

Canon Video Display DP-V3010

Firmware Update Procedure for Firmware Version 1.2



Firmware Version 1.2 can be used to update the firmware of both the main unit and display controller at the same time.

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. ^(*)
- 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.

^(*) For the details on the backup procedure, please see the “Export/Import” section in the Video Display DP-V3010 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. ^(*1) |
| 2 | Firmware update file | update.rom (Bundled with the downloaded DP-V3010-V120.zip) |
| 3 | Computer | OS: Computer running Windows or Mac OS X ^(*2) |
| 4 | Main unit | DP-V3010 |
| 5 | AC Power Cord | VT-20 (For the main unit) |
| 6 | Display Controller | CL-01 |
| 7 | Compact Power Adapter | CA-PS700 and AC cable (For the display controller) |
| 8 | LAN Cable | LN-30 (For the display controller) |

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

(*2) Recommended OSes : Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP, or Mac OS X (10.5-10.9)

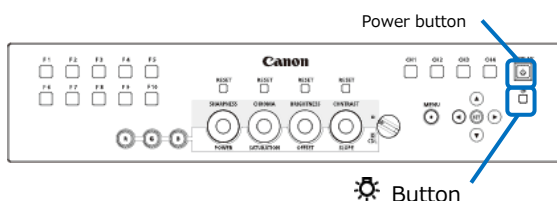
Step 2. Check the firmware version of the main unit and display controller

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


1. Connect the main unit with the display controller.

For the details, please see the “Connecting the Main Unit to the Display Controller” section in the Video Display DP-V3010 Instruction Manual.

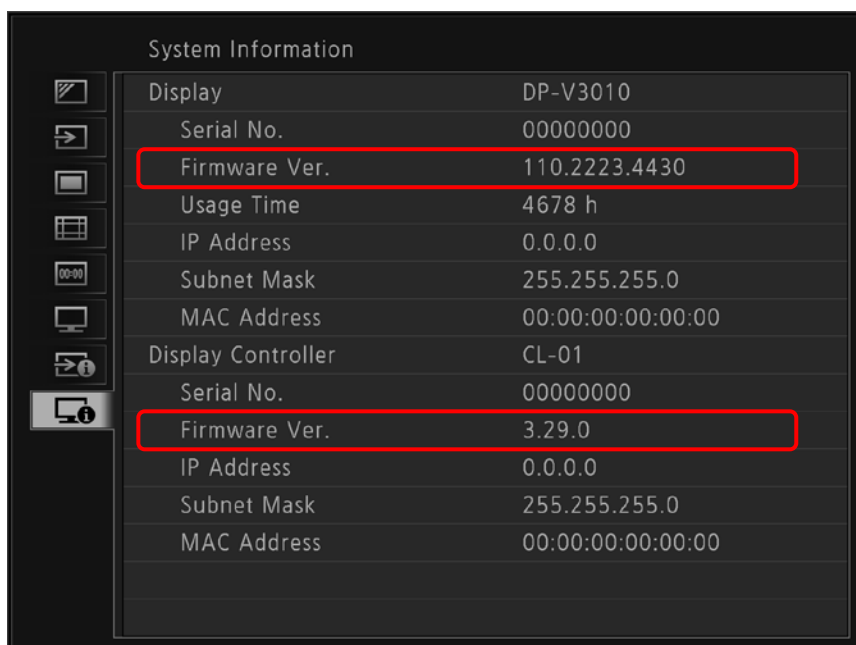
2. Turn on the main power supply switch of the main unit, and then operate the power button on the display controller to turn on the power of the main unit.



Check whether the power indicator on the display controller is lit in green.

* If the power indicator  on the display controller does not light in green, check whether the brightness setting of the display controller is set to Off, or it may be possible that pairing of the main unit with the display controller has not been completed. For the details on pairing, please see the “Pairing” section in the Video Display DP-V3010 Instruction Manual.

3. Press the Menu button on the display controller, and then from the OSD menu, select the “System Information” tab using the ▲ and ▼ buttons to check the “Firmware Ver.” of the main unit and display controller.



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

| Firmware version of the main unit | Firmware version of the display controller | Firmware update |
|--------------------------------------|--|----------------------------------|
| 110.2223.4430 or 087.1170.4430 | 3.29.0 | Firmware update is required. |
| 1.2 | 3.29.0 | Firmware update is required. |
| 110.2223.4430 or 087.1170.4430 | 4.19.0 | Firmware update is required. |
| 1.2 | 4.19.0 | Firmware update is not required. |

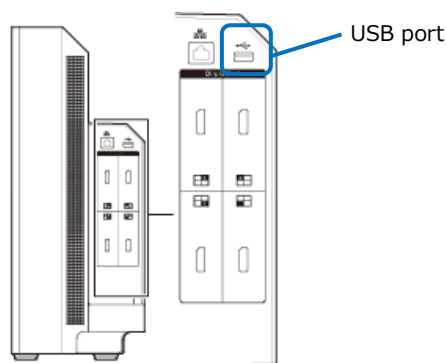
Step 3. Copy the firmware update file to the USB memory device

1. Extract the “DP-V3010-V120.zip” file that you downloaded, and then copy the firmware update file “update.rom” to the USB memory device.

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

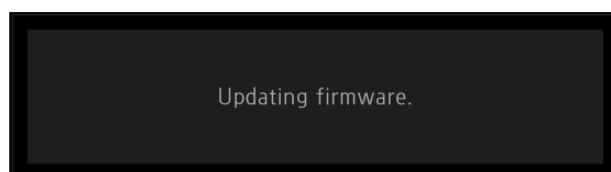
Step 4. Update the firmware of the main unit

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

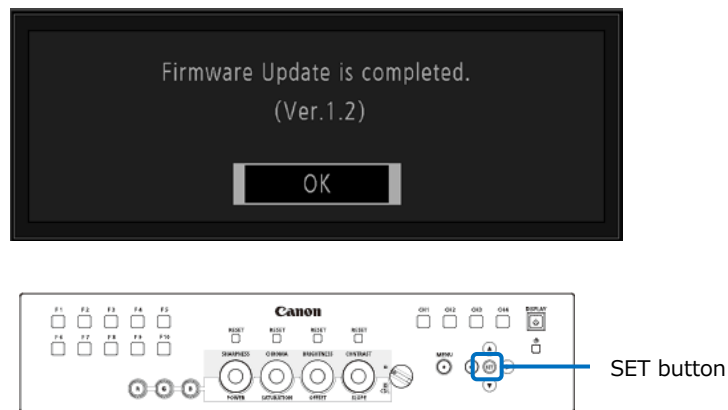


2. The firmware update will begin automatically. (The power indicator will flash in green.)

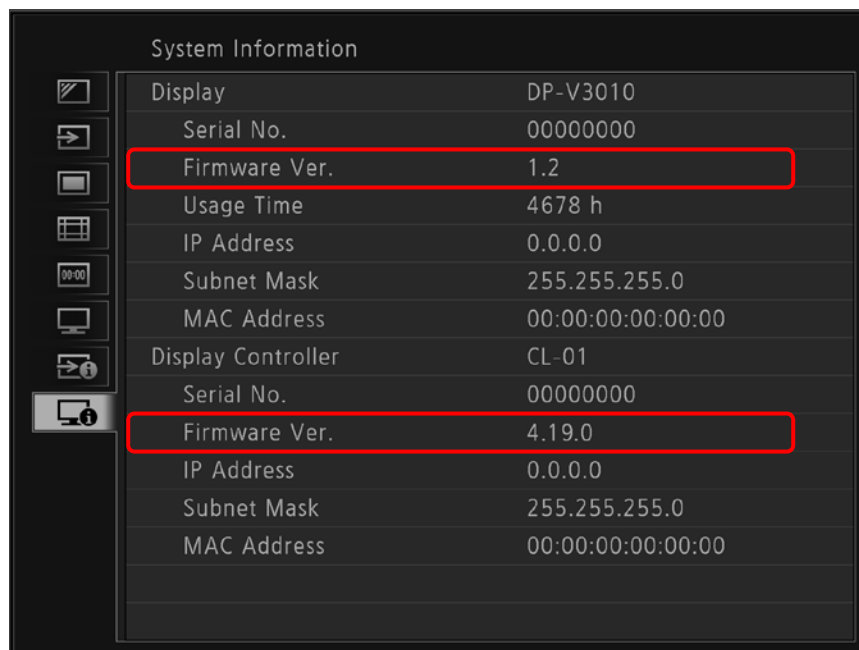
* During the firmware update, the following message will appear on the screen and button operations will be disabled.



3. If the main unit starts automatically, and the following message appears on the display screen, the firmware update has been completed. Press the SET button on the display controller to cancel the “Firmware Update is completed.” message.



4. Remove the USB memory device from the USB port on the main unit. Press the Menu button on the display controller, and then from the OSD menu, use the ▲ and ▼ buttons to select the "System Information" tab to check whether the "Firmware Ver." for the main unit and display controller is [1.2] and [4.19.0], respectively.



Firmware version 1.2 can be used to update the firmware of both the main unit and display controller at the same time. If the firmware update is performed without connecting the display controller to the main unit, only the main unit will be updated, but after the display controller is connected to the main unit, it can also be updated. After

having updated the firmware of the main unit to Version 1.2, if you wish to update the firmware again, perform the update from "System Information" -> "Firmware Update" on the OSD menu.

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 data "update.rom"?
- Has the USB memory device been formatted to FAT16 or FAT32?
- Is the USB memory device protected by security ?

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.