Software Release Notes

SUHD983-P Release Notes

This document provides firmware update instructions and describes what is new in this firmware version for the SUHD983-P.

New in this release

Learn what has been updated in this release.

Scaler Firmware, v1.0.2.4

- Added new on-screen display (OSD) structure.
- Added the following new functions:
    - HDRAuto input switch
    - Low Latency mode
- Resolved a sound mute issue during input change.

Ethernet Firmware, v13

- Changed the multi-window page.
- Added HDR10, Auto Source switch, and Low Latency mode.
- Made improvements on the web page Preset menu.
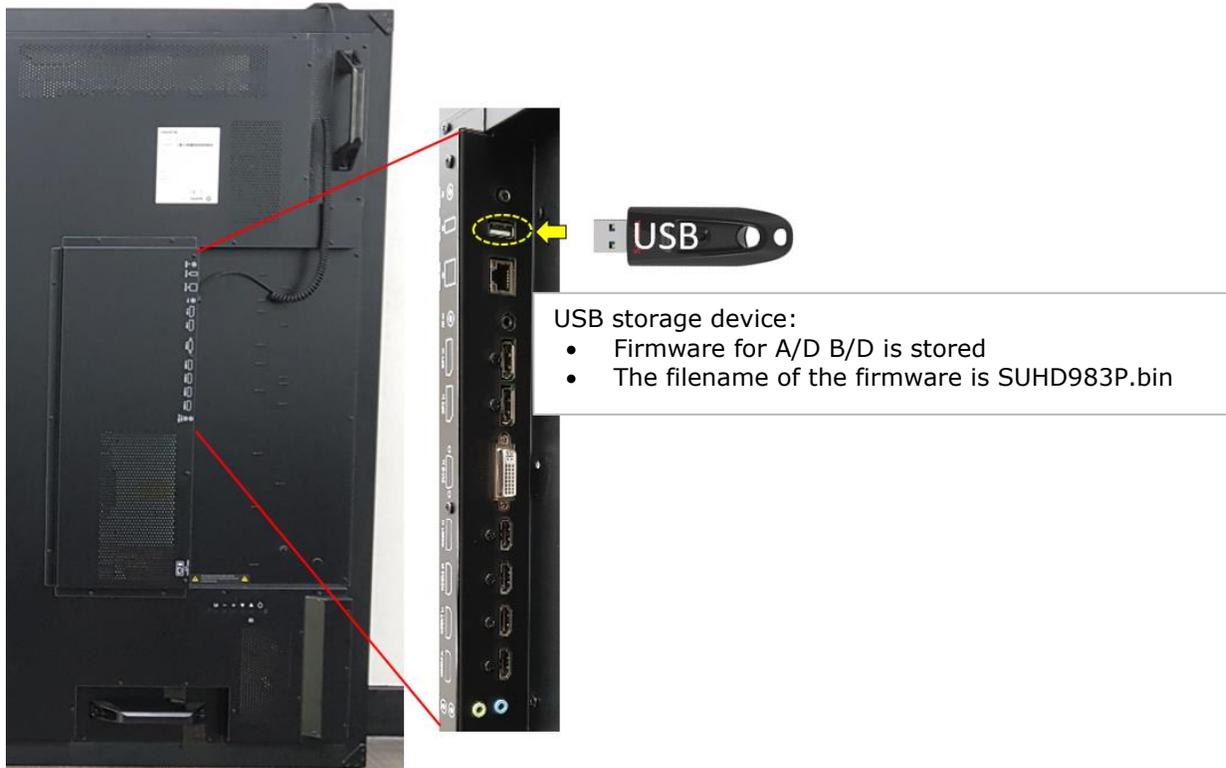
Scaler firmware update

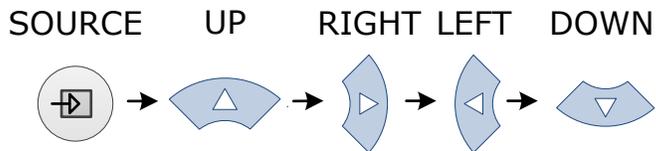Follow these steps to update the scaler firmware.

Using a USB storage device

System connection for uploading

1. Upload the firmware for the A/D board.
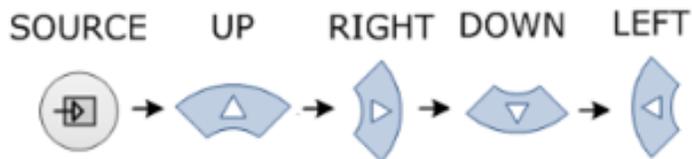2. Plug in a USB memory to the service terminal.

USB storage device:
- Firmware for A/D B/D is stored
- The filename of the firmware is SUHD983P.bin

3. Enter the Factory-Menu.

To enter the Factory-Menu by remote control:

SOURCE → UP → RIGHT → LEFT → DOWN

Before version 1.0.2.1-11
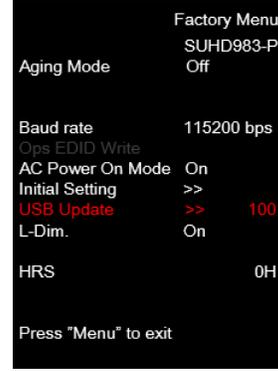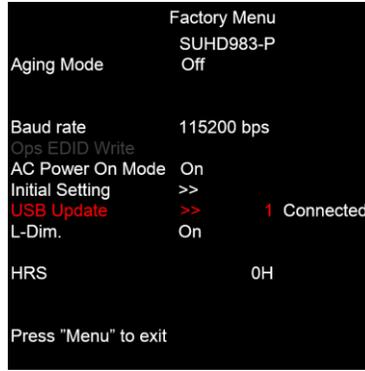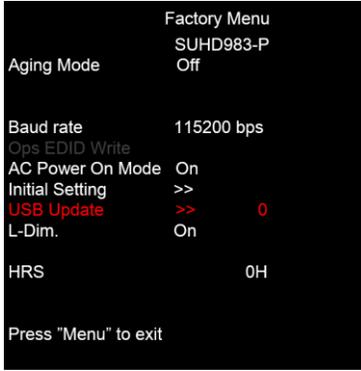
SOURCE → UP → RIGHT → DOWN → LEFT

After version 1.0.2.1-11

4. Select Software Update (USB) and press the **SEL** button on the remote control.

When set to Multi-Windows mode, you cannot enter the Factory-Menu. To enter the Factory-Menu, change the Multi-Window mode to off.

5. Select **USB Update**.

   For compatible USB storage devices a Connected message appears. Proceed to step 5. If the USB storage device is not compatible, proceed to step 6.

6. If Connected appears, select **USB Update**.

   The firmware is updated automatically and the panel goes into Standby mode after a successful firmware update (about 30 seconds).

   a. Reset the main power switch to turn the panel back on.

   b. When the firmware update is complete, From the Factory-Menu perform an **Initial Setting**.

   c. After Initial Setting, power off the panel using the rocker-switch.

   d. Wait at least 10 seconds and power the panel back on.

7. If the USB storage device is not compatible, a Not Connected USB message appears.
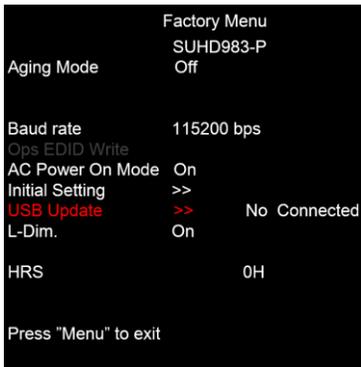
8. For the software version to upload correctly, ensure the filename is SUHD983P.bin.
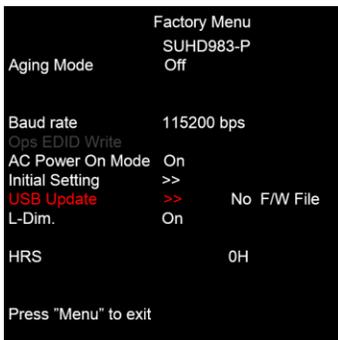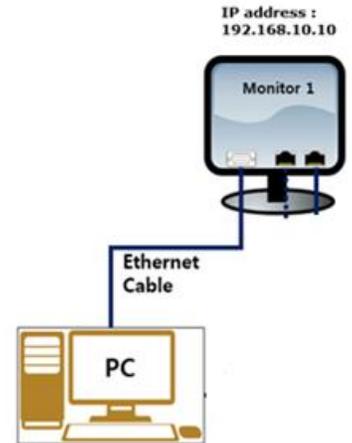
Ethernet firmware update

Follow these steps to update the Ethernet firmware.

Connection setting

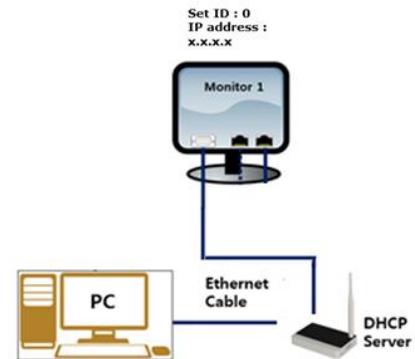1. To use a static IP address, select **Disable** under DHCP.

*   The default static IP address is 192.168.10.10.
*   At initial power on, it may take up to 30 seconds for the IP address to be active.

2. Select **DHCP Enable** to use a dynamic IP address.

    *   If there is router, the IP address starts with 192.166.

    *   If there is no router, the IP address starts with 169.254.
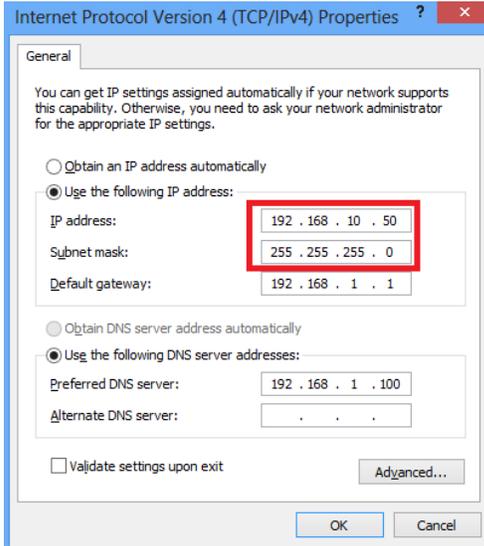

PC setting

1. Go to **Local Network Setting** > **Internet protocol version 4 (TCP/IPv4)**.
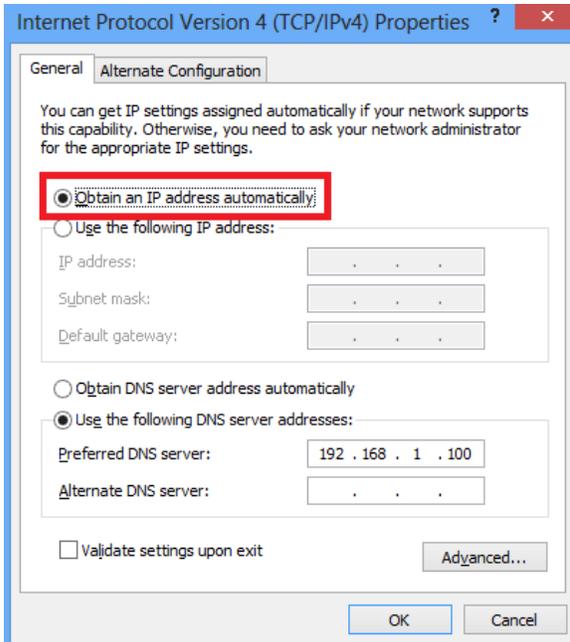2. If DHCP is disabled, set the IP address and Subnet mask.

    The IP address must be a different address than the display.

IP address : 192.168.10.50

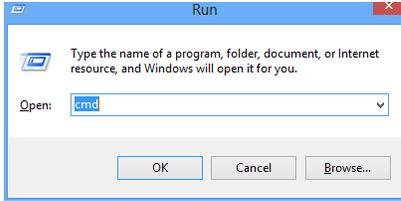Subnet Mask : 255.255.255.0

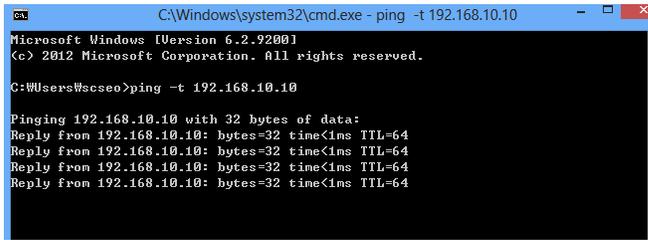3. If DHCP is enabled, select **Obtain an IP address automatically**.

Ping test

The ping test checks the Ethernet connection.

1. Press **Windows** + **R**.

2. Type cmd and click **OK**.
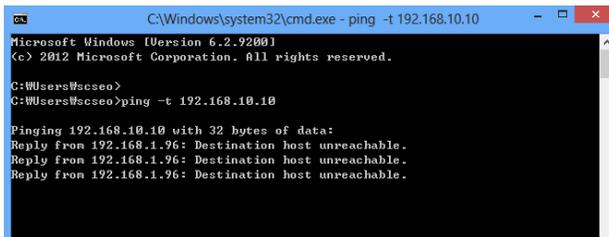
3. Type ping -t 192.168.10.10.

4. Replace the IP address with the address of the display panel.

A response similar to below indicates the ping test was successful.

A response similar to below indicates the ping test failed.

Connect a web server

Connect to the built-in web server open a Web browser (for example, Internet Explorer, Chrome) and follow the instructions below.

1. In a web browser, go to the address of the display panel.

   The web page provides all menu controls on the on-screen display.

2. To set a value, click **Apply**.

3. To display the current value, click **Read**.

4. To upgrade the Ethernet or Scaler firmware, go to the **General** settings page.

- Ethernet firmware update time: approximately 5 minutes.

  File name : Ethernet_FW_V*.bin (* = version)

- Scaler firmware update time: approximately 8 minutes

  File name : SUHD983-P.bin

If you updated the scaler firmware using the USB method, it does not need to be updated again in the web server.

Product documentation

For installation, setup, and user information, see the product documentation available on the Christie website. Read all instructions before using or servicing this product.

1. Access the documentation from the Christie website:

   - Go to this URL: *https://bit.ly/2VccFTr* or

     https://www.christiedigital.com/products/lcd-panels/secure-series-II/

   - Scan the QR code using a QR code reader app on a smartphone or tablet.

2. On the product page, select the model and switch to the **Downloads** tab.

Related documentation

Additional information on the LCD panels is available in the following documents.

- *SUHD983-P LCD Panels Product Safety Guide (P/N: 020-001714-XX)*

- *SUHD983-P LCD Display Panels External Commands (P/N: 020-001766-XX)*

- *SUHD983-P LCD Panels Service Guide (P/N: 020-001723-XX)*

Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or *Support.Americas@christiedigital.com*

- Europe, Middle East, and Africa: +44 (0) 1189 778111 or *Support.EMEA@christiedigital.com*

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    - Australia: +61 (0)7 3624 4888

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    - India: +91 (80) 6708 9999

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