Service Information

Ref No.:	Date 29.10.2014	Status:	from: SHARP SERVICE
Model	PN60TA3 / PN70TA3 / PN60TB3 / PN70TB3		
Betreff / Subject	Software Update instruction for Firmware		

1. USB FLASH DRIVE

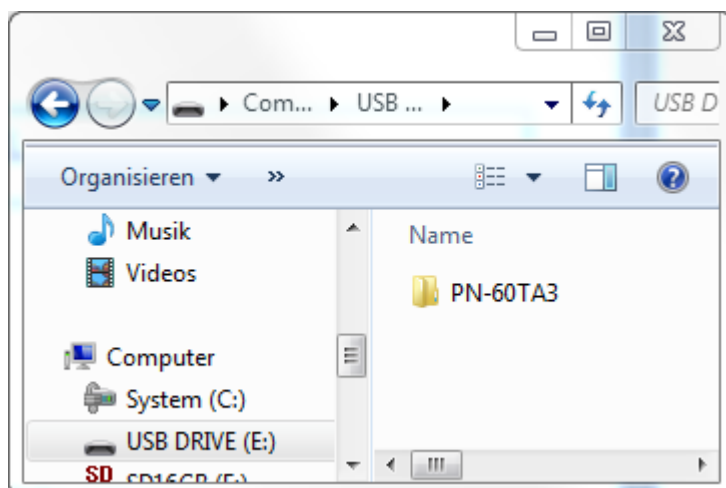Use the USB flash drive which supports the following standard.

Format	FAT32/FAT16 (Upper limit of the cluster size : 32KB)
USB	2.0/1.1

(CAUTION)

- It does not correspond to SD card reader.

- It does not correspond to USB HUB

- Do not use the USB Flash Drive enciphered

- Set the proper volume label name.

- When the model name is changed right before this procedure, turn OFF and ON the main power.

2. UPDATE VIA USB FLASH DRIVE

Open the zip file with the latest firmware version and extract to a USB flash drive.
The firmware files must be copy direct to the root of the USB drive.

3. PREPARATION OF THE DISPLAY SIDE

Turn on the power of the monitor.
Take care that the monitor not moves to the signal waiting state before updating.
* Set [OTHERS] – [POWER MANAGEMENT] to [OFF] or input the image signals.

4. UPDATE PROCEDURE

Remove the small <u>brass cover</u> above the side terminals and connect the USB flash drive to the monitor.

When the USB flash drive is recognized, the following message is displayed.
(When the firmware versions before updating and after updating are the same, updating is not stated and no message is displayer)

Confirm that the displayed contents are correct. If correct, press [ENTER] button on the controller or wait for thirty seconds of the time out. To cancel, press [RETURN] button on the controller or disconnect the USB flash drive. When [ENTER] button is pressed or the thirty seconds for time out is passed, the following message is displayed.

> Updating software.
>
> Do not turn off power until
>
> the finish message appears.

Wait until the following message is displayed. The monitor sometimes restarts during updating.

> Finished updating software.
> The updated software is as follows.
>
> MAIN   :   Ver X.XX   ->   Ver X.XX
> SUB   :   Ver X.XX   ->   Ver X.XX
> TPFW   :   Ver X.XX   ->   Ver X.XX
> TPCON   :   Ver X.XX   ->   Ver X.XX
> DSD   :   Ver X.XX   ->   Ver X.XX
> DP TX   :   Ver X.XX   ->   Ver X.XX
> DP RX   :   Ver X.XX   ->   Ver X.XX
>
>   END···[RETURN]

5. **CAUTION**
   - Do not save data other than the firmware data in the USB flash drive.
   - It is not possible to use the USB flash drive with the security function with this procedure.
   - When the file name of the created updater file, it is not possible to carry out the update.
   - When the firmware versions before updating and after updating are the same, updating is not stated.
   - Do not turn off the main power of the monitor during updating.
   - Do not disconnect the USB flash drive during updating.

6. **WHEN UPDATE IS FAILED**
   The update is sometimes failed when the main power is turned off, the USB flash drive or the LAN cable is disconnected during updating.
   Describe the countermeasure for each case as follows.

WHEN UPDATE IS FAILED
Failed situations can be separated into the following three cases. Depending on the cases, the countermeasures are different. It is necessary to understand which countermeasure fits with the each failed situation .
1. The main power is ON and the screen is displayed (When [MENU] is clicked, OSD is displayed.)
2. The main power is ON, however, nothing is not displayed on the monitor.
3. The main power in not ON.
The main power ON state means that the LED turns to green by pressing [POWER] button on the controller after turning ON the main power and the ten seconds pass. When the LED is orange (not green), the orange LED is judged as the main power being OFF.

COUNTERMEASURE WHEN UPDATE IS FAILED

1. The main power is ON and the screen is displayed (When [MENU] is clicked, OSD is displayed.)
Perform the update procedure via USB or via LAN from the beginning again after the main power is turned ON and the update result OSD is disappeared.
The update is carried out at the point of the failure.
2. The main power is ON, however, nothing is not displayed on the monitor.
Perform the update procedure via USB or via LAN from the beginning again after the main power is turned ON and leaving the monitor for five minutes.
The update is carried out at the point of the failure.
However, the update result OSD is not displayed. And, the OSD is not displayed during updating.
When the update is performed through USB flash drive, confirm the green LED that flashes repeatedly. This LED operation means that the updating is carried out.
When the update is performed through LAN, confirm the display of the tool.
3. The main power in not ON.
Update via LAN cannot be done with this case. When the update via network is failed, perform the update via USB flash drive. In this case, turn OFF and ON the main power, and connect the USB flash drive. Then, leave the monitor for a given length of time. By this way, the monitor is restored to its former state. When the USB flash drive is connected and the green LED flashes repeatedly, the updating is carried out.
By this operation, only the failed part of the updating is carried out. Therefore, after this operation, perform the update procedure via USB or via LAN from the beginning. (When the update via USB is performed, update result OSD is not displayed even if the USB flash drive is connected. When the update via LAN is performed, "Update target is nothing" is displayed on the monitor.)