October 04, 2017

Technical Bulletin: *TB10042017 Rev.B -- Firmware Update for 5501LT*

Executive Summary:

This procedure steps the technician through updating firmware on Elo 5501LT IDS monitor.

Required Materials:

- Computer with Windows XP or Windows 7
- Video cable (VGA, HDMI, or DisplayPort)
- USB cable
- ISP Tool: https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/EdxaJU4mYtRNoWJQ3bwxKyoBR9b3Ax6i5YVTNa576uLp4A?e=gNxJQE
- Virtual COM port driver: https://goo.gl/SQ2UyF
- Firmware binary file: ET5501LT_0x7BD1_Rev.F_CEC_20170516.bin: https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/Ed0kJQxexmpFrez9AE4vQ1sBn_imOEgEyjmJilPCOV-Aww?e=HupUKf

Procedure

1) Initial Preparation

a) Connect video and USB cables from the host PC to the IDS display.
b) Power on the monitor and host PC.
c) Download, extract and install "***Virtual COM port driver***."
d) Download the "***Firmware binary file***" and copy to the desktop.

2) Download, extract and start the ISP tool

a) Default extracts to a folder named ISP_Tool V4.5.183; open the folder and start the ISP_Tool V4.5.183 executable. The startup screen appears;

b)

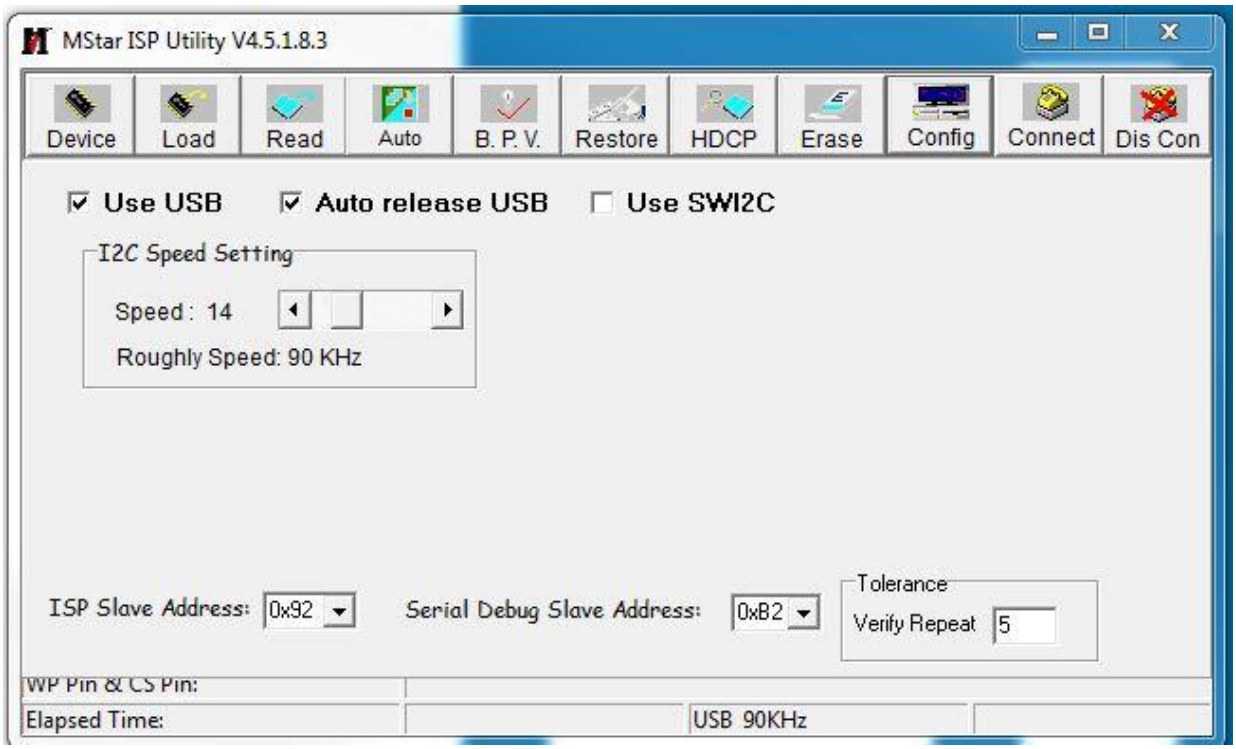
©Copyright 2017 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.

3) Configure Connection and Speed

a) Click on the ***Config*** tab

b) Select the "***Use USB***" and "***Auto release USB***" check boxes.

c) Set "***12C Speed Setting***" to **14**

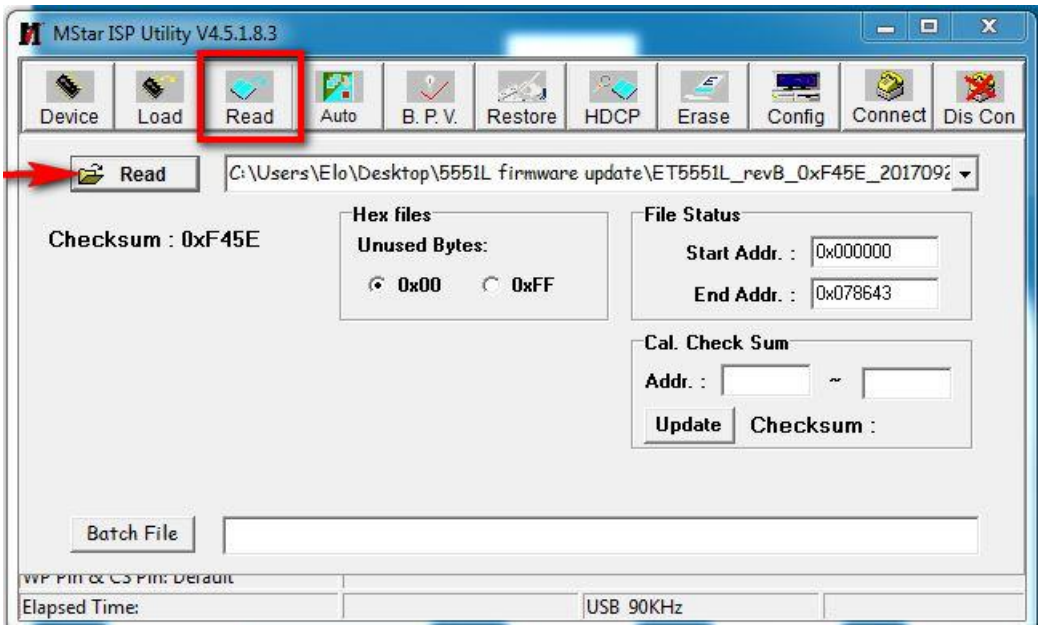


©Copyright 2017 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.

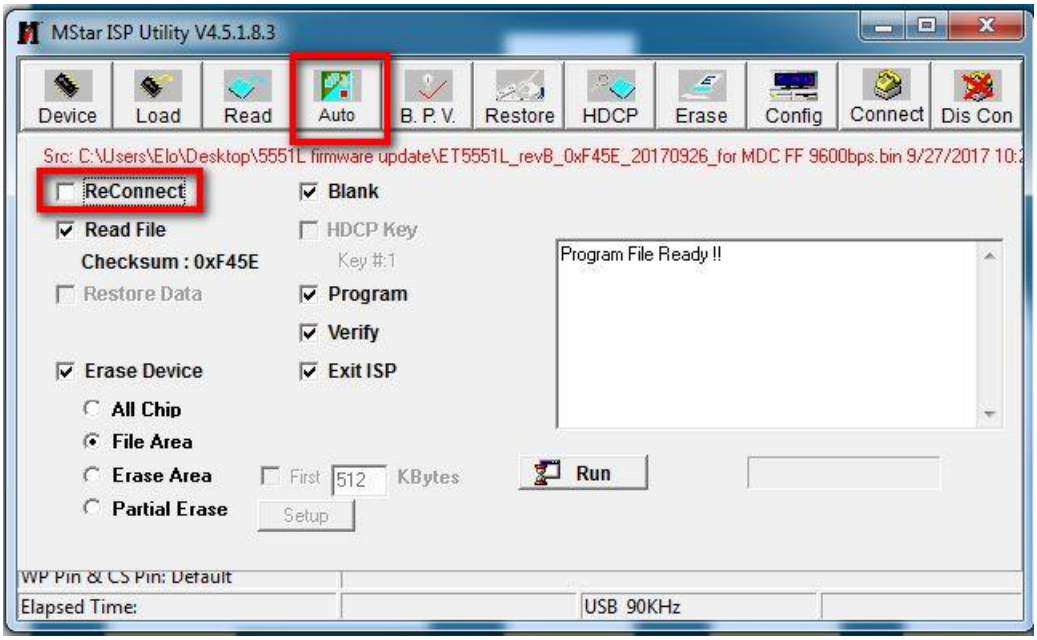
4) Select New Firmware

a) Click on the "***Read***" tab

b) Select the "***Read***" button and choose the Firmware binary file that you copied to the desktop in step 1, d.



c) Open the "***Auto***" tab and uncheck the "***ReConnect***" box.

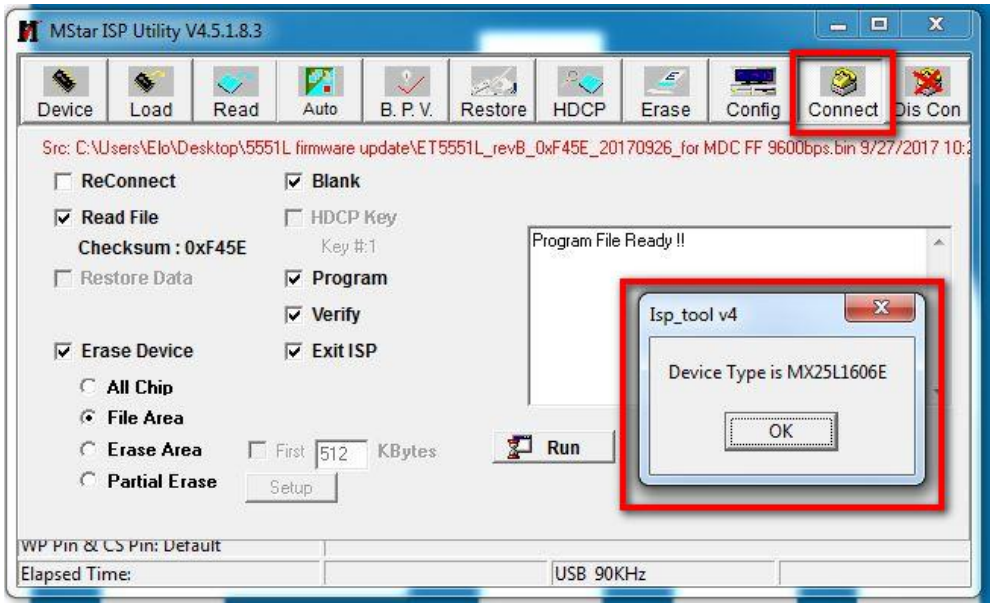


©Copyright 2017 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.

5) Install new firmware on the IDS Display

a) Press the "***Connect***" tab and allow the application to connect to the device.

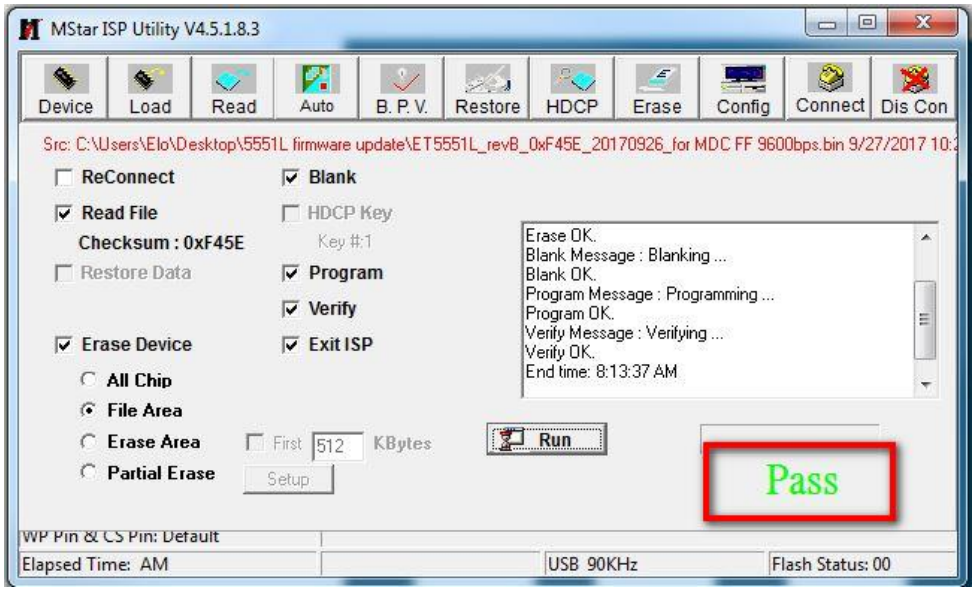
b) A pop up stating the Device Type will open. Press ***OK***.



c) Select "***Run***" this will start the process of updating the firmware. Please note that this process will take a few minutes. Please do not interrupt, unplug any cables or the monitor while firmware is being updated.

©Copyright 2017 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.

d) When the process is complete, the IDS display will conduct a couple of restarts. After monitor finishes restarting you will see "**PASS**" in green under the status bar. The firmware is now updated to the latest firmware revision. You can disconnect the ISP Utility and close.



Contact Information:

For technical support or help with this procedure, please call 844-435-6832 or email elotech@eloouch.com. If not in the North American region, may also contact the technical support group for your area here: http://support.elotouch.com/TechnicalSupport/ContactTechnicalSupport/

©Copyright 2017 Elo Touch Solutions, Inc. Confidential & Proprietary, Subject to NDA.