

Upgrading Clevertouch V811 (Impact Plus and UX Pro) Main Board

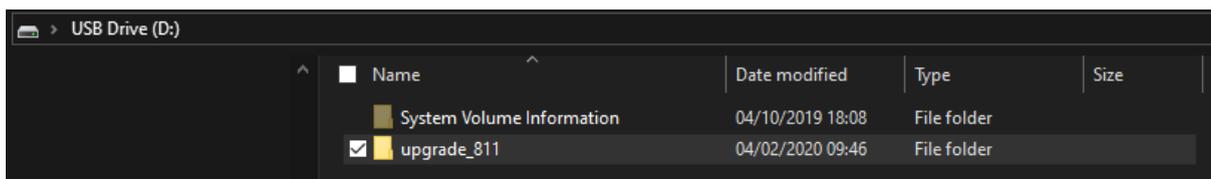
Important notes before starting

- This procedure will wipe all added files and apps.
- Please back up any important files.



Requirements

- A USB memory stick FORMATTED IN FAT32 file system is REQUIRED.
- Minimum capacity is 4GB.
- Most USB sticks are factory formatted as FAT but not FAT32, please ensure that this is done before beginning the upgrade procedure.
- To format your USB stick right click it in your list of available storage spaces and select format > FAT3 2.
- Extract the file to the USB stick and delete the initial zip file. An editable folder will now be displayed
- “upgrade_811” - IMPORTANT: it must be the only file on your USB stick.



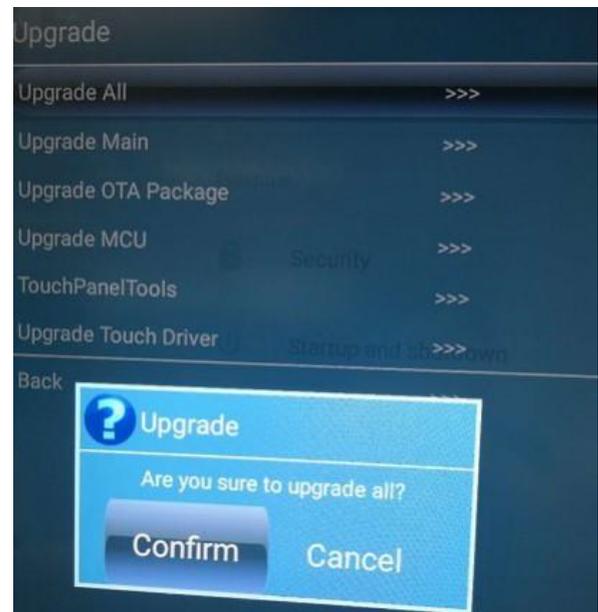
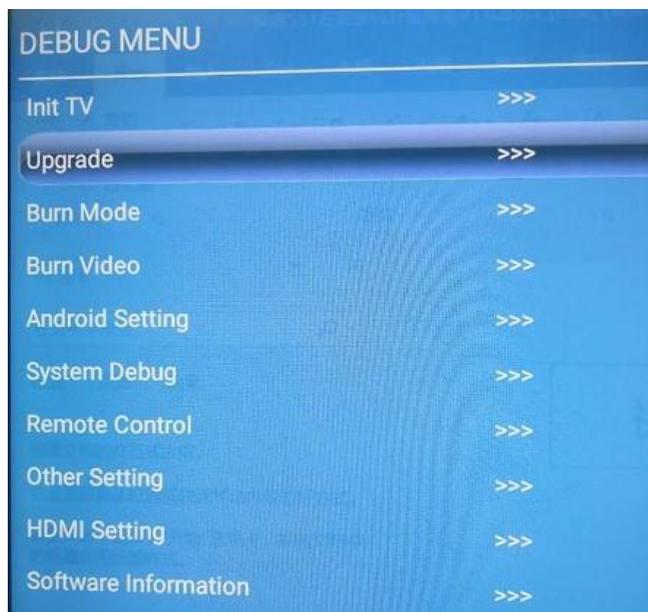
Insert the USB stick into the USB 3.0 socket on the side of the screen, just below the HDMI Out port.



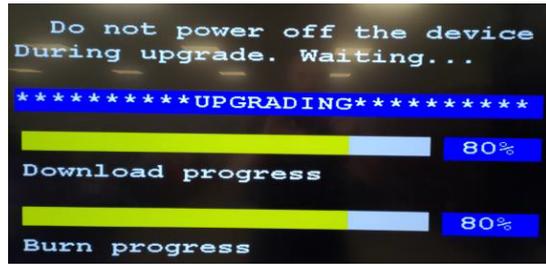
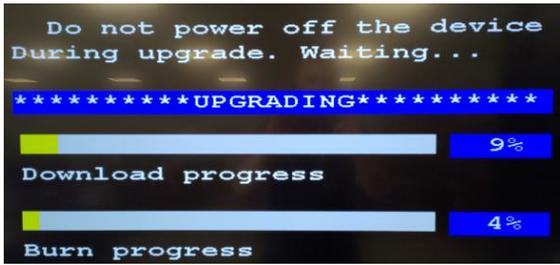
Method A (Menu)

(Please use this method if the screen starts OK and you are able to access the Debug Menu - otherwise skip to Method B).

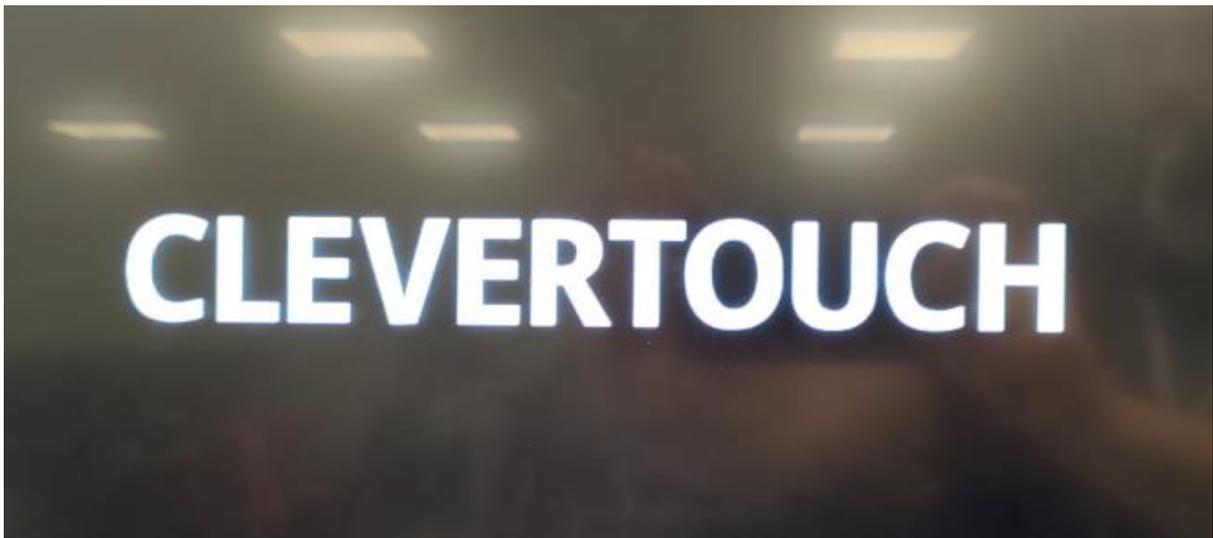
1. With the screen powered on place the Clevertouch remote near the IR Reader, which is next to the power LED on the front of the bezel, in the bottom right hand corner
2. 2.) Press the "Input 4 6 7 9" button on the remote (when pressing these buttons, the button presses are registered with a change of colour on the power LED from white to red).
3. On the new menu, press "Upgrade" then press "Upgrade all" and press "Confirm". The screen should go through with the update.
4. Wait for the screen to complete the update and do not disturb the process. After the updates have been completed, it boots back into the Android/PC screen, removing the USB stick. If the Clevertouch screen does not boot automatically, please take out the USB from the USB port, and boot the screen on again.



Note: The power LED will keep alternating red and white during the upgrade process. After this has finished, the panel will reboot and enter the Android channel. It will take around 5 minutes to complete the upgrade procedure.



When you see the CleverMessage prompt touch on allow to finish the process.



Method B

If the screen does not start correctly, please use the following procedure:

1. Turn off the screens power at the wall, or at the power switch on the left side of the unit for 20 seconds,
2. then turn the power back on and hold the normal power button (the white illuminated power button) for 15 seconds.
3. Immediately after holding down the power button for 15 seconds and during the upgrade, you will see the power button flashing red and white quite quickly and the screen will start the update process.
4. The screen may reboot several times – please do not interrupt the process until fully completed.

For more information about this document in relation to the Advanced Technical Training course please contact

academyhelp@clevertouch.com