

Firmware Updates

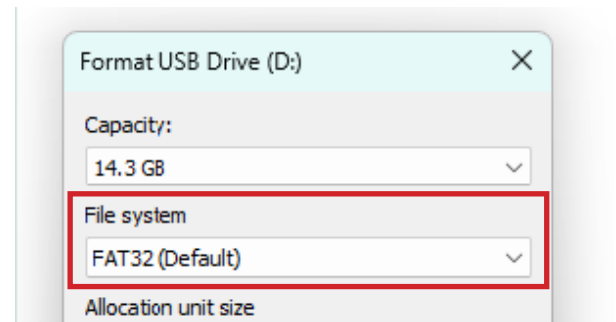
Firmware updates help resolve performance issues or compatibility with 3rd party apps. Before updating your device's firmware, identify the Android OS version number and the product SKU.

- Android version: Go to **System Settings > About Tablet > Android Generation**.
- Product SKU: Found on the product information sticker and the user manual cover page.

● **IMPORTANT!** Please save all important files from the device before beginning the firmware update. While a factory reset is not typically required for firmware updates, it is sometimes necessary to complete the process.

Step 1: Prepare a USB drive.

1. Insert a USB drive into your computer.
2. Delete all existing files from the USB drive.
3. Right-click the USB drive and select **Format**.
4. Confirm the USB file system is **FAT32**.

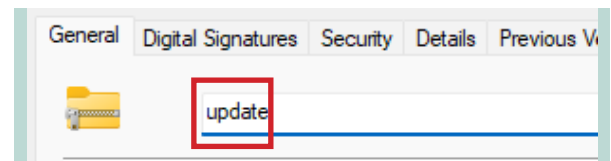


Step 2: Download the firmware package.

1. Go to the Displays2Go firmware page at www.displays2go.com/Firmware-Updates.
2. Select the firmware file listed for your device's SKU and Android operating system.

● **IMPORTANT!** DO NOT attempt to install a firmware package for a different Android version, which can cause critical operational issues.

3. Download the firmware .zip file and copy it to the USB drive. *Do not expand or open the .zip file.*
4. Right-click the .zip file and rename it '**update**' (all lowercase).
5. Safely eject the USB drive.



Step 3: Install the firmware.

1. Insert the USB into your device. The device automatically recognizes the firmware package.
2. When prompted, click **Install**. *Do not power off the device during the installation.*
3. Once the home screen appears, the installation is complete. Remove the USB drive.
4. When prompted to delete the firmware package, click **Yes**. The firmware update is complete.