



Avocor Firmware Update

For all Avocor interactive displays

Avocor Firmware Update

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Step 0 & 1

Step 0 – Install Display Firmware updater

- Put the **Firmware File** (.hex) or **SubMCU** file into this computer

Step 1 – Start Firmware Updater

- Go to the Start Menu to find the **Display Tool** Folder, then click and run the **Display Firmware Updater** (see below)

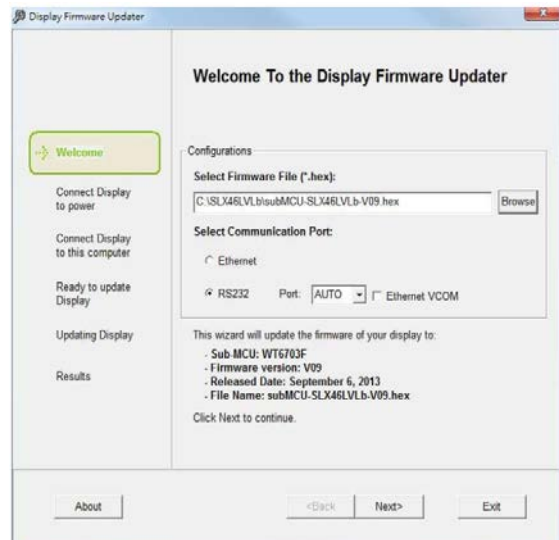
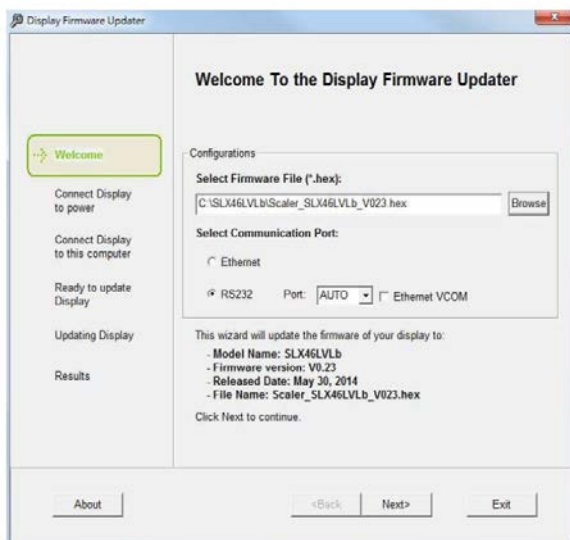


- (or double-click the Display Firmware Updater shortcut on the desktop)



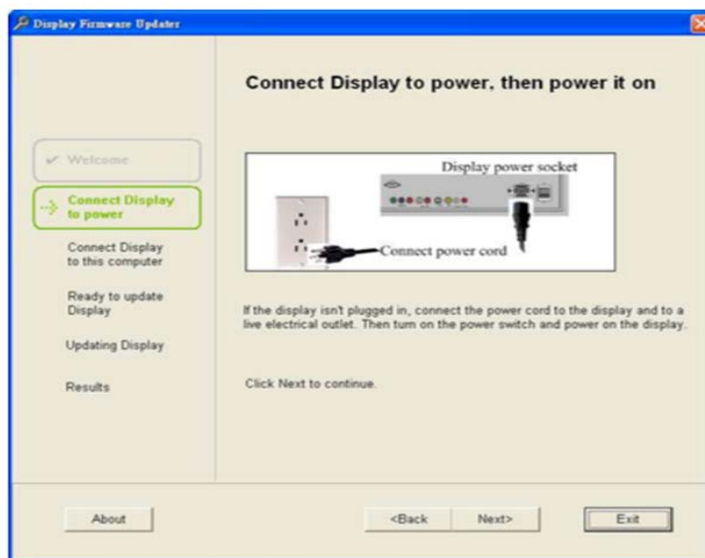
Step 2 – Select the Firmware hex (or BIN) file

- The first page shows the firmware update version and date
- Select the **Firmware File** and **Communication Port**, and then click the **Next** button to go to the next page.
- Please note that some displays models may support the Ethernet, the Ethernet COM port or Turbo Mode. If you use the Ethernet COM Port, then 'Ethernet VCOM' must be selected.
- 'Turbo Mode' is the high-speed band rate (409600 bps) mode, and it can speed up the process of the firmware download.



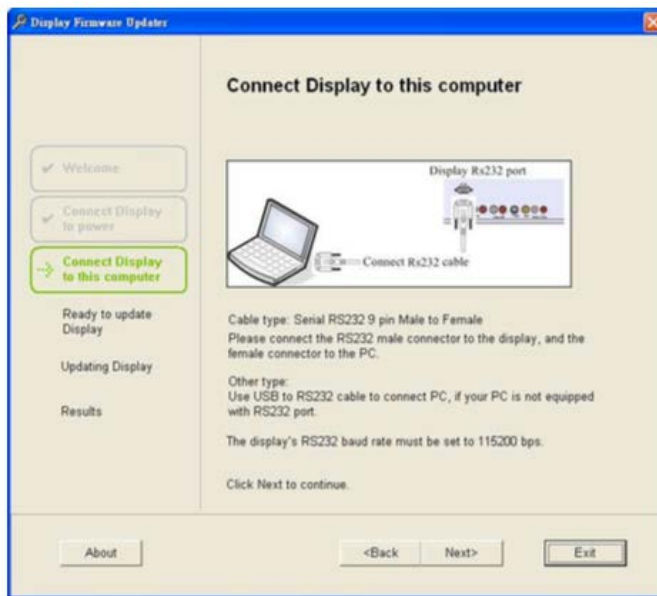
Step 3 – Connect power code

- 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.

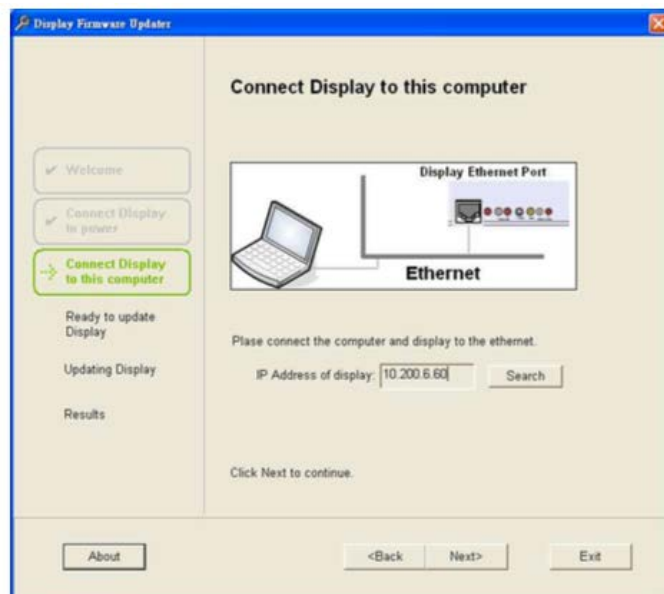


Step 4 – Connect RS232 (or Network) cable

- If the communication port is RS232, connect the RS232 cable between your computer and the display.

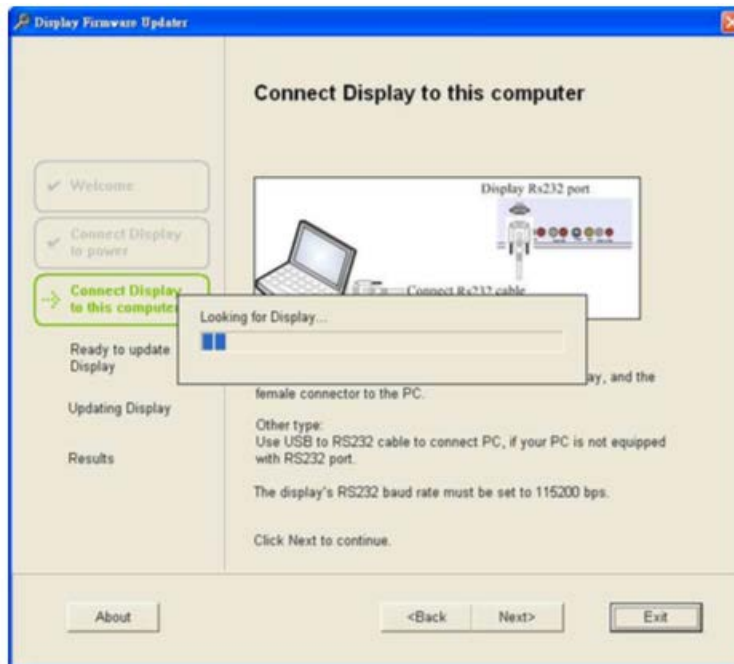


- If the communication port is Ethernet, connect the network cable to your computer and the display. Then set the display's IP address correctly. Click the **Next** button to go to the next page.



Step 5 – Detect display

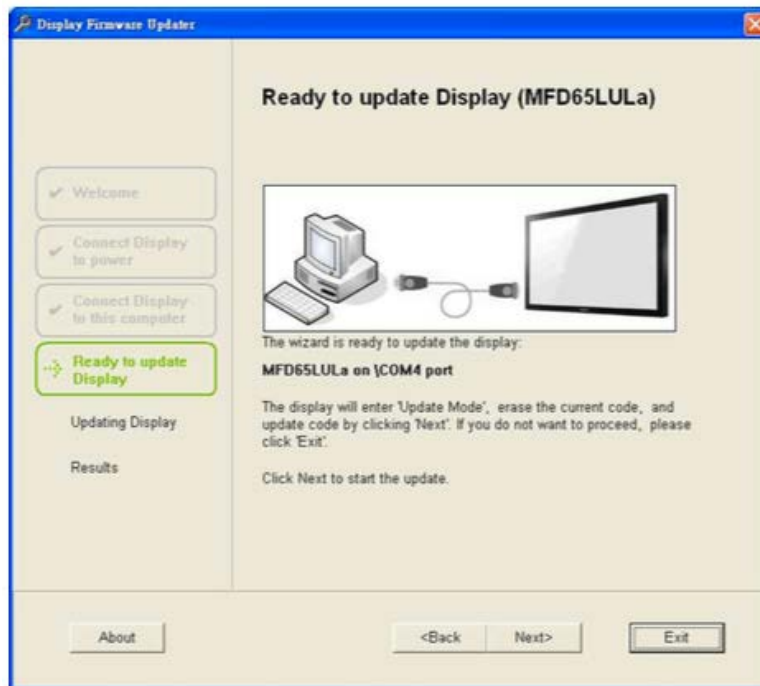
- The progress bar is shown while the firmware updater searches for the display. When searching is finished, click the Next button to go onto the next page.



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

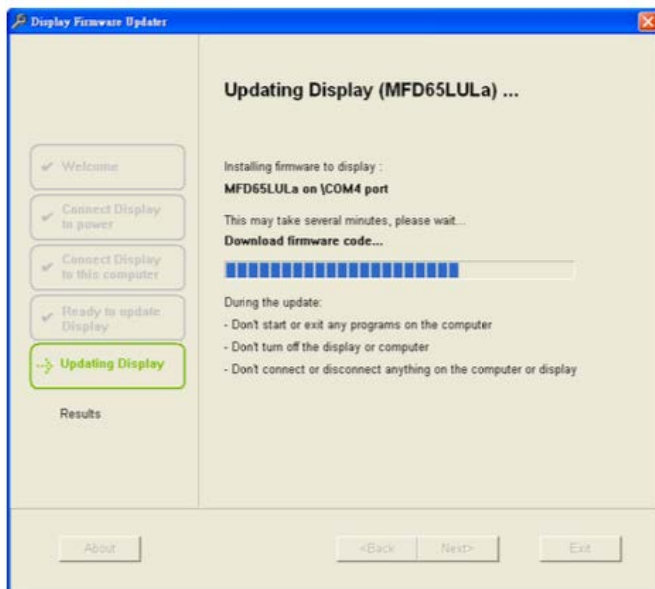
Step 6 – Ready to update

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



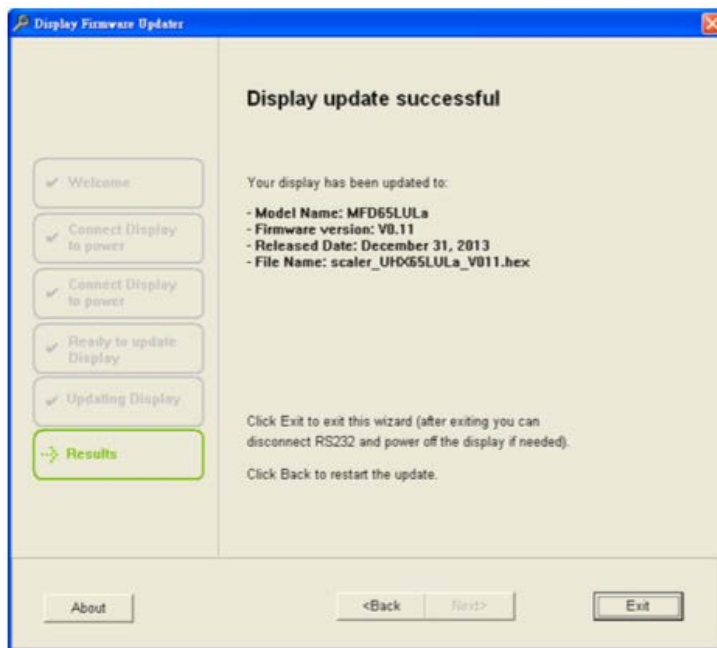
Step 7 – Updating display firmware

- 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

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



Note: After a firmware upgrade is performed the unit needs to be power-cycled to ensure the new changes take place

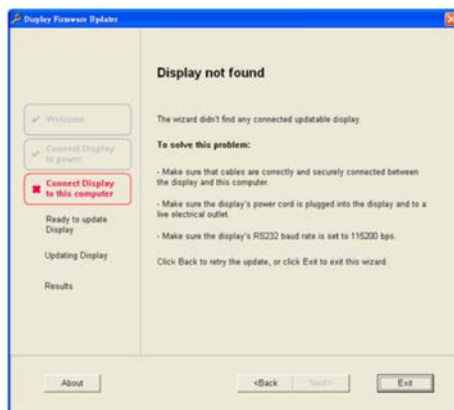
Troubleshooting

a) Display not found

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

- a) The RS232 or Network cable is not correctly connected to the display and computer
- b) The display is not connected to a live electrical outlet

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

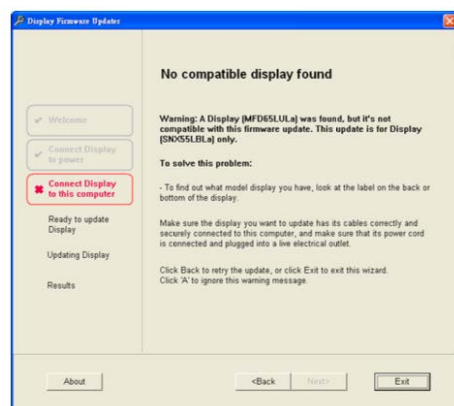


b) No compatible display found

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

- a) 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. Then click the back button 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:



- a) The RS232 or Network cable is not correctly connected to the display and computer
- b) The display is not connected to a live electrical outlet

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