

# Firmware Update Tool User's Manual

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

For the latest information regarding the firmware update tool, visit our web site:

<http://www.eizoglobal.com>

## Precautions

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

<Preparation>

- 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	Microsoft Windows 10 (32 bit and 64 bit) Microsoft Windows 8.1 (32 bit and 64 bit) Microsoft Windows 7 (32 bit and 64 bit) Microsoft Windows Vista (32 bit and 64 bit) OS X El Capitan (10.11) OS X Yosemite (10.10) OS X Mavericks (10.9) OS X Mountain Lion (10.8) Mac OS X 10.7, 10.6
Computer	Built-in USB
Monitor	EIZO Monitor (The update file is available for download from our site: <a href="http://www.eizoglobal.com">http://www.eizoglobal.com</a> .)

## How to update

**1. Download the update files from our web site at <http://www.eizoglobal.com>.**


**2. Connect the USB cable.**

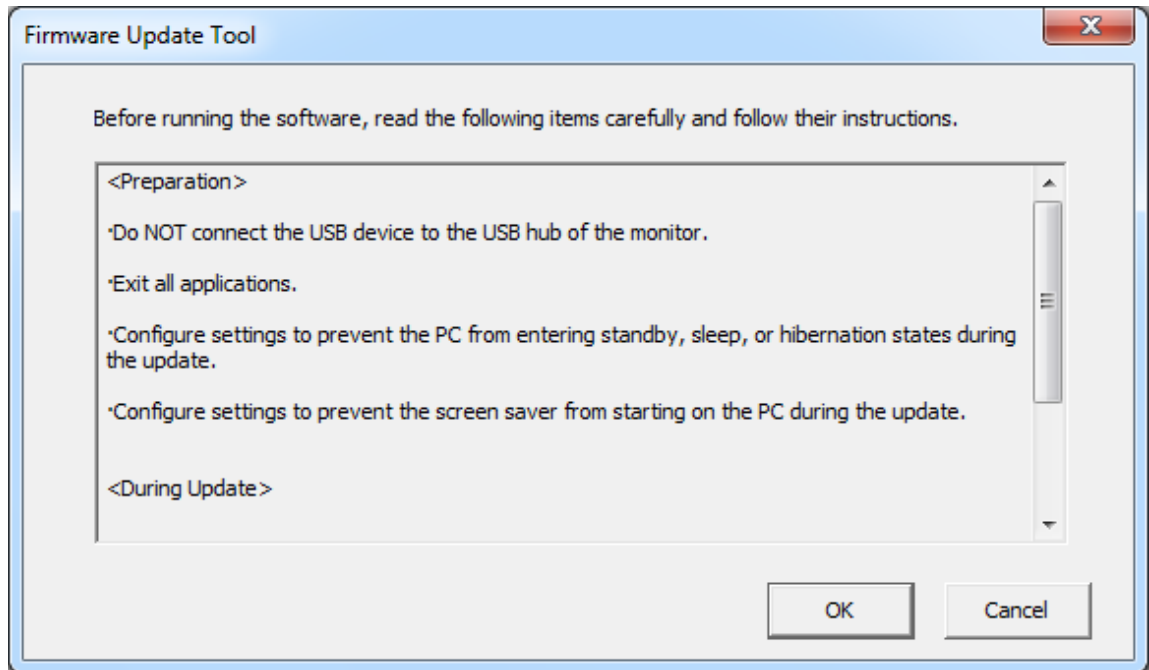
Connect the USB upstream port of monitor and USB downstream port of the computer with the EIZO USB cable.

### Attention

- Do NOT connect a USB device to the USB downstream port of the monitor. The device may get damaged.
- When the monitor is equipped with multiple USB upstream ports, use the port that is associated with the input signal to be displayed. For details, see the User's Manual of the monitor.

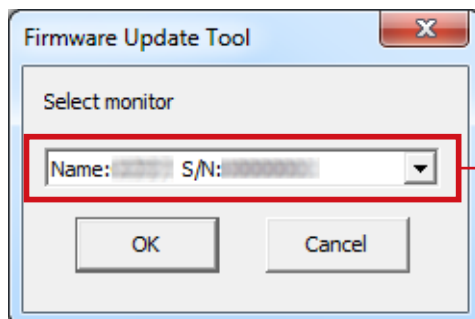
### 3. Startup Firmware Update Tool.

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



2. Read the message carefully, Click "OK" to continue the process.  
The monitor selection window appears.

### 4. Select the monitor to update.

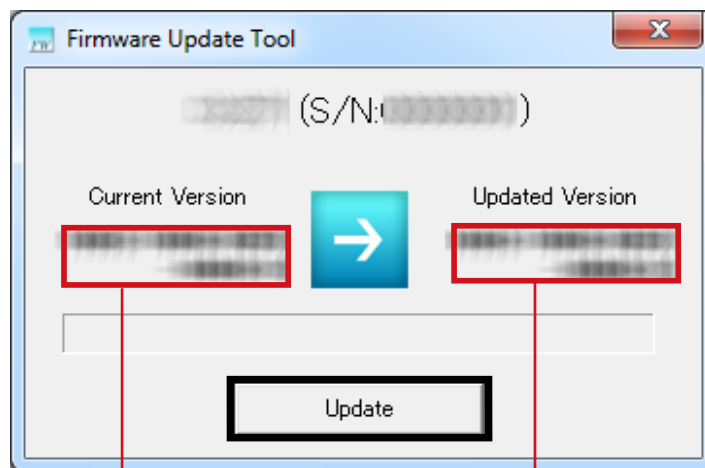


1. Select monitor to update from the pull down menu.  
The adjustment menu or information menu is shown on the selected monitor screen.
2. If you are updating the monitor that is displayed in the Adjustment menu or the Monitor Info screen, click "OK".  
The main screen appears.

#### Note

- The monitor's serial number is an 8-digit number printed on a label on the back of the unit.
- 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 whether the monitor's power is on.

## 5. Click the “Update”.



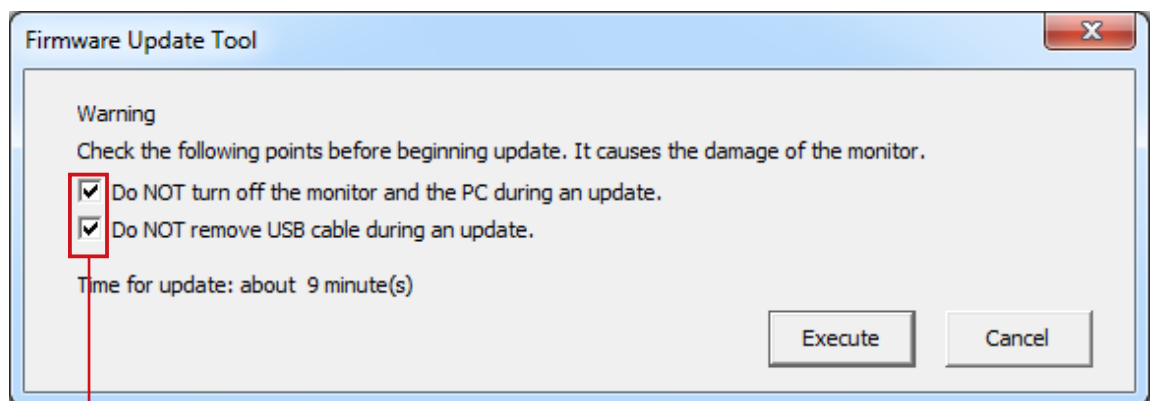
The current version is shown.

The updated version is shown

### Note

- Update files have the extension “.efw”.

When the following message appears, read the message carefully, select all check boxes, and click “Execute”.



Confirm all messages and check them all.

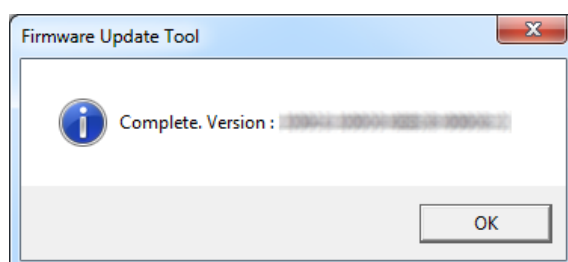
### Attention

- The power of the monitor may turn off several times during an update.
- The screen may not be displayed at times during update.

### Note

- The required time for update will vary according to the monitor and the contents of the update.

## 6. The following message appears after update is complete.



Click “OK” to exit.

# Troubleshooting

If a problem still remains after applying the suggested remedies, contact your local EIZO representative.  
For more information, refer to our web site <http://www.eizoglobal.com>.

Message	Possible cause and remedy
<b>File error</b> <ul style="list-style-type: none"> <li>Failed to open the file. Confirm the file is not open, and retry operation.</li> <li>Failed to open the file. The file might be broken. Download the file again.</li> <li>The update file for the target monitor cannot be found. Download the file again.</li> <li>The target monitor cannot be updated with the downloaded update file. Download the file again.</li> <li>The update file cannot be found. Download the file again.</li> <li>Multiple update file exist. Delete the unnecessary update file(s) and run the update again.</li> </ul>	<ul style="list-style-type: none"> <li>To troubleshoot, follow the details of the message.</li> </ul>
This update file has been applied.	<ul style="list-style-type: none"> <li>The update to this version has been already completed. Update is not necessary.</li> </ul>
xxxxxx(*****) was not found. ♦ xxxxxx: monitor name *****: serial number	<ul style="list-style-type: none"> <li>Confirm the USB connection of the monitor, then restart the software.</li> </ul>
<b>Communication error</b> The USB connection between the monitor and the PC may have been blocked. Do as follows: <ol style="list-style-type: none"> <li>1. Confirm the USB connection between the monitor and the PC.</li> <li>2. Unplug the power cord of the monitor.</li> <li>3. Plug the power cord again after the lamp of the monitor disappears.</li> <li>4. Restart the software.</li> </ol>	<ul style="list-style-type: none"> <li>To troubleshoot, follow the details of the message.</li> </ul>
Calibration in progress. After calibration is complete, run the update again.	<ul style="list-style-type: none"> <li>To troubleshoot, follow the details of the message.</li> </ul>
Failed to update the monitor. Error code : xxxxx	<ul style="list-style-type: none"> <li>Check the error code and contact your local EIZO representative.</li> </ul>

