

Monitor_Update

USER'S GUIDE

Version 1.1

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Overview

Features

Monitor_Update is software for updating the software and the FPGA of multiple monitors at the same time.

Supported Devices

This software is compatible with the following equipment (as of October, 2014):

Monitors

PVM-A series

- PVM-A250
- PVM-A170

LMD-A series

- LMD-A240
 - LMD-A220
 - LMD-A170
-

Computer Environment

A computer with the following specification is needed.

Operating system (OS)

Microsoft Windows 7 Professional Edition or Ultimate Edition (64 or 32-bit version), with SP1
Windows 8 (64 or 32-bit version) or Windows 8 Pro (64 or 32-bit version)
Windows 8.1 (64 or 32-bit version) or Windows 8.1 Pro (64 or 32-bit version)

CPU

Intel Celeron 1 GHz or higher

Memory

1 GB or more (Windows 7/8/8.1)

Display

1,024 × 768 or more (Hi Color 16 bit or more)

Hard disk

100 MB free space or more

Network

Internet connection

Middleware

.NET Framework 3.5 SP1 (Available from the Microsoft website)

Note

- The above computer environment does not guarantee correct operation on all computers or operating systems.
- Use the Middleware “.NET Framework” that is installed as standard on your OS (Windows 7: Ver. 3.5/Windows 8: Ver. 4.0).
If it is not installed, the Monitor_Update software cannot be started.
- Only when updating a software of the monitor from version 1.0 to 1.1, the monitor settings are returned to the default setting. Set or adjust the monitor again if necessary.
We recommend you to make preparations, such as the recording of required adjustment values, before updating the monitor.

Screen shots of windows shown in this USER'S GUIDE are samples using Windows 7. Their appearance may differ depending on the operating system you use.

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Preparation

Installing Monitor_Update

Consult your nearest Sony dealer when you use this software.

Note

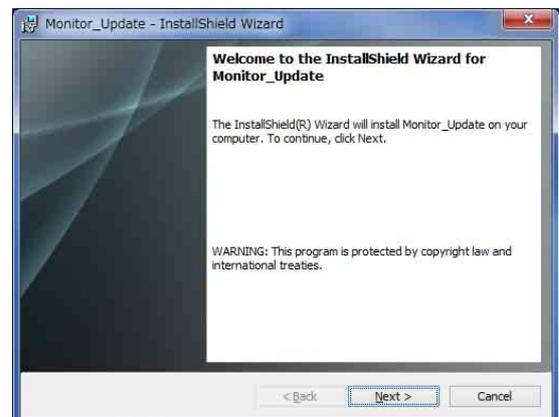
- Windows administrator privileges are needed to install this software. Log in with an administrator account.
- Depending on your environment, permission settings in Windows Firewall or antivirus software may be required. If a Windows Firewall warning is displayed, select “Unblock” when prompted. Alternatively, set the Monitor_Update to Exceptions for Windows Firewall in Control Panel. If you are using antivirus software, refer to the antivirus software manual and set permission.

- 1 Double click the “Monitor_Update.exe” to start the installer.
- 2 Select the language you want to use, then click “OK”.



Wait for a moment until the installation window appears.

- 3 Follow the instructions displayed in the window to install the software.



When the message about the license agreement appears, read it, then select “I accept the terms of the license agreement” to continue installation.

- 4 When the message “Monitor_Update was successfully installed.” appears, click “Finish”.



The installation is complete.

Connecting the Monitor to the Computer

Two types of connections are available: LAN, which connects your computer and monitor via a network, and peer to peer, which connects your computer directly to the monitor with a LAN cable.

For details, refer to the instruction manual of the monitor.

You can connect up to 253 monitors via one network.

Downloading the Updating File

Obtain the updating file before you start the monitor updating. Consult your nearest Sony dealer for details on how to obtain it.

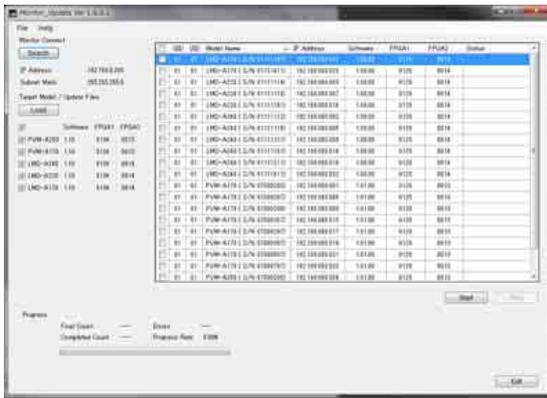
Operations

Note

- The required time for updating 1 monitor is as follows: about 10 minutes for software updating, about 20 minutes for FPGA updating, about 30 minutes in total. The updating time will vary depending on the updating content.
This software updates up to 5 monitors at the same time. Make sure that you can ensure enough time for all the monitors you want to update beforehand. If you cannot ensure time for all monitors, split the monitors into groups of 5 monitors and schedule the update for each group.
- Follow these instructions during monitor updating.
 - Do not turn off or disconnect the power of the monitor.
 - Do not disconnect the network.
 - Do not use the DC power supply for the monitor. Failure to follow these instructions may result in an update error and the monitor may become unable to start.
- This software cannot be used if the computer is in sleep mode. Before using this software, make sure automatic sleep mode is disabled. If the computer goes into sleep mode, updating may fail.
- If monitor updating fails, the progress status is displayed in the “Errors” area. You still can retry updating as long as the monitor is turned on. Check the connections and that there are no other network programs running, then retry updating.
- Consult your nearest Sony dealer when a monitor update error occurs and the monitor becomes unable to start.
- Select “100%” or “Smaller” by clicking the “Display” icon from the “Control Panel” of your Windows when this software is not properly displayed.

Starting Monitor_Update

From the “Start” menu on your computer, select “All Programs”, “Sony Monitor Utilities”, then “Monitor_Update”. The software starts and the following window is displayed.



To quit Monitor_Update

Select “File”, then “Exit”.

To check the version of Monitor_Update

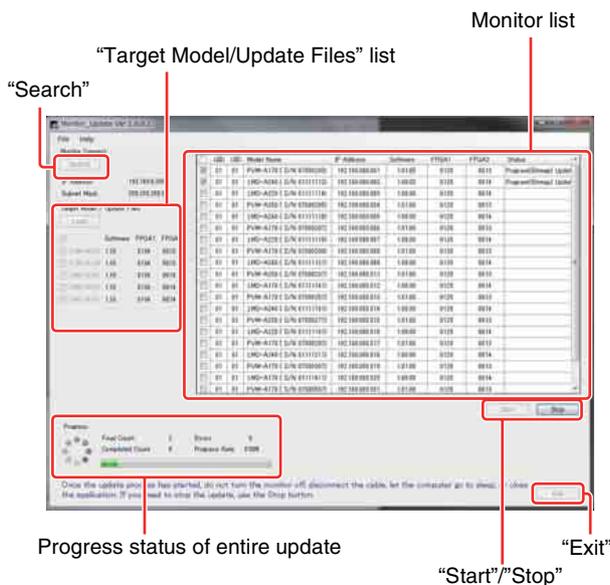
Select “Help”, then “About Monitor_Update”.

Note

- Depending on the network connection status of the computer, the network selection screen appears when starting the software. In this case, select the network adapter by following the instructions on the screen.
- If an error message appears when starting the software, click “OK” in the dialog, then quit this software. (For details, refer to page 8.)

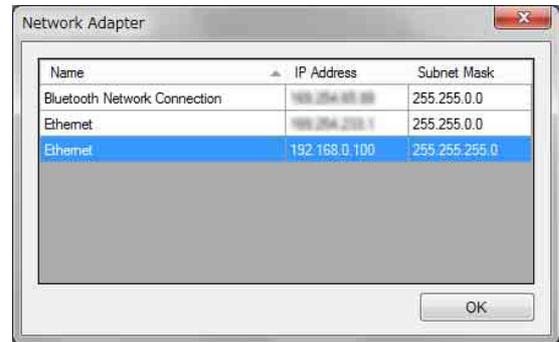
Updating the monitor

Only the monitor that is in the same subnet as the computer running Monitor_Update can be updated.



1 Click “Search”.

The Network Adapter window is displayed.



2 Select the network adapter of the monitor’s network.

Detection of the monitor that is connected to the selected network starts.

Detection completes after about 20 seconds.

Afterwards, the connected monitor appears on the “Target Model/Update Files” list.

Note

Only the network adapter that shows the IP address and subnet mask after typing “ipconfig /all” in the command prompt, is displayed. If the network adapter that you want to use is not displayed, check the network setting/connection.

3 Select the monitor to update its updating file.

Select the monitor to update its updating file from the “Target Model/Update Files” list, then check the checkbox.

To select all the monitors on the list

Click the checkbox on the top so that all the monitors on the list are checked. If you click the checkbox on the top again, all the monitors on the list are unchecked.

To select the monitor by specifying the model name

By clicking the checkbox on the model name, only the monitor whose model name is checked appears on the monitor list.

To sort monitors on the list

By clicking the item on top of the list, monitors are sorted by the selected item.

“Model Name”

“IP Address”

“Subnet Mask”

4 Update the updating file.

Click “Load”, then select the folder (UpdateFiles) where the updating file is stored on the updating file selection screen.

The updating file version is displayed on the “Target Model/Update Files” list.

5 Start updating of the monitor.

By clicking “Start”, the confirmation message for monitor updating appears.

After confirmation, click “OK” to start updating for the monitors whose checkbox is checked.

The progress status for each monitor is displayed on “Status” of the monitor list while updating.

The progress status for the total updating is displayed on the following.

“Final Count”: The number of target monitors for updating

“Progress Rate”: Progress rate for updating

“Completed Count”: The number of monitors that have completed updating

“Errors”: The number of monitors that have failed updating

Note

Once the update process has started, do not turn the monitor off, disconnect the cable, let the computer go to sleep, or close the application.

To stop updating

By clicking “Stop”, updating stops after the monitor updating in progress is complete.

Wait until the monitor updating in progress is complete. It may take about several minutes to several tens of minutes for updating to complete.

6 Quit the software.

Click “Exit”.

Selecting Peer to Peer connection

You can select Peer to Peer connection, if a monitor and a computer are connected by Peer to Peer and the selected network adapter meet the following conditions:

- Only one connected monitor is on the network.
- The IP address is “192.168.0.X” (where X is between 2 - 254).
- The subnet mask is “255.255.255.0”.

Appendix

Error Messages

Conditions to be displayed	Message	Causes and remedies
More than one application is active at the same time.	Not allow several application activity.	More than one application may be active. If so, quit one application.
The Monitor_AutoWhite Adjustment is running.	Monitor_AutoWhiteAdjustment working now. Quit it first, and then start this software.	This software cannot start simultaneously with the Monitor_AutoWhiteAdjustment. Use this software after quitting the Monitor_AutoWhiteAdjustment.
The network adapter is not selected.	Network Adapter not selected.	Properly select the network adapter. This software cannot be used on a computer without a network adapter.
The updating file is different.	Update files incorrect. Check file names and load correct files.	The updating file is different. Set the correct updating file. Obtain the correct updating file by downloading.
The required version of .NET Framework is not installed.	To run this application, you first must install one of the following versions of the .NET Framework: v4.0.30319* Contact your application publisher for instructions about obtaining the appropriate version of the .NET Framework.	Install .NET Framework. Hint Normally, the required version of .NET Framework is installed. Install it only when it has not been installed.

* The figures differ depending on the OS of the computer used.

Error Codes

When updating fails, the error code appears on “Status” of the monitor list.

Conditions to be displayed	Error code (type)	Causes and remedies	
Version (model) checking error has occurred.	Error Code:01_XX*	01 (Connection error)	Connection may be broken. Check the connection, and retry updating.
		02 (Rejection of connection/ connection timeout, etc.)	
		03 (Transferring error)	
		04 (Receiving error)	
	11 (Incompatible)	This update cannot be performed.	
	20 (Exceeds number of connections)	There are too many network connections. If other network programs are running, quit those programs, start this software, and then retry updating.	
Error of telnet connection for updating has occurred.	Error Code:02_XX*	01 (Connection error)	Connection may be broken. Check the connection, and retry updating.
		02 (Rejection of connection/ connection timeout, etc.)	
		03 (Transferring error)	
		04 (Receiving error)	
	20 (Exceeds number of connections)	There are too many network connections. If other network programs are running, quit those programs, start this software, and then retry updating.	
Error of command transferring for updating has occurred.	Error Code:03_XX*	03 (Transferring error)	Connection may be broken. Check the connection, and retry updating.
		04 (Receiving error)	
		07 (Checking timeout)	
		08 (Update command returns NG)	Updating has not completed correctly. Check the updating file setting, and retry updating.
		09 (Update command returns value other than OK/NG)	
		0A (Exceeds receiving buffer)	
FTP copy error has occurred.	Error Code:04_XX*	01 (Connection error)	Connection may be broken. Check the connection, and retry updating.
		02 (Rejection of connection/ connection timeout, etc.)	
		03 (Transferring error)	
		04 (Receiving error)	
		10 (File error)	The updating file is not set correctly. Check the updating file setting, and retry updating.
FTP deleting error has occurred.	Error Code:05_XX*	01 (Connection error)	Connection may be broken. Check the connection, and retry updating.
		02 (Rejection of connection/ connection timeout, etc.)	
		03 (Transferring error)	
		04 (Receiving error)	

* “XX” indicates the 2-digit error type.

