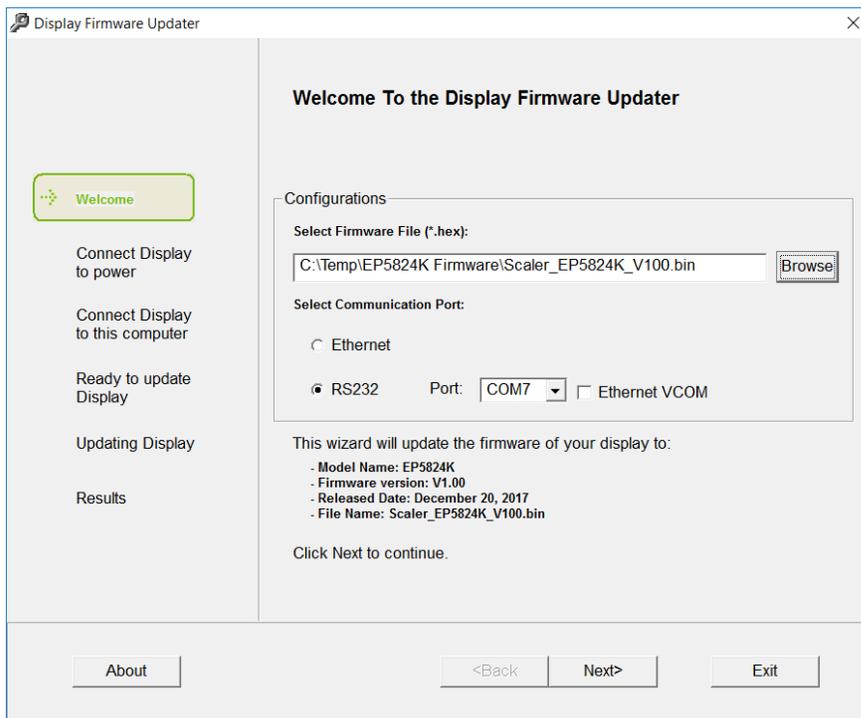
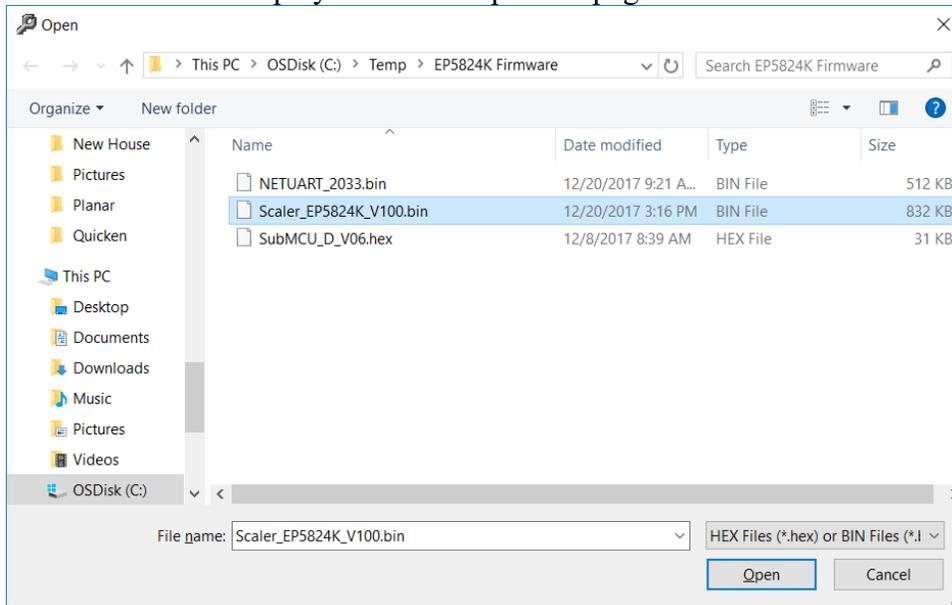


15. Once the firmware has been programmed, the “Display update successful” window will be shown. The sub MCU firmware upgrade process is now complete. Click “Back” to start the scaler firmware upgrade process.

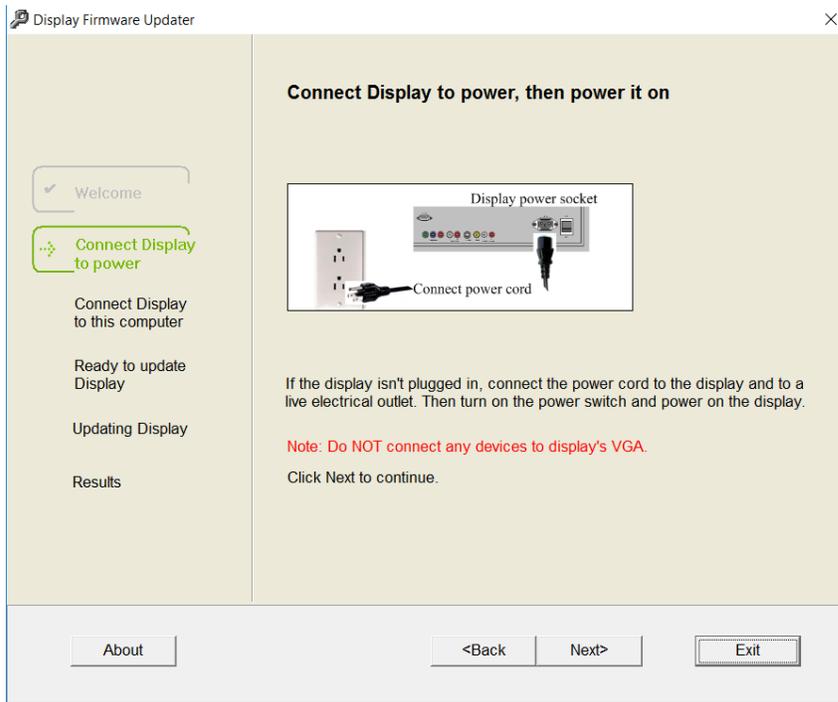


16. In the “Select Firmware File” area, click “Browse”. Locate the scaler MCU firmware file to upgrade. For the EP5024K, the scaler firmware file is named “Scaler\_EP5024K.hex”. For the EP5824K, the scaler firmware file is named “Scaler\_EP5824K.hex”. For the EP6524K, the scaler firmware file is named “Scaler\_EP6524K.hex”. For the EP6524K, the scaler firmware file is named “Scaler\_EPX100.hex”. Click “Open” after selecting the file, then click “Next” on the

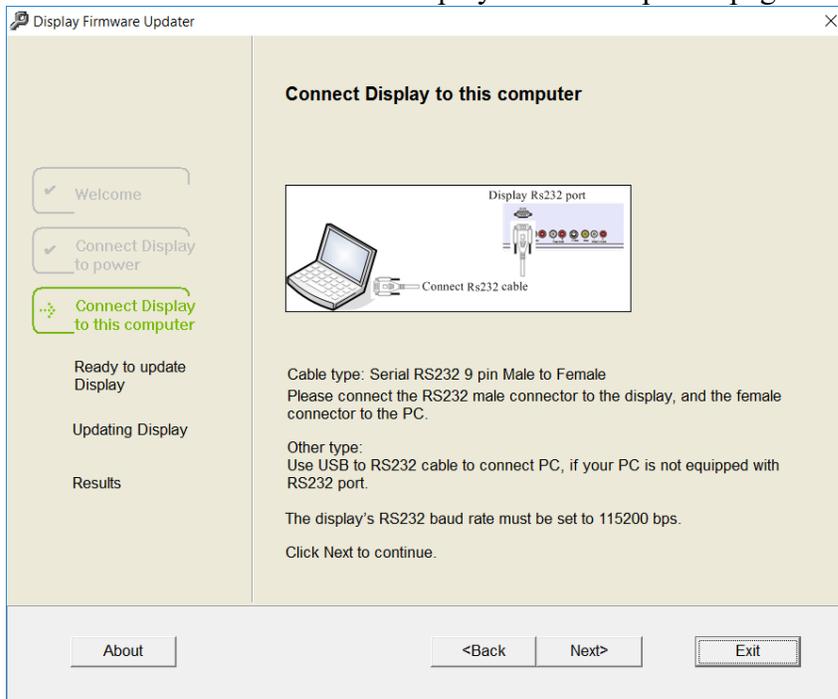
## “Welcome to the Display Firmware Updater” page.



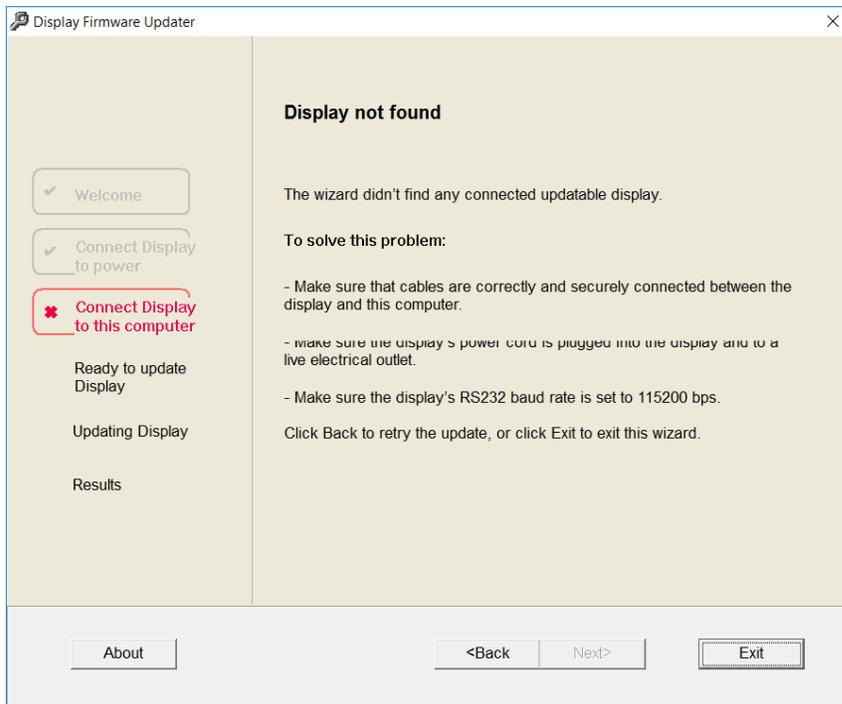
17. Press “Next” on the “Connect Display to power, then power it on” page.



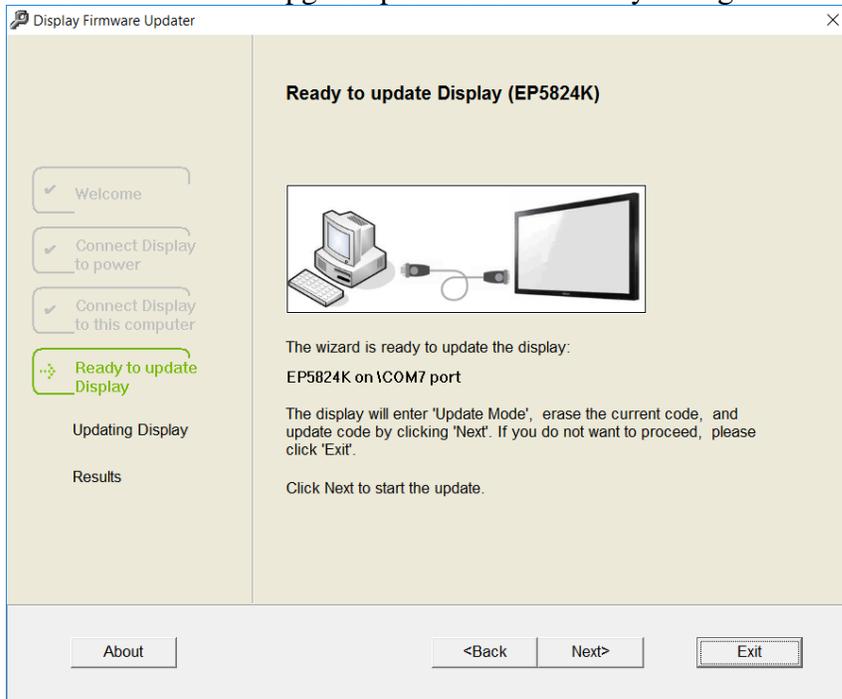
18. Press “Next” on the “Connect Display to this computer” page.



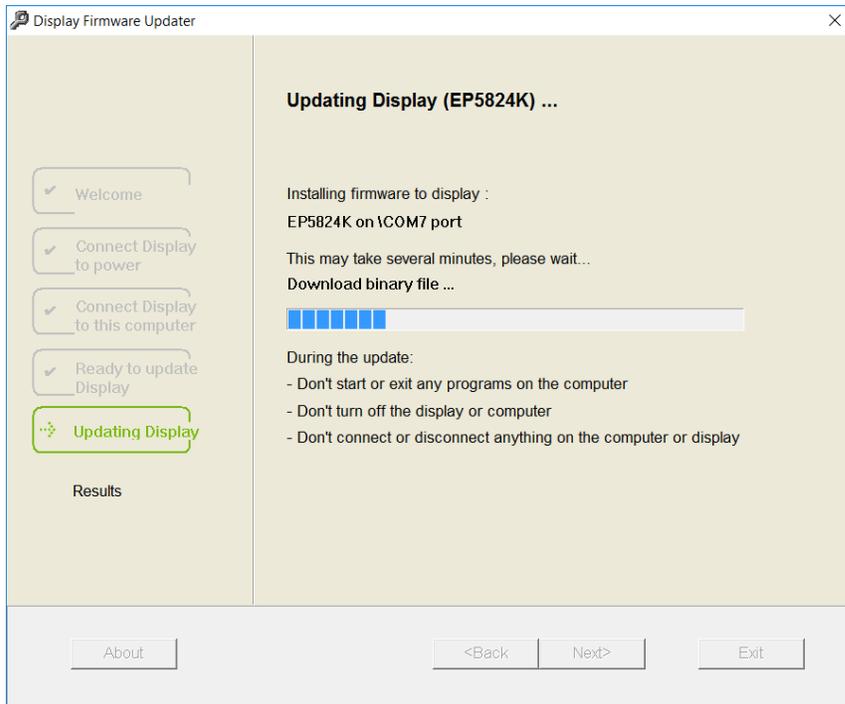
19. The Display Firmware Updater tool will search for your display. If the display isn't found, check your RS232 connections, display power status and display baud rate setting, and then try again.



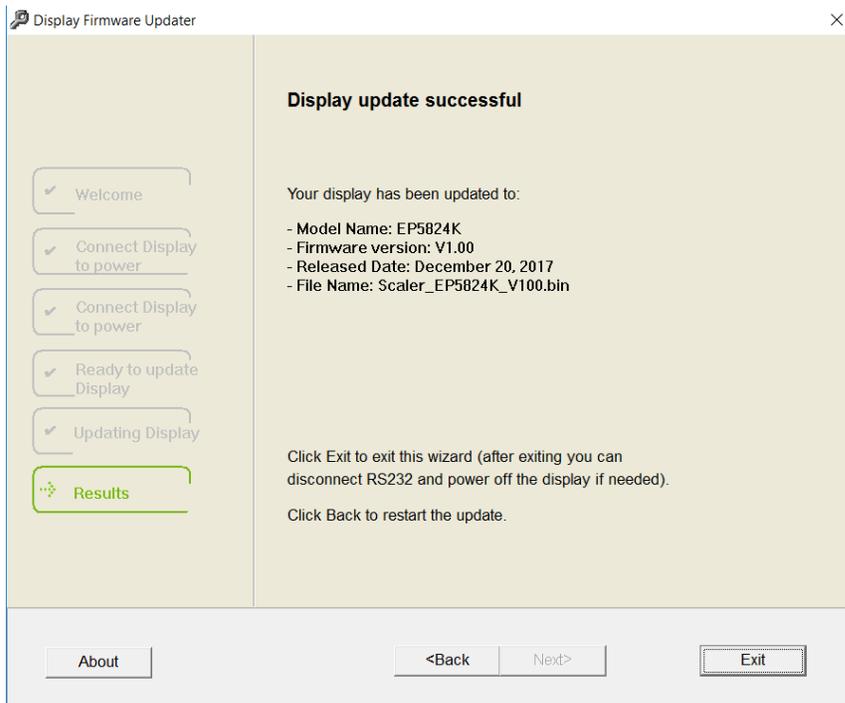
20. The scaler firmware upgrade process is now ready to begin. Click “Next”.



21. The scaler firmware upgrade process takes ~4 minutes. Do NOT turn off the power or unplug the RS232 cable while the firmware upgrade occurs.



22. Once the firmware has been programmed, the “Display update successful” window will be shown.



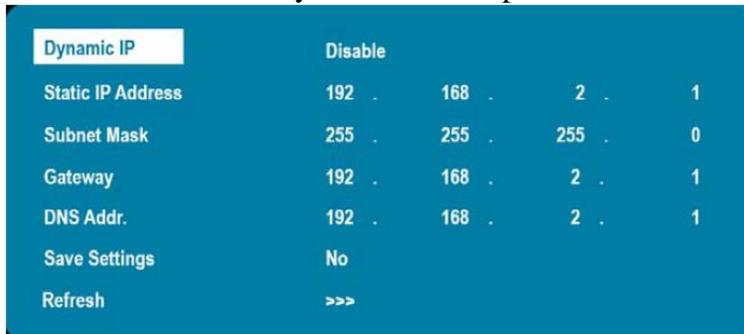
23. Firmware upgrade is now complete. Click “Exit” to close the Display Firmware Updater application.

## Upgrading the LAN Firmware – units with v2039 and earlier

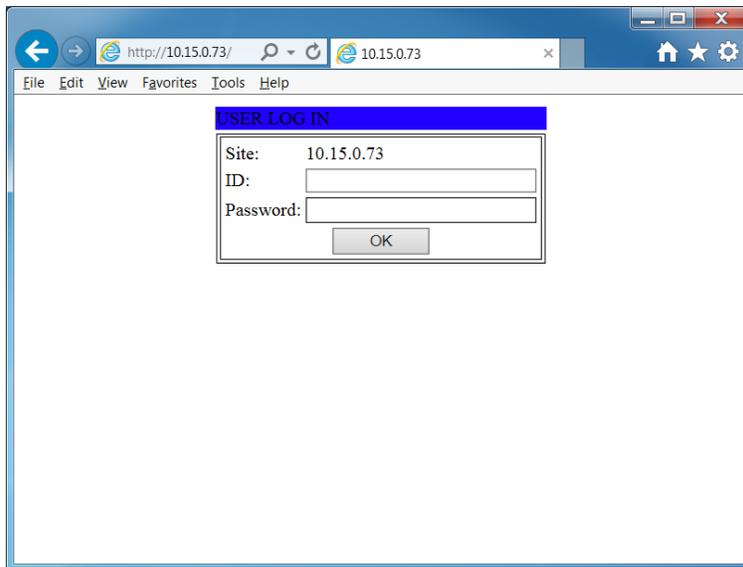
1. In the display's OSD, go to Information. Check the NetUart firmware version.
  - a. If the version is v2039 or earlier, continue with the next step.
  - b. If the version is v2040 or later, see the section [Upgrading the LAN firmware – units with v2040 and later](#). **Do not attempt to load v2040 or later LAN firmware onto a display that has v2039 or earlier LAN firmware (or vice versa).**



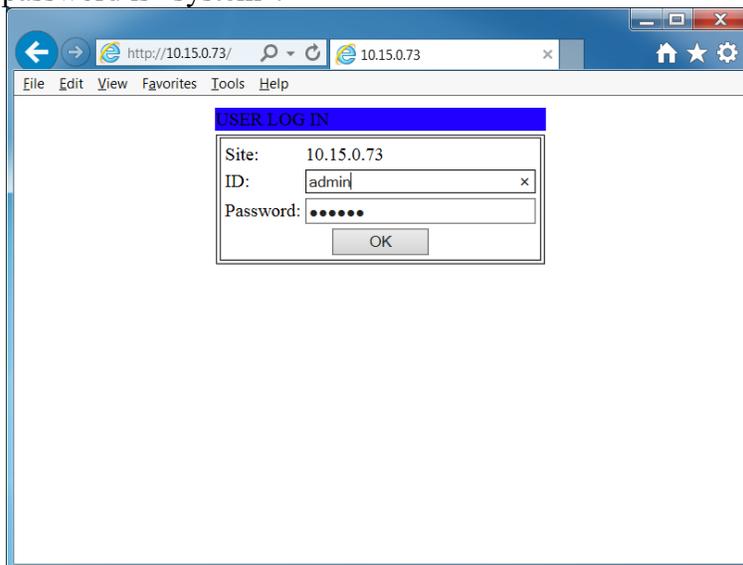
2. Connect the display to a wired LAN network.
3. In the display's OSD, go to Advanced Settings->Ethernet Setup. Obtain the IP address listed. See the user manual if you need to setup the Ethernet settings.



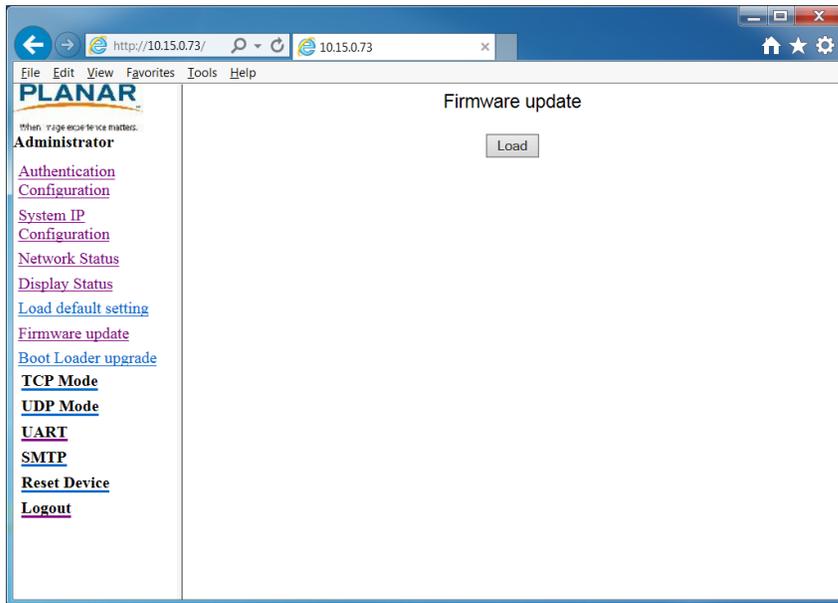
4. Using a PC on the same network as the display, open a web browser and enter the IP address obtained in the previous step.



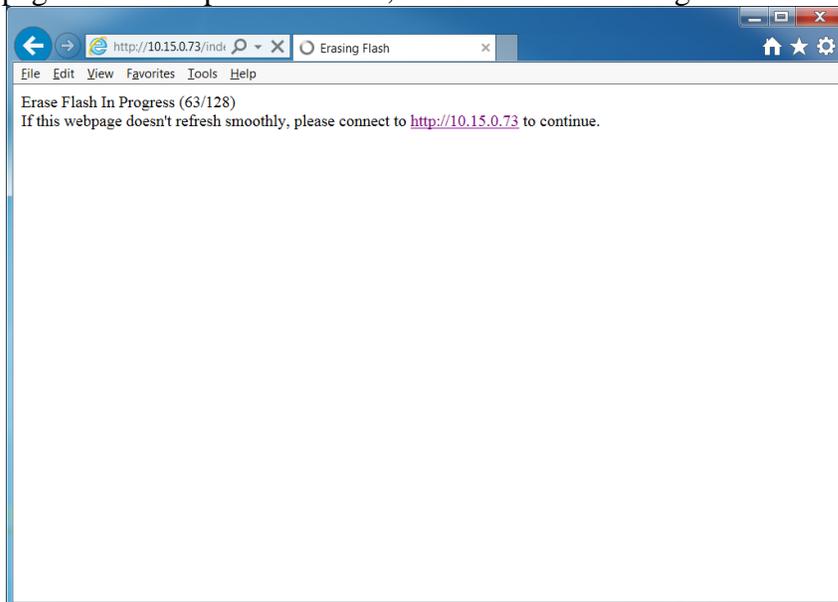
5. Enter your ID and password, and then click “OK”. The default ID is “admin” and the default password is “system”.

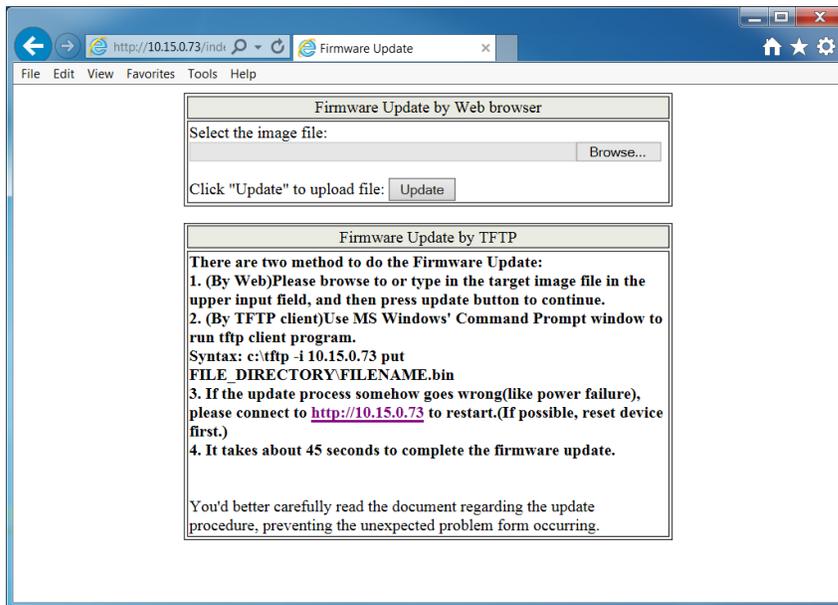


6. Click “Administrator” on the left, and then click “Firmware update”.

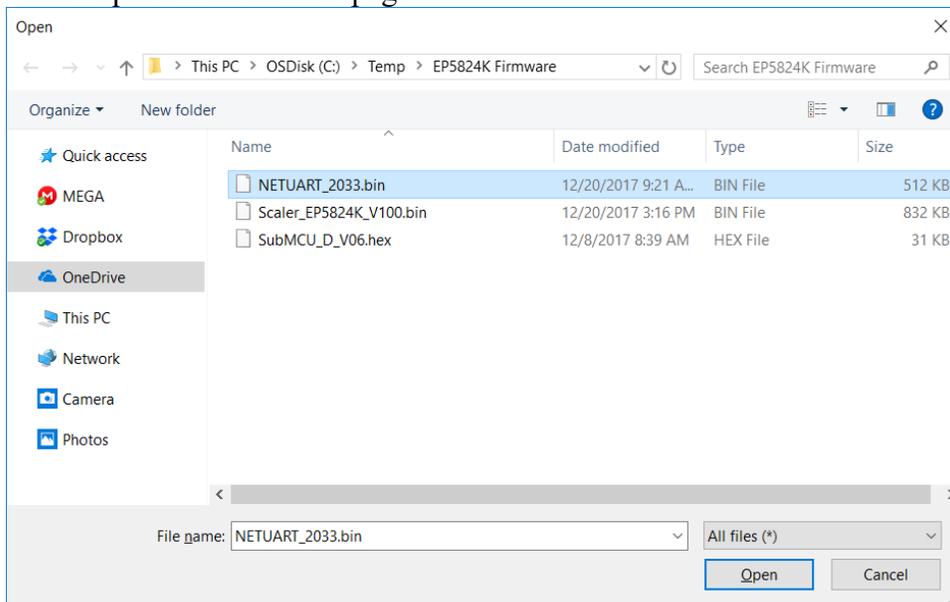


7. Click “Load”. This will begin the flash erase process, which takes ~60 seconds. After the flash erase is complete, you will see a Firmware Update by Web Browser page. If you don’t see this page after a couple of minutes, enter the IP address again in the web browser.

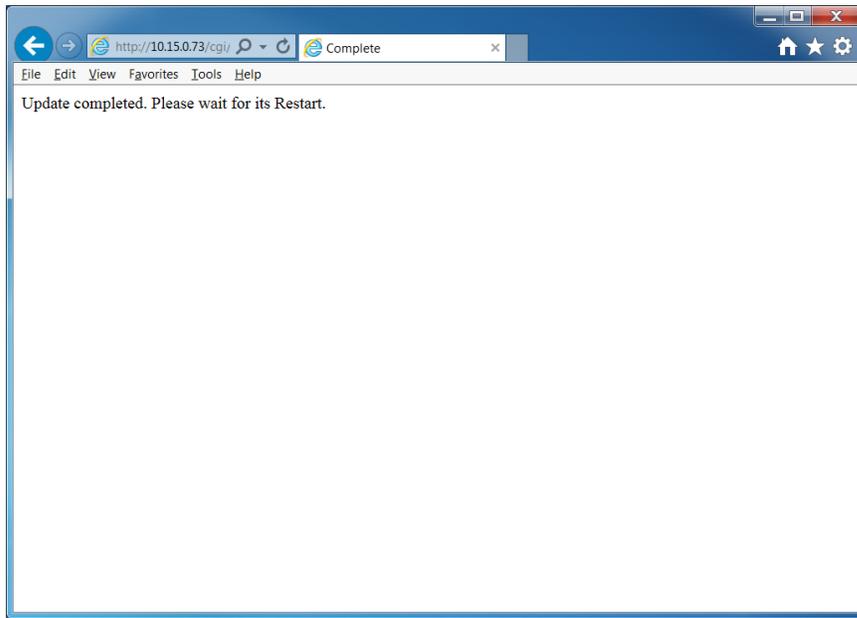




8. In the “Select the image file” area, click “Browse”. Locate the LAN firmware file to upgrade. The LAN firmware file is named “NETUART.bin”. Click “Open” after selecting the file, then click “Update” on the web page.



9. The LAN firmware upgrade takes ~45 seconds. The web page doesn’t show any status during this time. After completion you will receive an “Update completed” message, followed by a redirect to the login page.



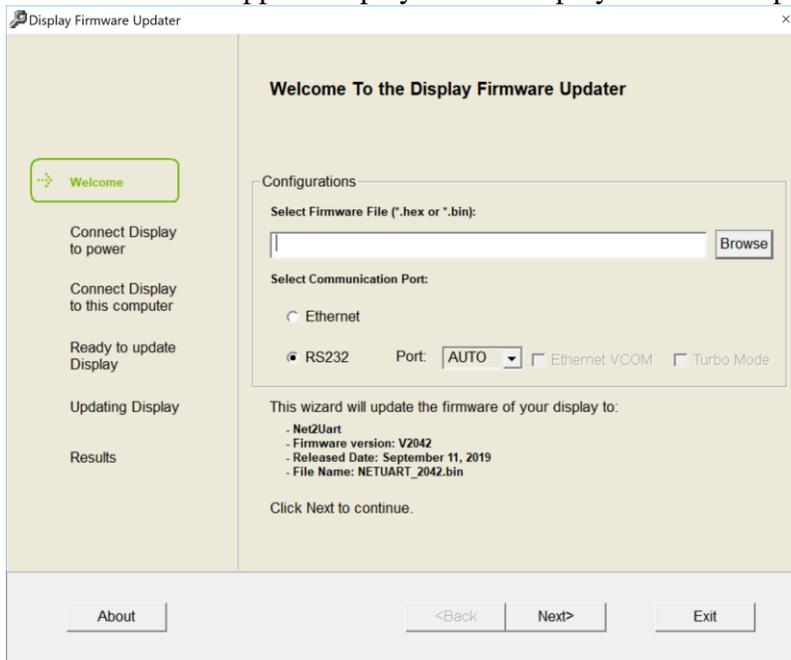
10. LAN firmware upgrade is now complete.

## Upgrading the LAN Firmware – units with v2040 and later

1. In the display's OSD, go to Information. Check the NetUart firmware version.
  - a. If the version is v2040 or later, continue with the next step.
  - b. If the version is v2039 or earlier, see the section [Upgrading the LAN firmware – units with v2039 and earlier](#). **Do not attempt to load v2039 or earlier LAN firmware onto a display that has v2040 or later LAN firmware (or vice versa).**

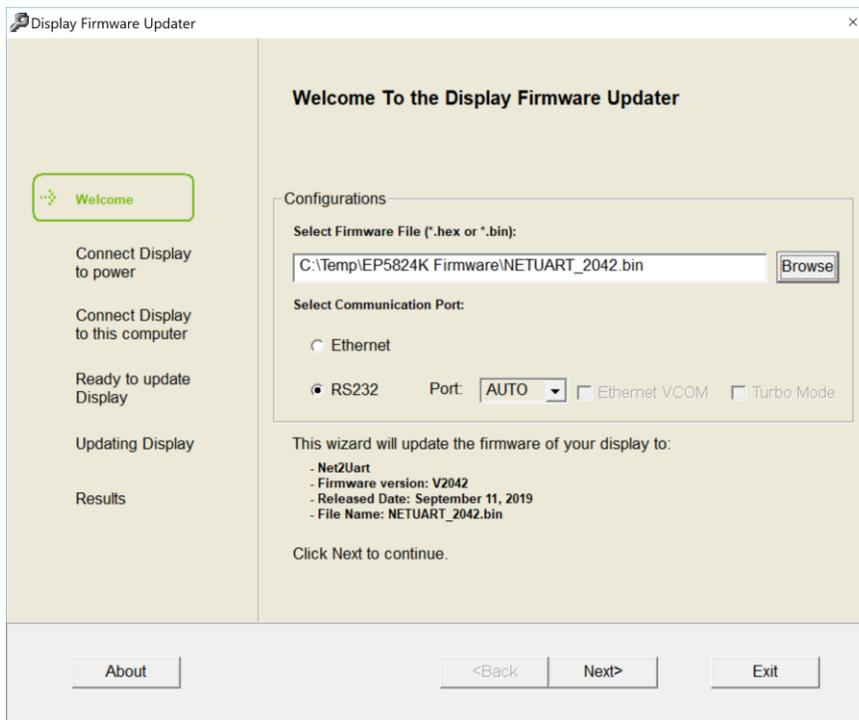
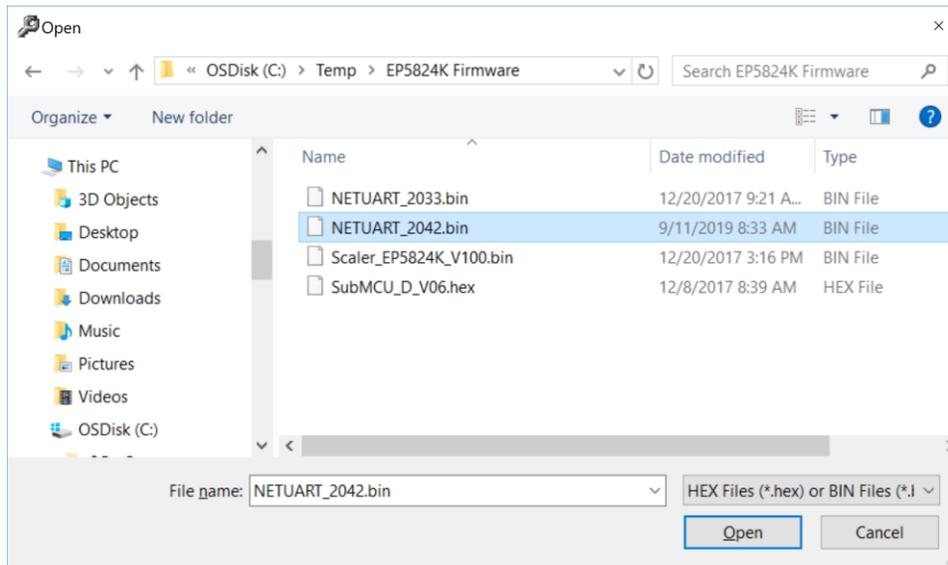


2. Please note that the firmware upgrade process may reset your display's settings to their factory default values. It's advised that you record any modified settings prior to beginning the firmware upgrade process so that you may setup the setting values after the upgrade has completed.
3. To start the application, use the Windows Start button to launch Display Firmware Updater. Click Start->All Apps->Display Tool->Display Firmware Updater.



4. Connect a serial cable between the display and your computer. The cable should be male to female, wired in the straight through configuration.
5. In the "Select Firmware File" area, click "Browse". Locate the LAN firmware file to upgrade. The LAN firmware file is named "NETUART.hex" and will include a v2040 or greater firmware version. **Do not select a "NETUART.hex" file with a v2039 or earlier firmware version.**

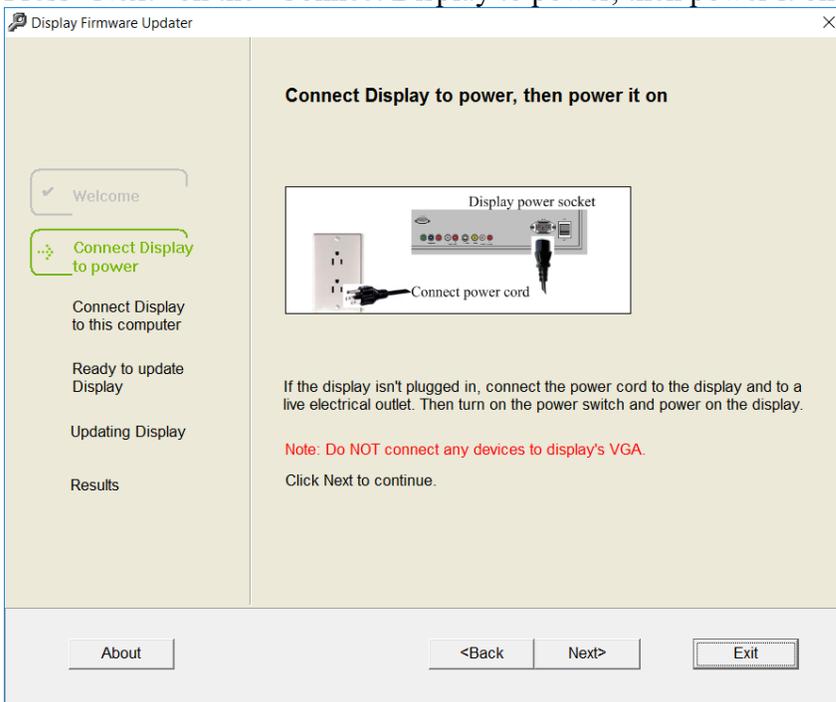
Click “Open” after selecting the file, then click “Next” on the “Welcome to the Display Firmware Updater” page.



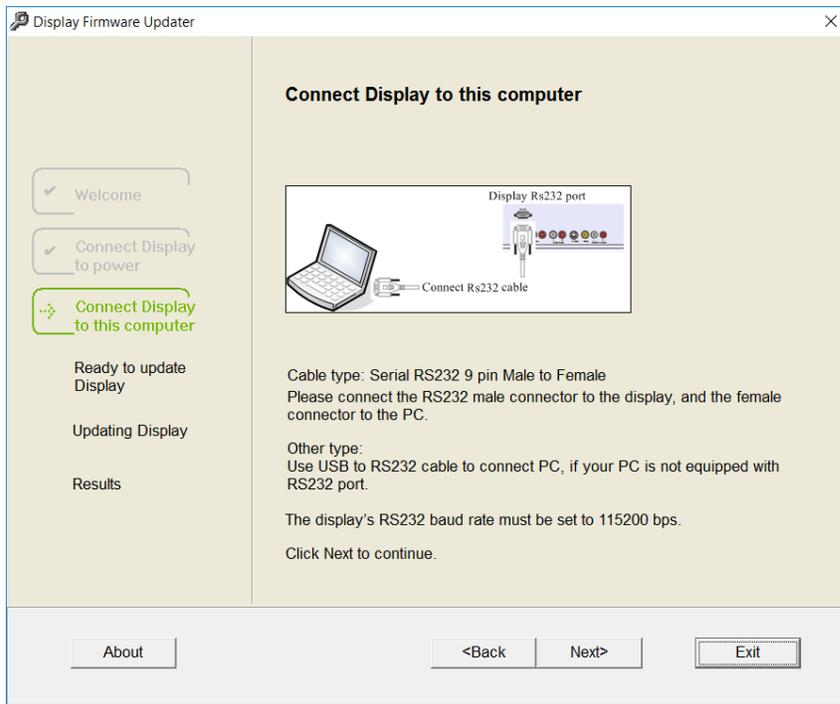
6. Connect AC power to the display and power it on.
7. In the display’s OSD, go to the Communication menu and change Baud Rate to 115200.

|                      |                     |                   |
|----------------------|---------------------|-------------------|
| Input                | Baud Rate           | 115200            |
| Picture              | Enable Network      | Off               |
| Audio                | IP Address Settings | >>                |
| OSD Settings         | Power Status Alert  | Off               |
| Setup                | Source Status Alert | Off               |
| Adv. Setup           | Signal Lost Alert   | Off               |
| <b>Communication</b> | Load Default        | >>                |
| Information          | SNMP                | >>                |
|                      | IP Address          | 192.168. 2. 1     |
|                      | Device MAC          | 00:00:00:00:00:00 |

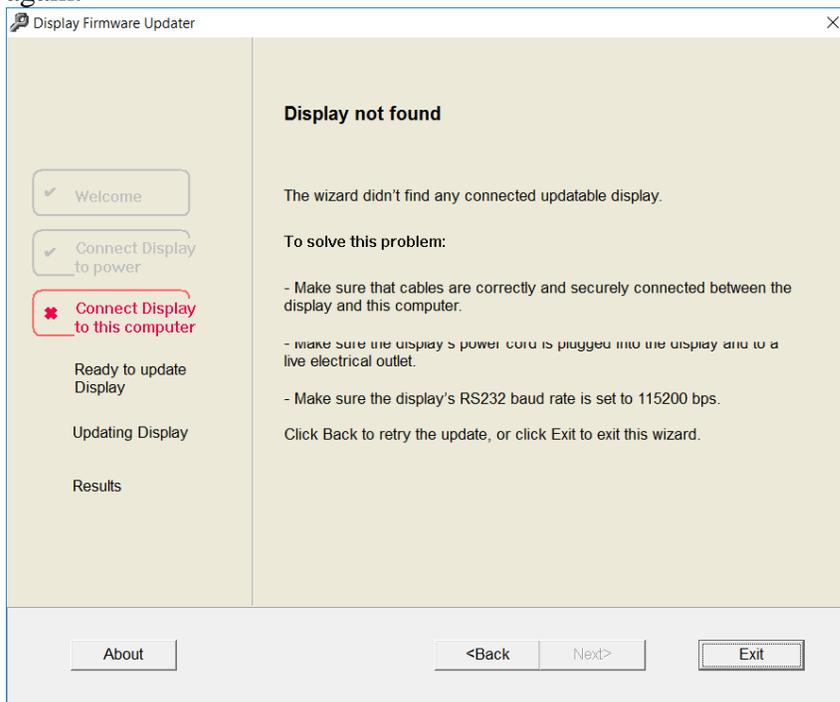
- Press “Next” on the “Connect Display to power, then power it on” page.



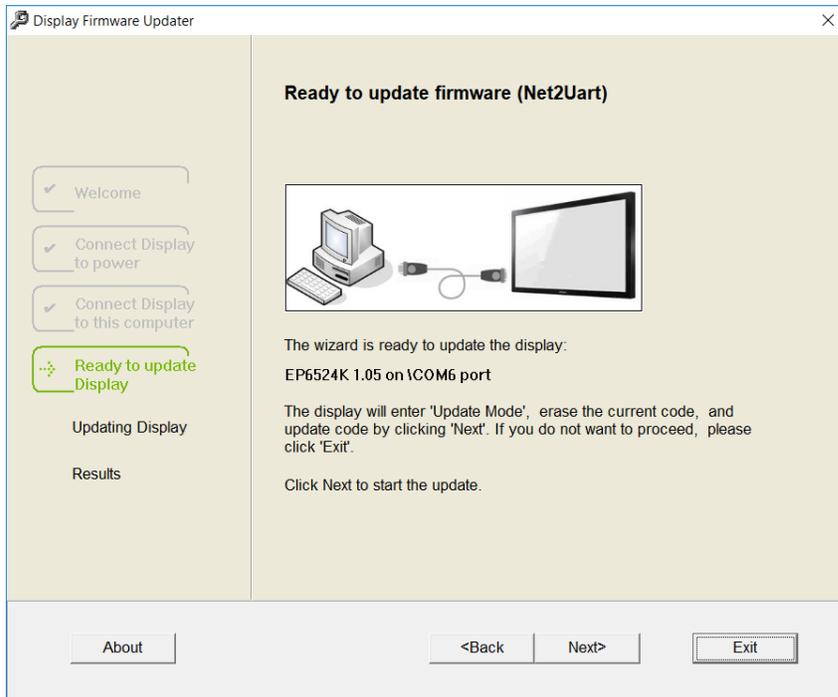
- Press “Next” on the “Connect Display to this computer” page.



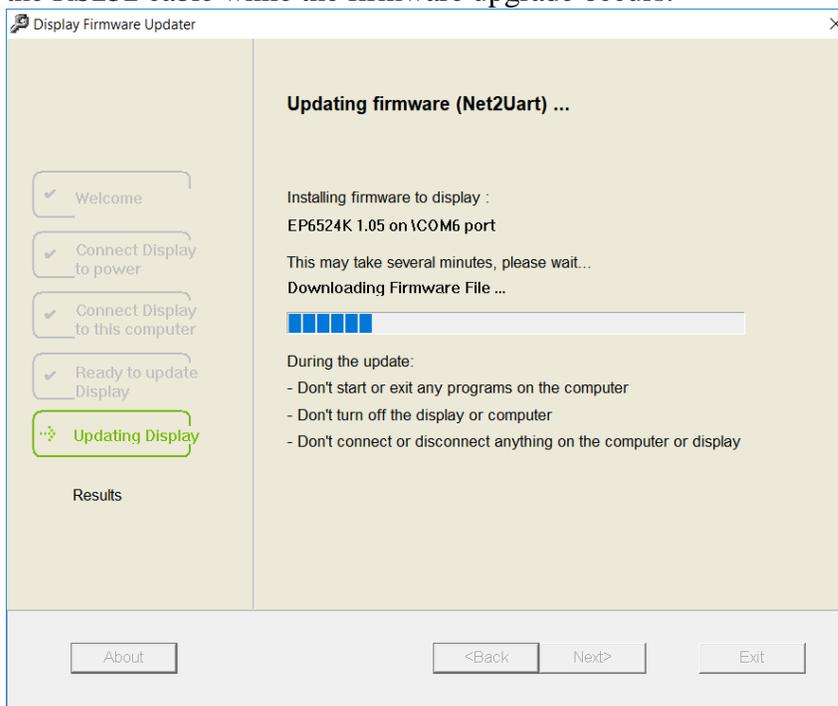
10. The Display Firmware Updater tool will search for your display. If the display isn't found, check your RS232 connections, display power status and display baud rate setting, and then try again.



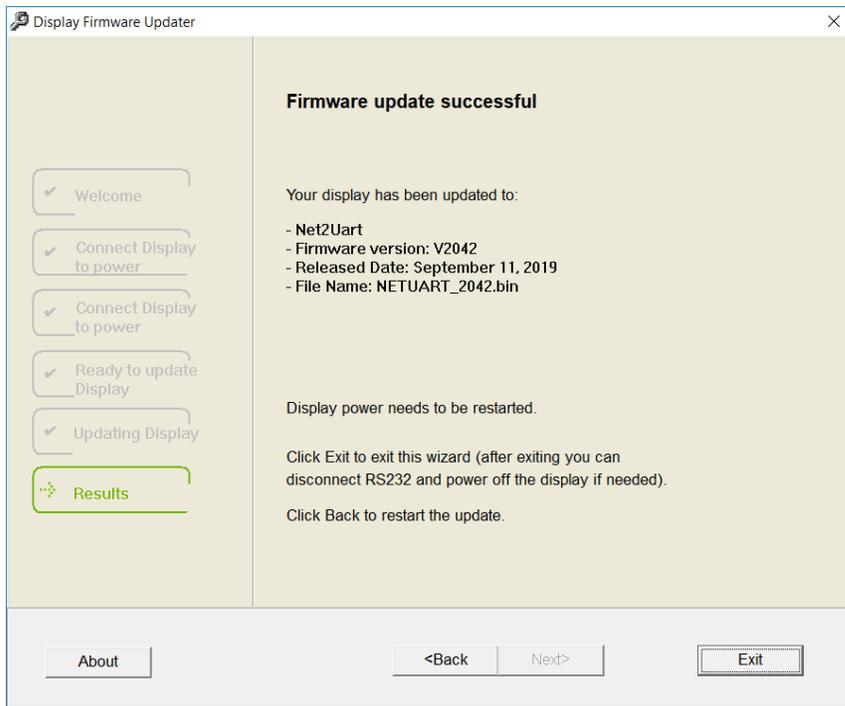
11. The scaler firmware upgrade process is now ready to begin. Click "Next".



12. The scaler firmware upgrade process takes ~40 seconds. Do NOT turn off the power or unplug the RS232 cable while the firmware upgrade occurs.



13. Once the firmware has been programmed, the “Display update successful” window will be shown.



14. Firmware upgrade is now complete. Click “Exit” to close the Display Firmware Updater application.