**Acer**

**Monitor Firmware Update Tool**

**User Guide**



**Firmware Update Requirements**

**English**

1. During firmware updating process, the monitor power source must be connected.
2. The USB Type-B (or Type-C) plug needs to be connected to the monitor, and for USB Type-A plug on the other side of USB cable needs to be connected to your computer.   
   **Notice: Do not unplug the USB cable or turn of power during udating progress.**

USB Type-B cable

Power  
cord

Power cord

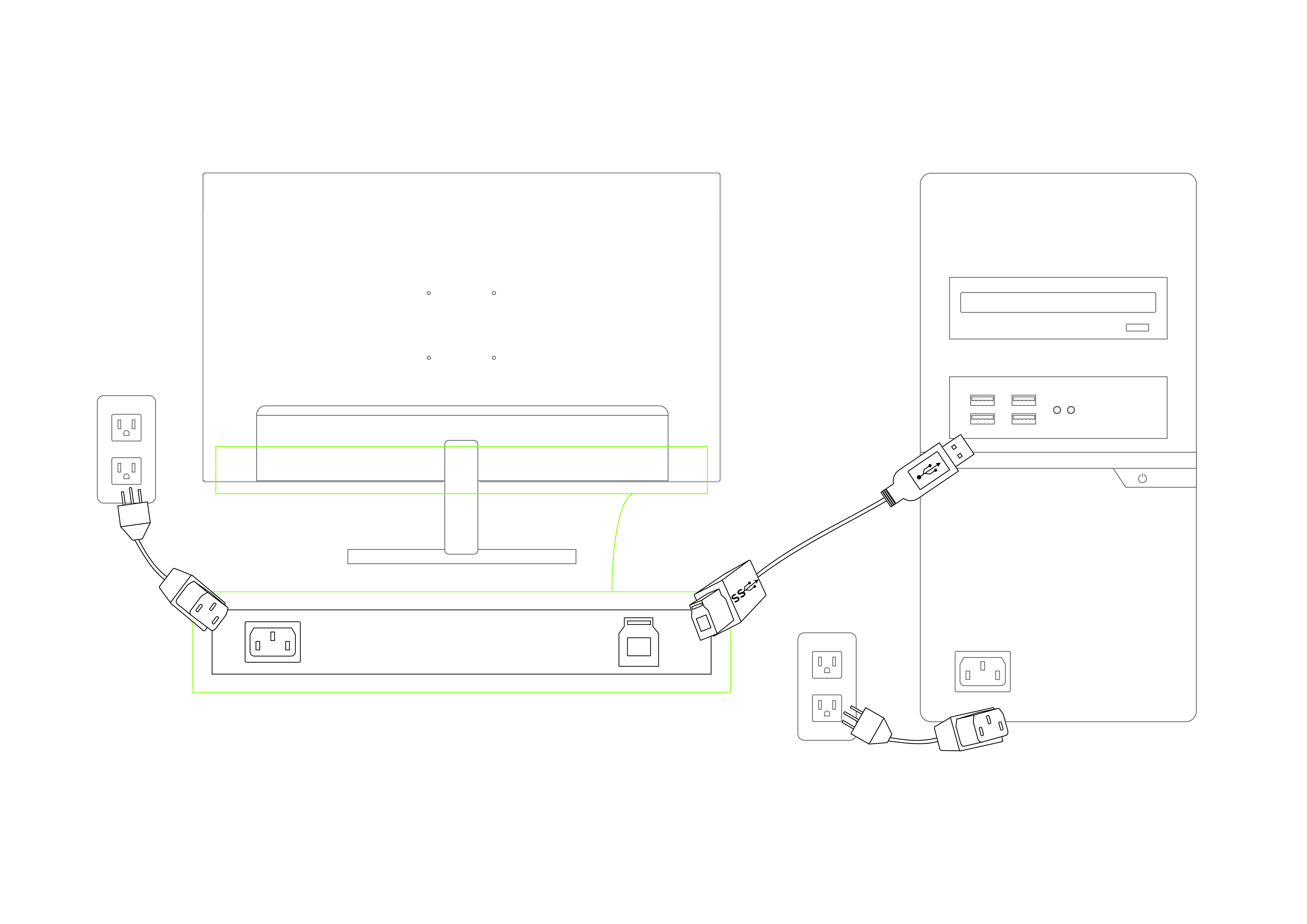


Figure 1. Scheme of Type-B plug connection.

USB Type-C cable

Power  
cord

Power cord

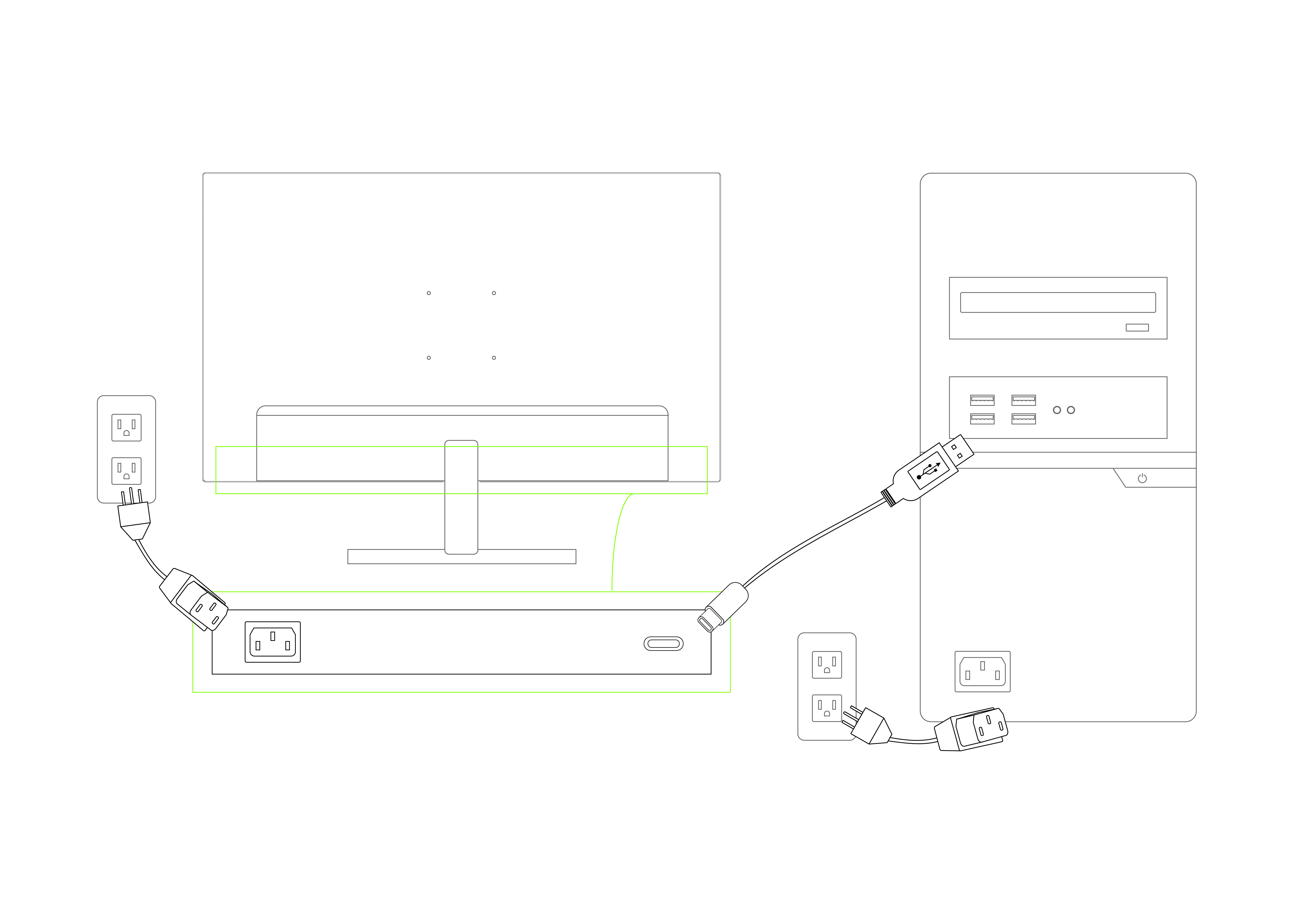
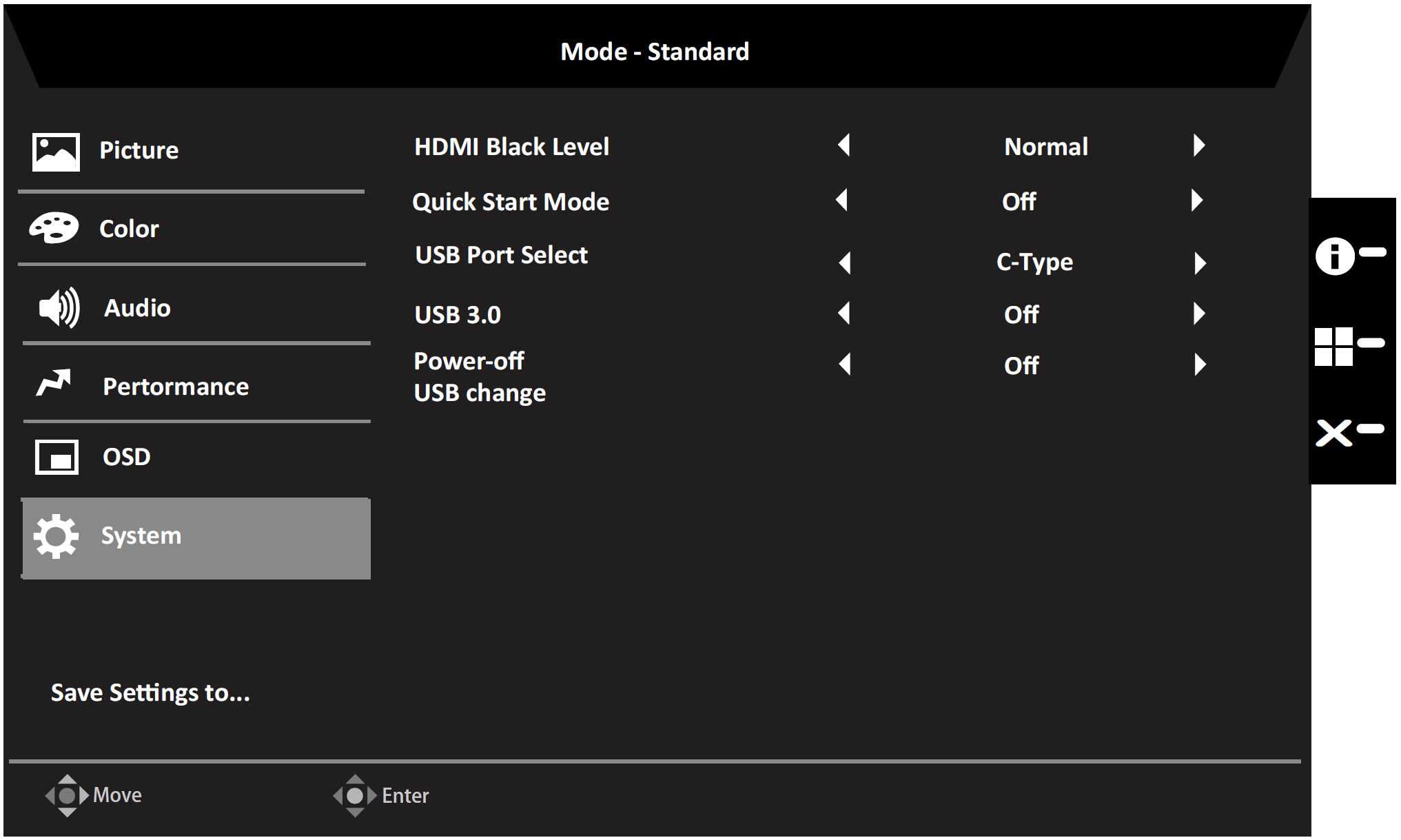
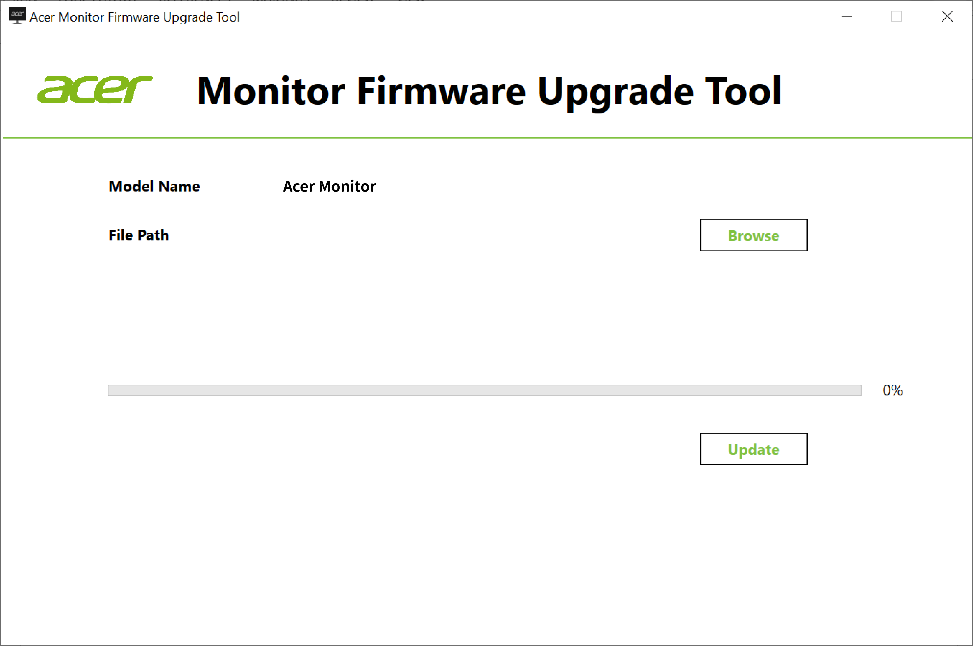
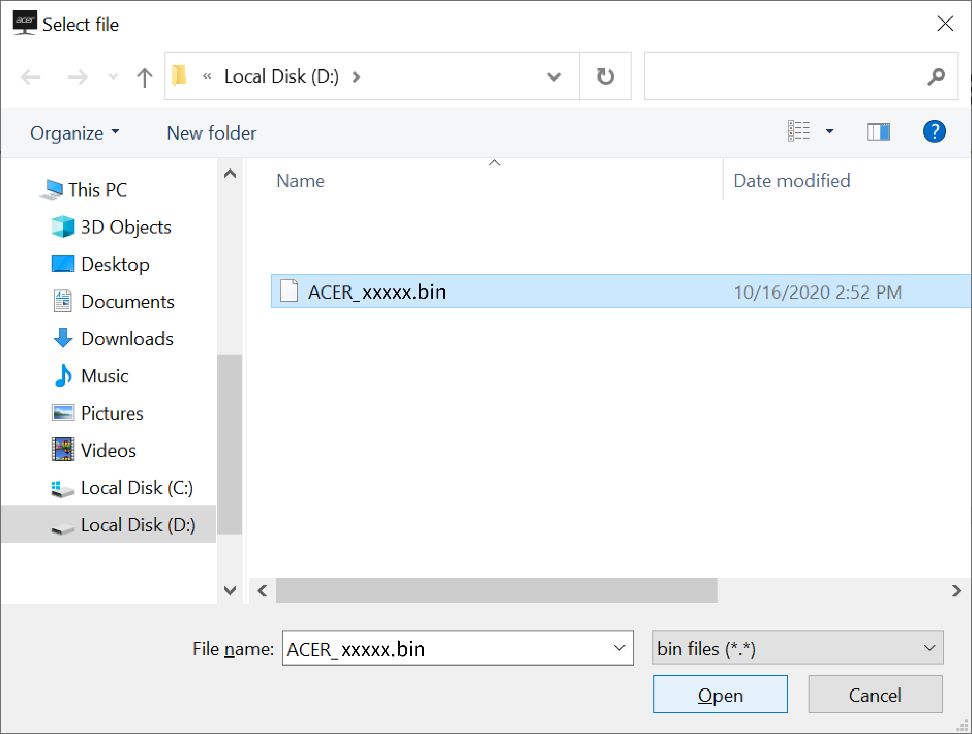
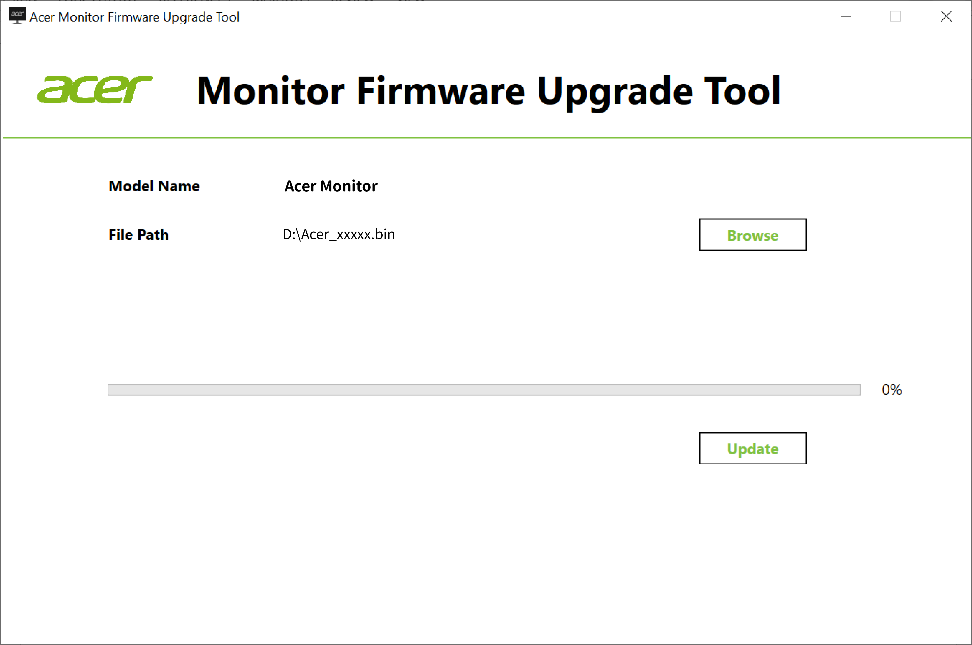
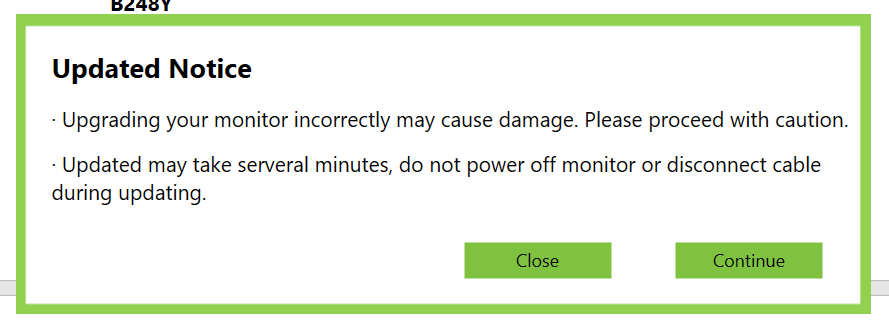
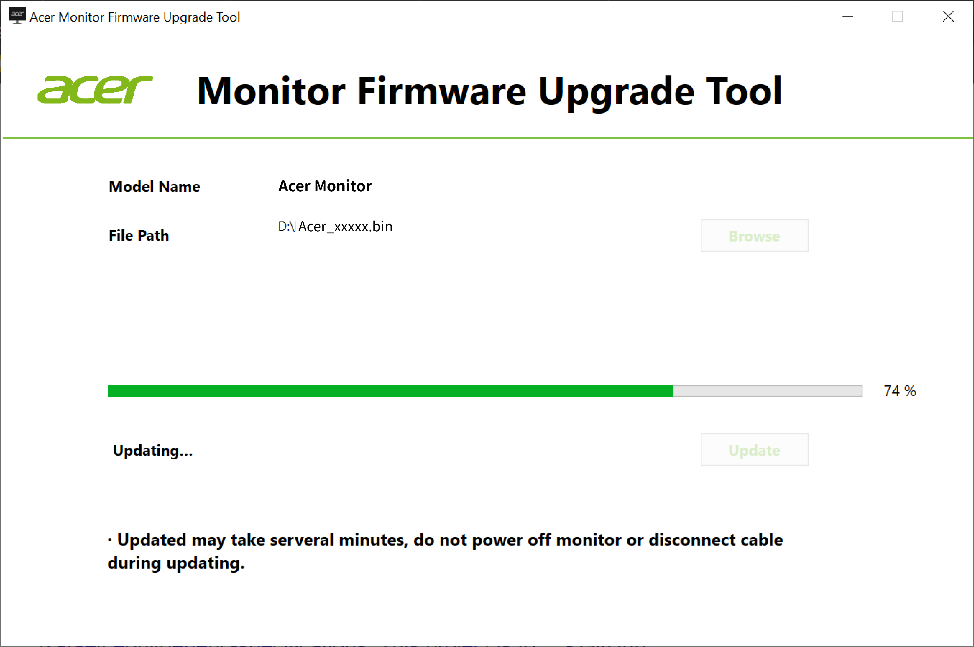


Figure 2. Scheme of Type-C plug connection.

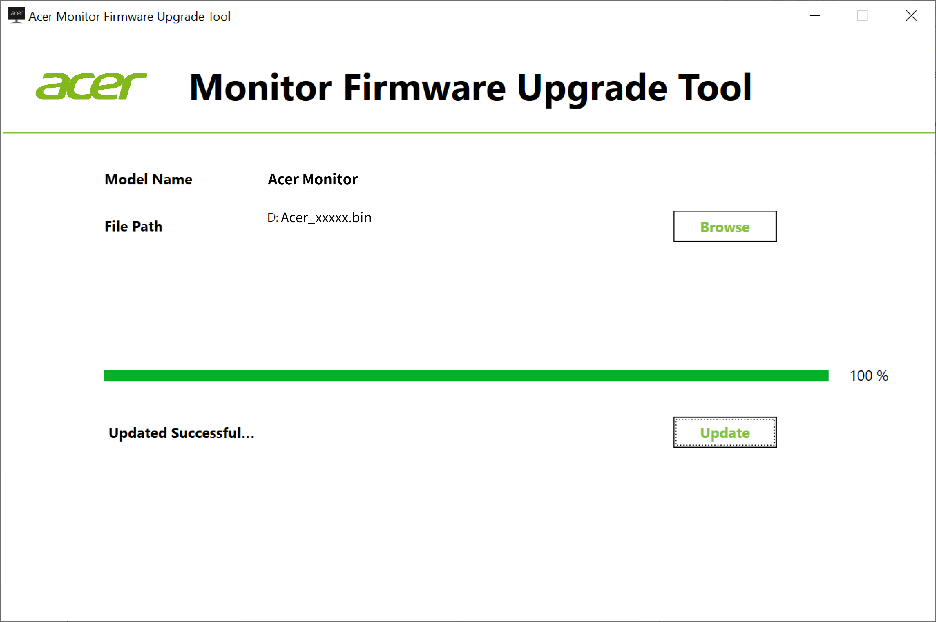
1. Make sure the USB port setting of your monitor OSD is identical to the USB cable type you plugged.  
   (Select OSD button→System→USB Port Select→B-Type or C-Type)  
   
2. Update take time : around **8** minutes (Take-time depends on your device)

**Firmware Updating**

1. Device status initialization  
   
2. Select **Browse button**, a file browse window may pop up.  
   
3. Go through the path where the bin file exist and click **Open button**.  
   
4. Click Update button and the Updated Notice window may pop up.  
   
5. Select Continue to follow the next step.  
   **Notice: Do not unplug the USB cable or turn of power during udating progress.  
   **
6. The utility would start preparing and update the firmware.



1. After the **Updated Successful** showed, please unplug the power cord of monitor and re-plug it again.



1. Update completed.

**Troubleshooting**

If there is a problem during updating, please refer to the below troubleshooting tips.

|  |  |
| --- | --- |
| **Errors** | **Solution** |
| File permission error | * Save the firmware project in other location. * Run the utility with administrator privileges. |
| Monitor not detected | Check your USB and power cable connection. |
| Update error | Try following steps :   1. Close the firmware update utility. 2. Turn off the monitor. 3. Re-plug the power cord. 4. Turn on the monitor. 5. Try the update utility again. |
| Update progress bar not running | 1. Plug the cable to another Type-A USB port of your PC, and restart the update firmware. 2. Restart the computer. |