

# Canon Video Display DP-V2411

## Firmware Update Procedure for Firmware Version 1.2.1



Please carefully read through the precautions and procedure below before performing the firmware update.

### **Important: Precautions When Performing the Firmware Update**

- Please make sure to back up and store any customized settings to a USB memory device before performing the firmware update. <sup>(\*)</sup>
- During the firmware update, please do not turn off the power of the main unit. In addition, please do not remove the USB memory device from the main unit. Failure in following these instructions may result in a malfunction of the main unit.
- It may take more than 10 seconds before the USB memory device can be recognized by the main unit.
- If the firmware update is not successfully completed or if the main unit does not start normally, please contact a Canon information center.

<sup>(\*)</sup> For the details on the backup procedure, please see the "Export/Import" section in the Video Display DP-V2411 Instruction Manual.

## Step 1. Prepare the tools that are necessary for the firmware update

To perform a firmware update on the main unit, the following items are required.

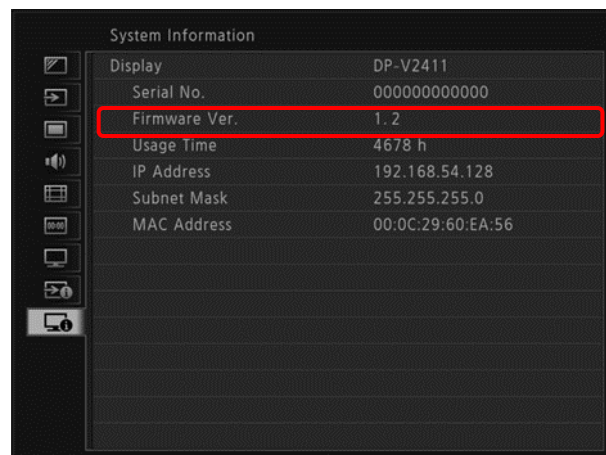
1	USB memory device	A commercially-available USB memory device that has been formatted to FAT16 or FAT32. <sup>(*1)</sup>
2	Firmware update file	update_dpv2411.rom (Bundled with the downloaded DP-V2411-V121.zip)
3	Computer	OS: Computer running Windows or Mac OS X
4	Main unit	DP-V2411
5	AC Power Cord	For the main unit

(\*1) We do not guarantee the operations of all USB memory devices.

## Step 2. Check the firmware version of the main unit

Check the current firmware version of the main display to see whether a firmware update is required.

1. Turn on the main power supply switch of the main unit. Check whether the power indicator on the display is lit in green.
2. Press the Menu button, and then from the OSD menu, select the "System Information" to check the "Firmware Ver." of the main unit.



Please see the table below to check whether your unit needs to be updated.

Firmware version of the main unit	Firmware update
1.0/1.01/1.1.1/1.2	Firmware update is required.
1.2.1	Firmware update is not required.

### Step 3. Copy the firmware update file to the USB memory device

1. Extract the "DP-V2411-V121.zip" file that you downloaded, and then copy the firmware update file "update\_dpv2411.rom" to the USB memory device.

**\*Make sure to copy the firmware update file to the root directory of the USB memory device.**

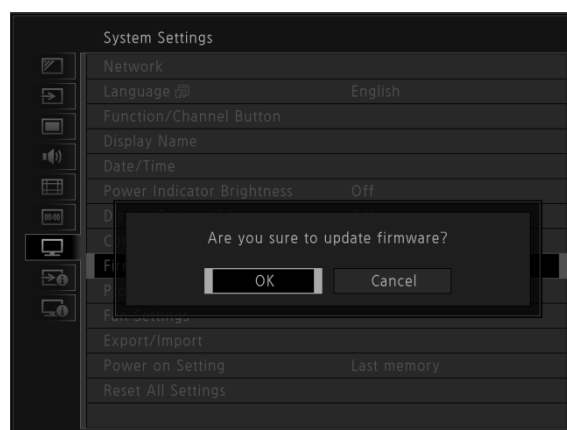
### Step 4. Update the firmware of the main unit

1. Insert the USB memory device prepared in Step 3 into the USB port on the main unit.

2. Press the Menu button, and then from the OSD menu, select the "System Information" to check the "Firmware Ver." of the main unit.

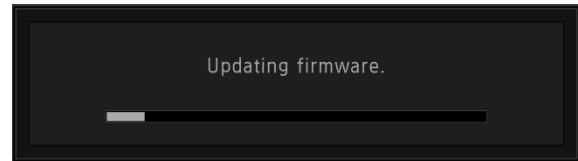


3. The message, "Are you sure to update firmware?" will appear, so select [OK].



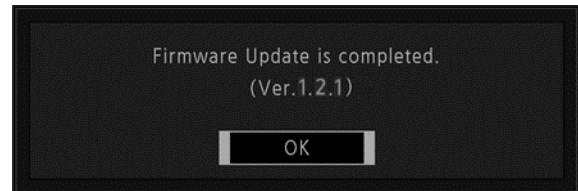
4 . The firmware update will begin. (The power indicator will flash in green.)

During the firmware update, the message “Updating firmware” will appear on the screen and button operations will be disabled.

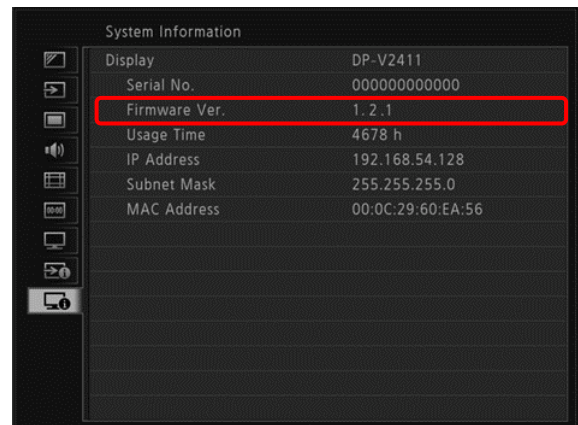


Caution: Please note that during the firmware update, the screen may temporarily disappear. However, as long as the power indicator is flashing in green, the firmware update is in progress, so please make sure not to turn off the power.

5 . If the main unit restarts automatically, and the message “Firmware update is completed. (Ver.1.2.1)” appears on the display screen, the firmware update has been completed. Press the jog dial to cancel the message.



6 . Remove the USB memory device from the USB port on the main unit. Press the Menu button, and then from the OSD menu, use the jog dial to select the “System Information”.



Check whether the “Firmware Ver.” for the main unit is [1.2.1].

## **Troubleshooting**

### **If the firmware update does not start, please check the following:**

- Is the firmware update file saved to the root directory of the USB memory device?
- Is the file name of the firmware update "update\_dpv2411.rom"?
- Has the USB memory device been formatted to FAT16 or FAT32?
- Is the security of the USB memory device removed?

### **If the message "Failed to update firmware" appears:**

During the firmware update, if the file cannot be correctly imported, the message above will appear. Please make sure nothing other than a USB memory device is used.