

Updating your device's firmware may resolve performance issues or compatibility with 3rd party apps. The latest firmware may be installed via USB or directly download to the unit.

! *Important!* Please save all important files from the unit before beginning the firmware update. After firmware update is installed, a factory reset of the device is required to complete the procedure.

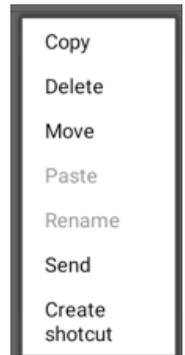
Download Firmware

» Save Firmware to USB

1. Download the zip file on your PC and save to a USB drive. Rename the zip file 'update.zip' (**Note:** Letters must be lowercase. Do not extract the zip file.)
2. Insert the USB drive into USB port of the digital signage. The file is automatically recognized and a pop-up window appears to begin the firmware installation.

» Save Firmware to Unit

1. Use the Google Chrome app to download the firmware zip file.
2. Open the File Explorer app and navigate to Downloads. Click *Multi* to select a file. Click *Editor* > *Move*, then move the zip file to *Internal Storage*.
3. Click the file name (or long-press for Touch units) then click *Rename*. Rename the zip file 'update.zip' (**Note:** Letters must be lowercase. Do not extract the zip file.)
4. Restart the device. Firmware Updating pop-up window appears upon restart.



Install Firmware

1. Click *Install* on the Firmware Update pop-up window (fig A). The firmware update begins automatically and lasts for 2-3 minutes. Do not disconnect power during update. It is normal for the screen to switch orientation to portrait or landscape, and will correct itself at the end of the update.
2. After firmware update is installed, a pop-up window appears asking to delete the firmware file. Click *Yes* (fig B).
3. After firmware is installed, perform a factory reset on the device. Open the Settings app, go to *System* > *Advanced* > *Reset Options*. Select *Erase all data (factory reset)* (fig C). Firmware update is complete.

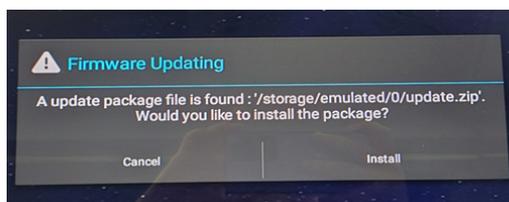


Figure A

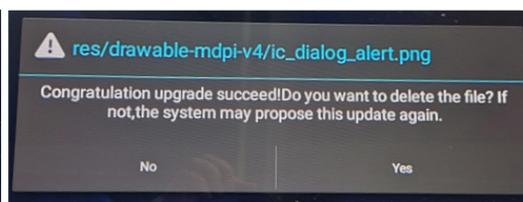


Figure B

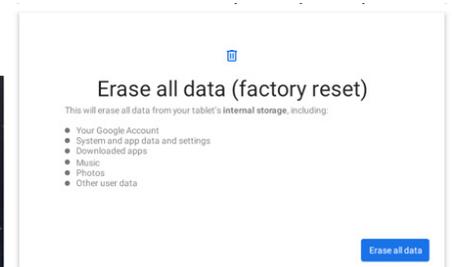


Figure C