

Firmware Update Tool User's Manual

This is the software to update the firmware (the monitor version) for the EIZO monitor.

Precautions

Before running the software, read the following items carefully and follow their instructions

<Preparation>

- You can check whether there is an update for your monitor's firmware version at our website (www.eizoglobal.com). Find the firmware version under the "Information" section of the Settings menu.
- Do NOT connect the USB device to the USB hub of the monitor.
- Exit all software.
- Configure settings to prevent the PC from entering standby, sleep, or hibernation states during the update.
- Configure settings to prevent the screen saver from starting on the PC during the update.

<During Update>

- Do NOT turn off the monitor and the computer during an update. It cause the damage of the monitor.
- Do NOT remove USB cable during an update. It cause the damage of the monitor.
- Do NOT operate the monitor during an update.

System Requirements

| | |
|----------|--|
| OS | For the supported OS, refer to our web site. www.eizoglobal.com |
| Computer | Built-in USB |
| Monitor | EIZO Monitor (The update file is available for download from our site: www.eizoglobal.com .) |

How to update

1. Download the update files from our web site at www.eizoglobal.com.


2. Connect the USB cable.

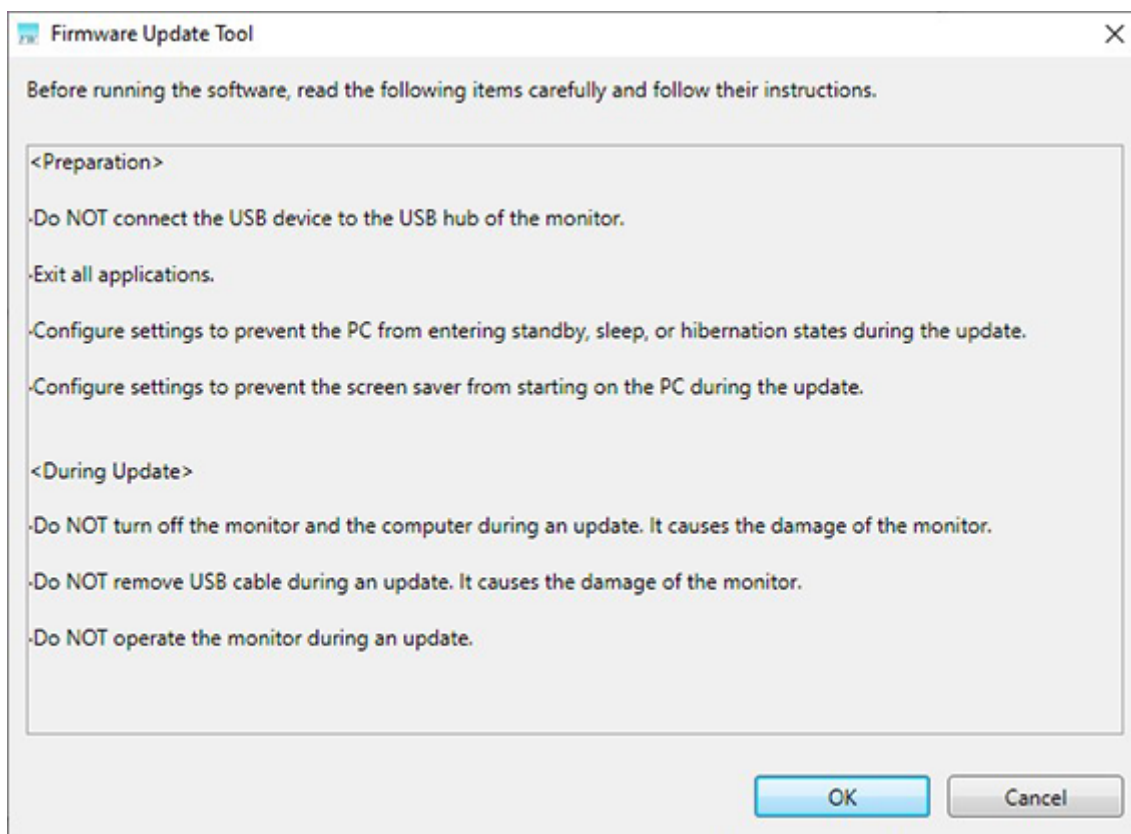
Connect the USB upstream port of monitor and USB downstream port of the computer with the EIZO USB cable.

Attention

- Do NOT connect a USB device to the USB downstream port of the monitor. The device may get damaged.
- If your monitor is equipped with multiple USB upstream ports, use any port that is associated with the input signal displayed.

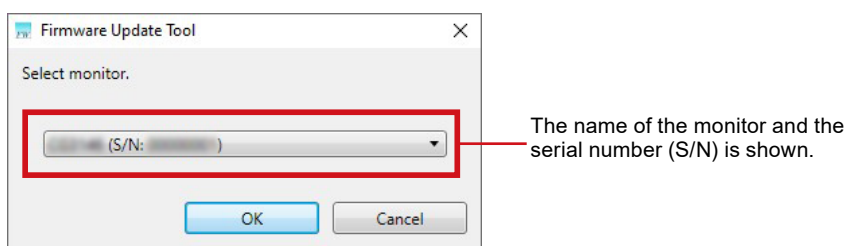
3. Startup Firmware Update Tool.

1. Double click the  icon (Firmware Update Tool.exe) after decompressing the downloaded file. The software starts up and the following message appears.



2. Click "OK".
The monitor selection window appears.

4. Select the monitor to update.



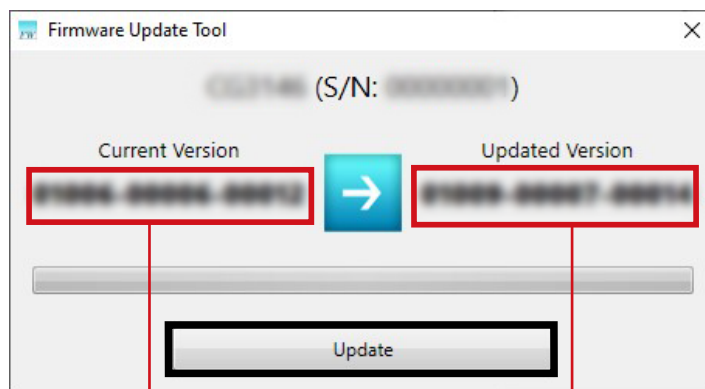
1. Select monitor to update from the pull down menu.
The adjustment menu or information menu is shown on the selected monitor screen.
2. If you are updating the monitor that is displayed in the Adjustment menu or the Monitor Info screen, click "OK".
The main screen appears.

Note

- The monitor serial number is an 8-digit number printed on a label on the back of the unit and shown in the "Information" section under the Settings menu.
- If no selections are displayed in the pulldown menu or the monitor you intend to update is not displayed, check the following items.
 - Check the USB connection between the monitor and the computer.
 - Check "USB Selection" settings in the monitor.
 - Check whether the monitor's power is on.

5. Write down the Updated Version number displayed, then click “Update”.

Use the version number that you have written down to confirm that the update has completed successfully.

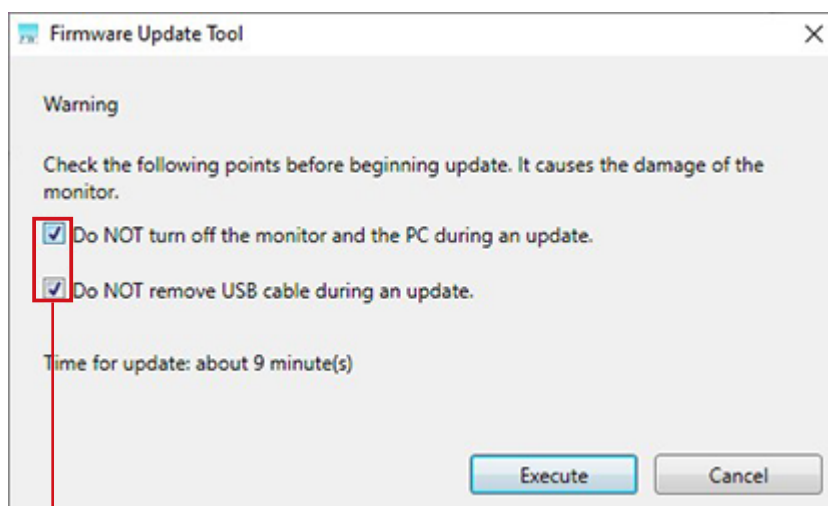


The current version is shown.

The updated version is shown

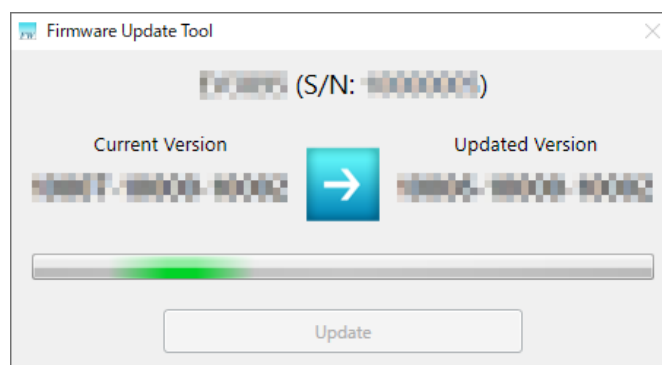
6. Read the messages displayed carefully, select all check boxes, and click “Execute”.

The update will start.



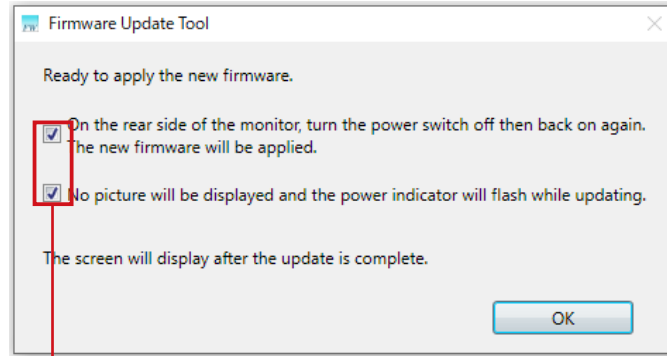
Confirm all messages and check them all.

The following window will be shown while the update is in progress. It will close automatically after the update is done.



7. Read the messages displayed carefully, select all check boxes, then click “OK”.

Clicking “OK” will close the software.



Confirm all messages and check them all.

8. Turn off the monitor’s main power switch (on the rear) then turn it back on.

The screen will go blank and the power lamp will flash while the firmware is being updated. Once the update is complete, the screen will display automatically.

Note

- The time required for the update will vary depending on monitor and update content.
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9. Check that the firmware version of the monitor is the same as the version number you wrote down in Step 5.

Find the firmware version under the “Information” section of the Settings menu.

Troubleshooting

| Symptom | Countermeasure |
|---|--|
| 1. The monitor switches do not work. | <ul style="list-style-type: none"> Turn off the monitor's main power switch (on the rear) then turn it back on. |
| 2. The USB peripherals connected to the monitor do not work. / Cannot connect to the network with the USB LAN adapter of the monitor. | <ul style="list-style-type: none"> Turn off the monitor's main power switch (on the rear) then turn it back on. |
| 3. Cannot recognize monitor from the supported software. | <ul style="list-style-type: none"> Turn off the monitor's main power switch (on the rear) then turn it back on. |

Error Messages

| Message | Possible cause and remedy |
|---|---|
| <p>File error</p> <ul style="list-style-type: none"> Failed to open the file. Confirm the file is not open, and retry operation. The update file for the target monitor cannot be found. Download the file again. The target monitor cannot be updated with the downloaded update file. Download the file again. The update file cannot be found. Download the file again. Multiple update file exist. Delete the unnecessary update file(s) and run the update again. | <ul style="list-style-type: none"> To troubleshoot, follow the details of the message. |
| This update file has been applied. | <ul style="list-style-type: none"> The update to this version has been already completed. Update is not necessary. |
| <p>Communication error</p> <p>The USB connection between the monitor and the PC may have been blocked.</p> <p>Do as follows:</p> <ol style="list-style-type: none"> Confirm the USB connection between the monitor and the PC. Unplug the power cord of the monitor. Plug the power cord again after the lamp of the monitor disappears. Restart the software. | <ul style="list-style-type: none"> To troubleshoot, follow the details of the message. |
| <p>Failed to update the monitor.</p> <p>Error code : xxxxx</p> | <ul style="list-style-type: none"> Check the error code and contact your local EIZO representative. |