

It is essential and recommended to keep your projector up-to-date with the latest Android TV system software. This allows you to take advantage of the latest features, application improvements and bug fixes. For more details about system upgrade instruction and improvements, please read through the following:

### **Bug and Feature Improvements with v11.1.77 (Android TV 11)**

- Improve system stability of Android TV
- Add Parental Control function (for France only)

### **Before System Upgrade**

- Please connect your Android TV system to the Internet to receive up-to-date system firmware
- Please make sure to plug in the AC power for a stable power supply
- Please update all your apps before installing new Android TV system

### **Things to note for the system update:**

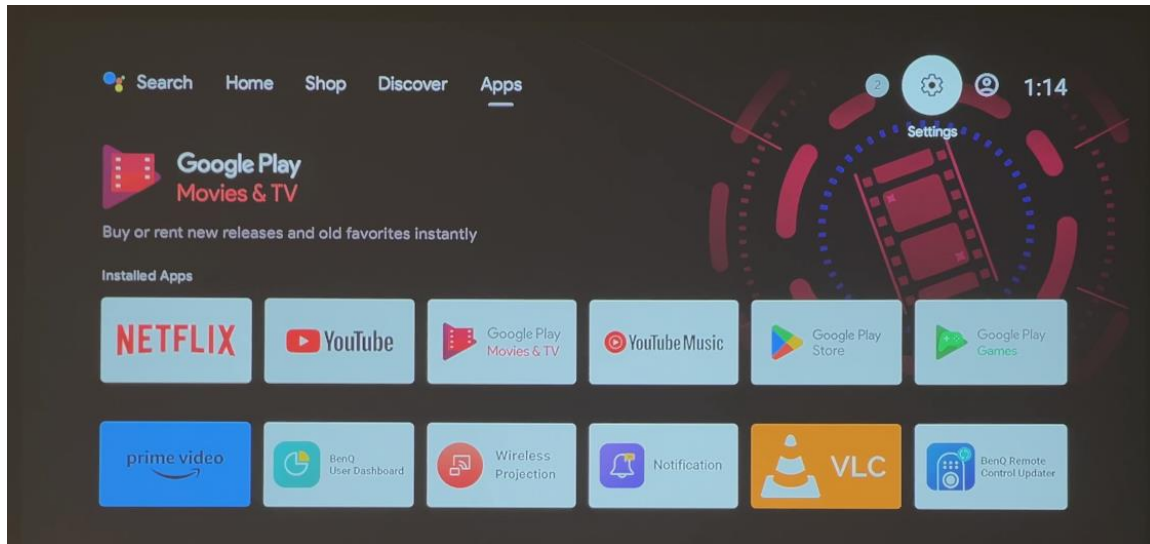
- The system update time is approximately 15 minutes when the bandwidth is around 20 Mbps.
- Make sure to connect your projector to a stable AC power outlet before beginning the process. Do not use portable power sources or battery power
- Stay in the update screen and do not change screens while the process is ongoing
- Your projector will restart during and after the update process until you see the Android TV main screen again
- Please update Android TV system by following instruction

## Download and Upgrade System

The process to update the software varies. Follow the instructions accordingly.

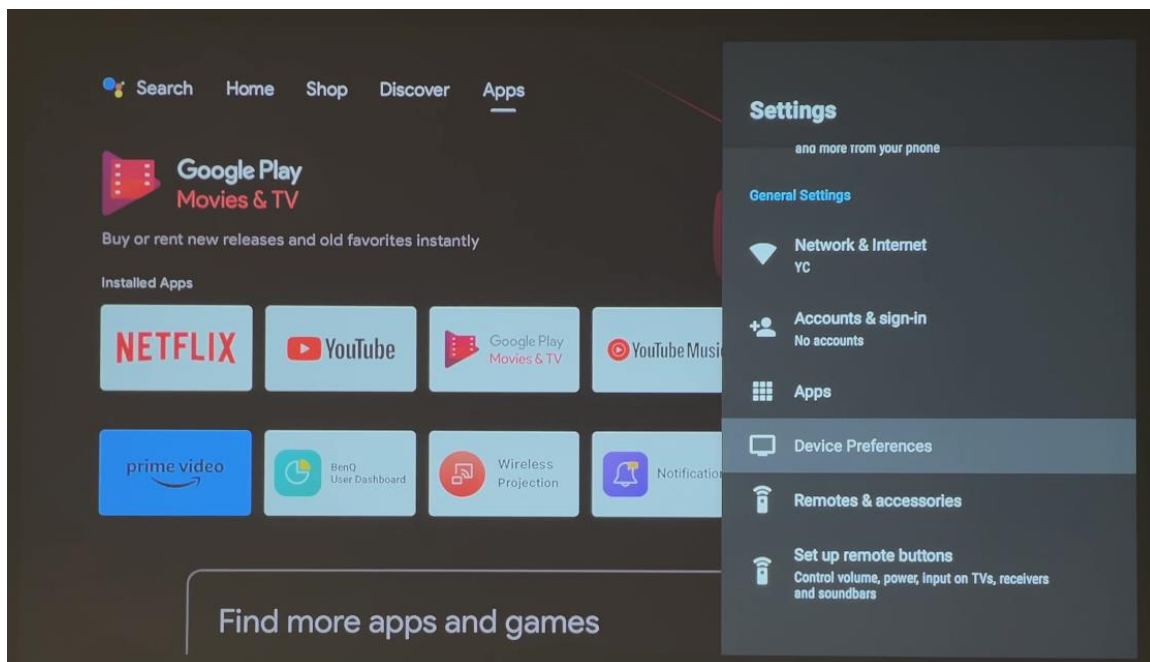
### **Step1**

Go to “Settings”



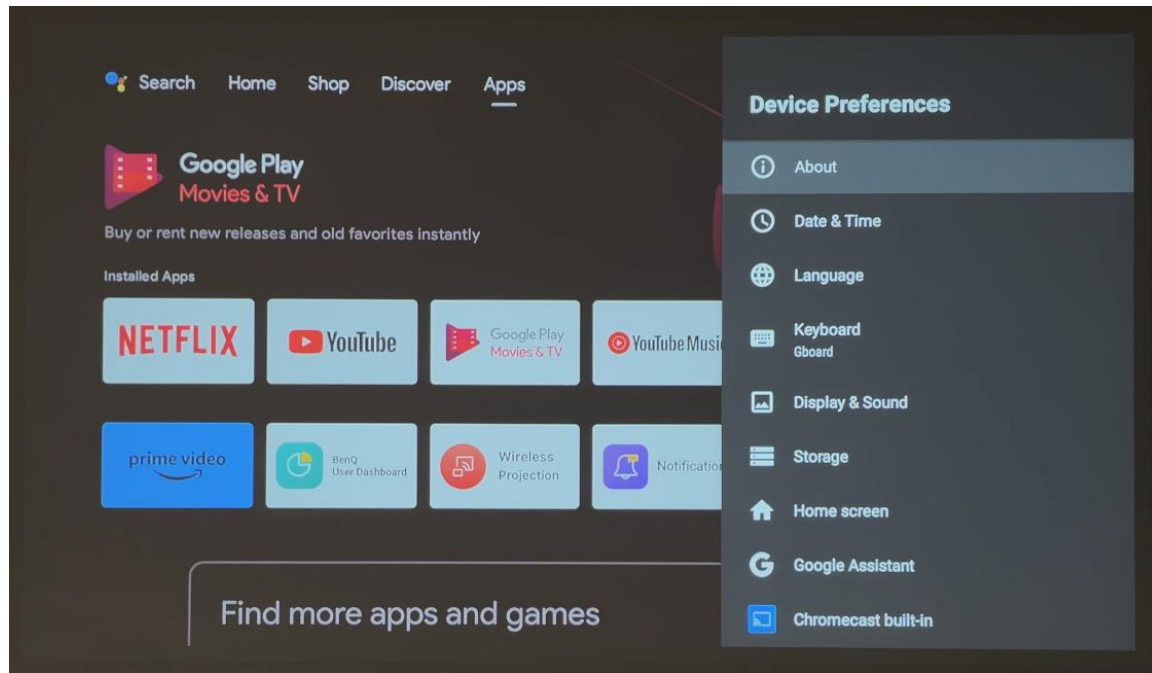
### **Step2**

Go to and select “Device Preference”



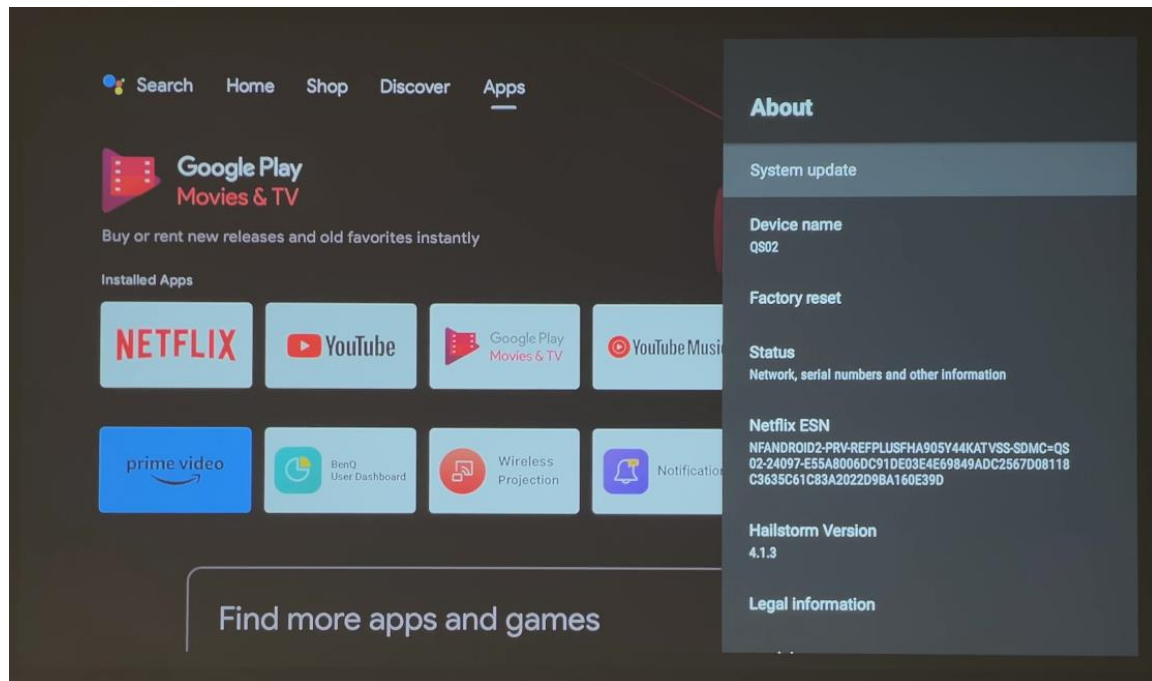
### **Step3**

Go to and select "About"



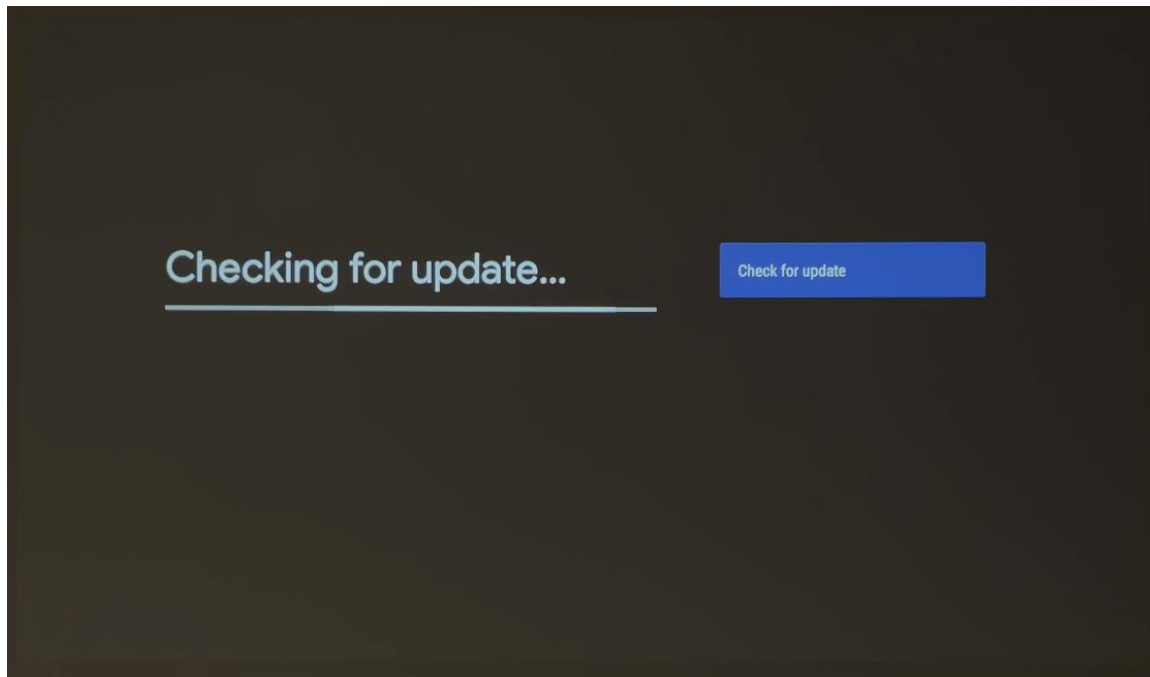
### **Step4**

Click "System update"

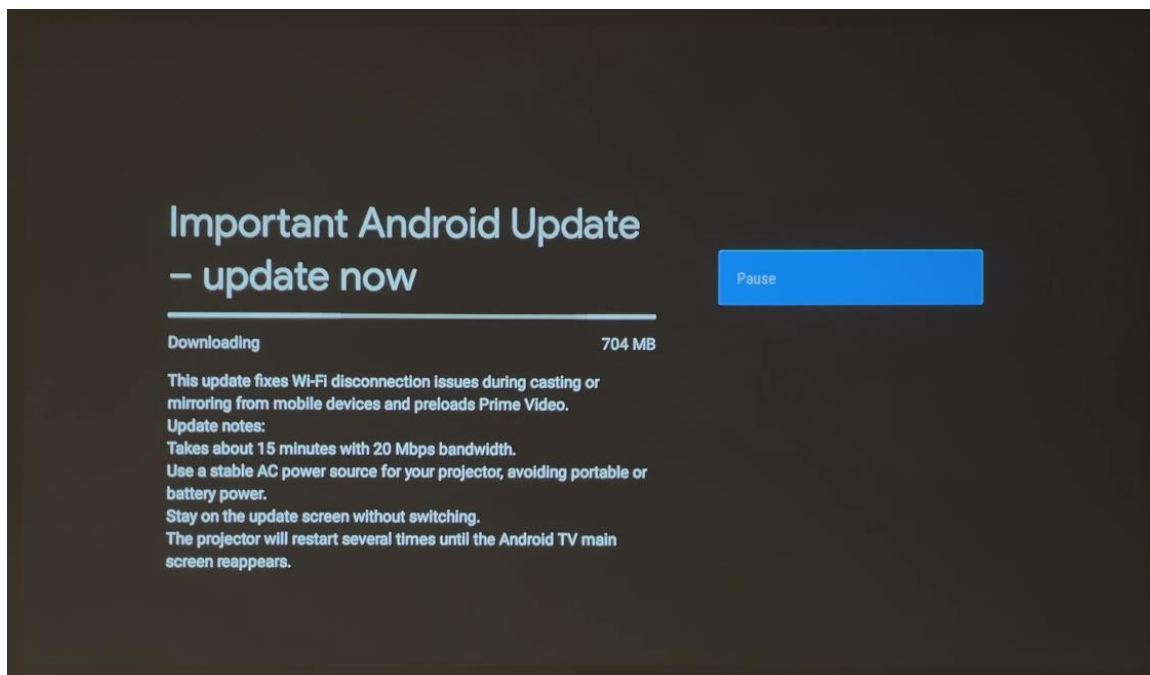


## **Step5**

Click "Check for update"

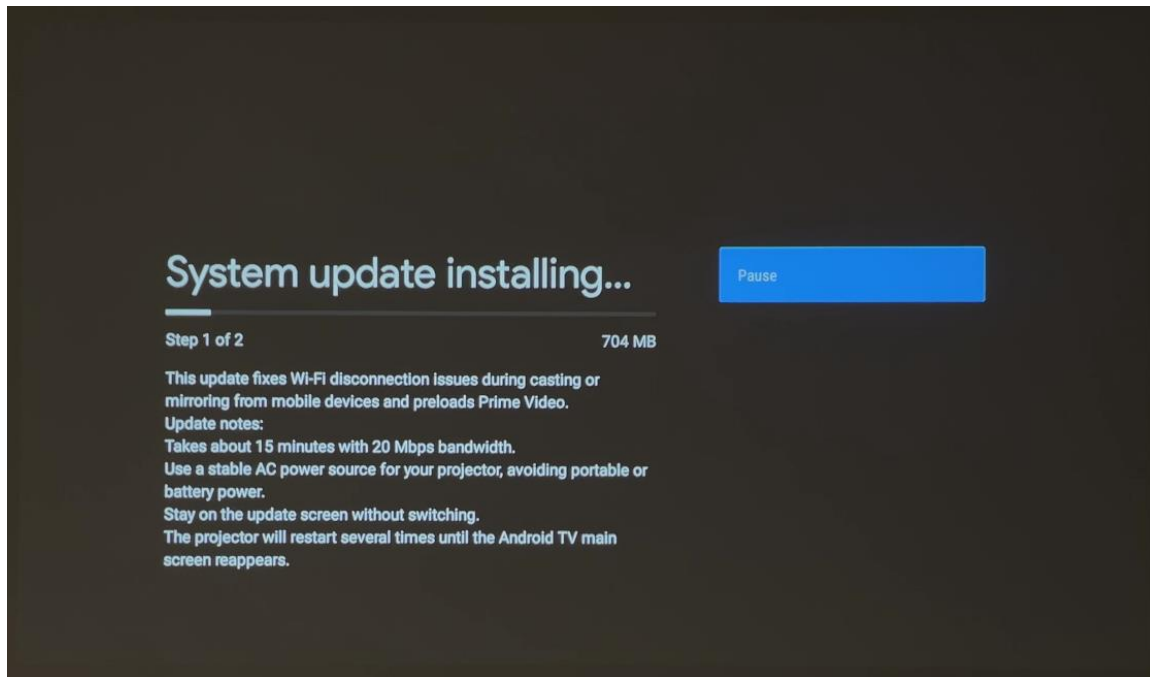


Downloading the system



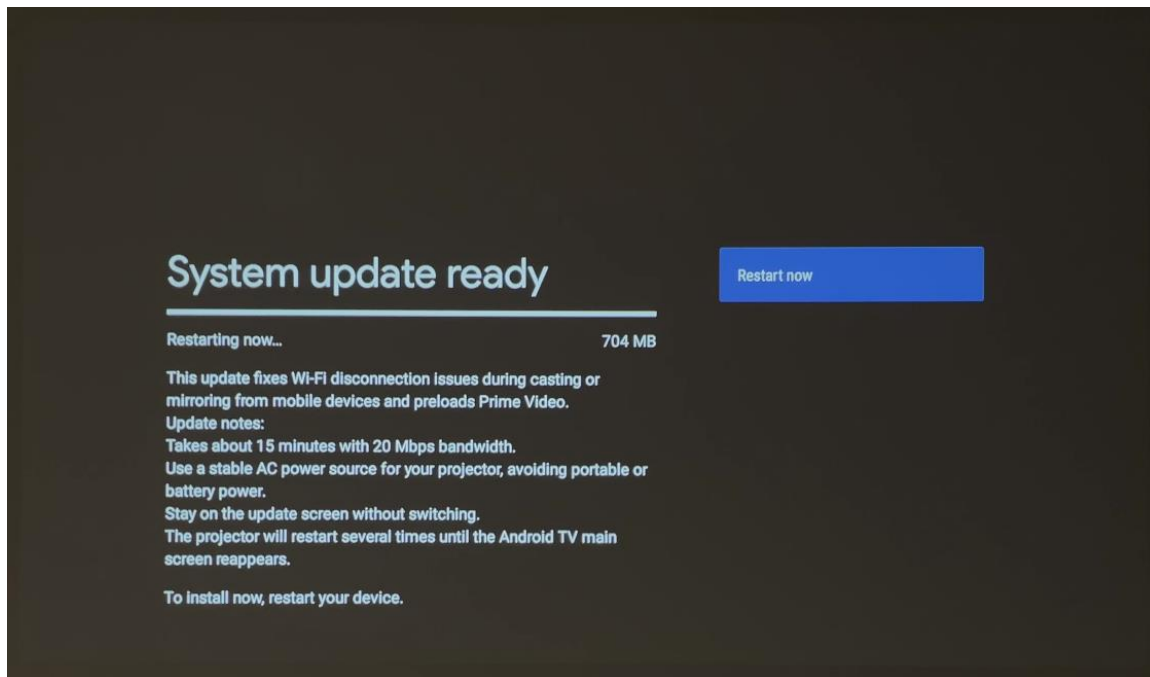
## **Step6**

Installing the system update



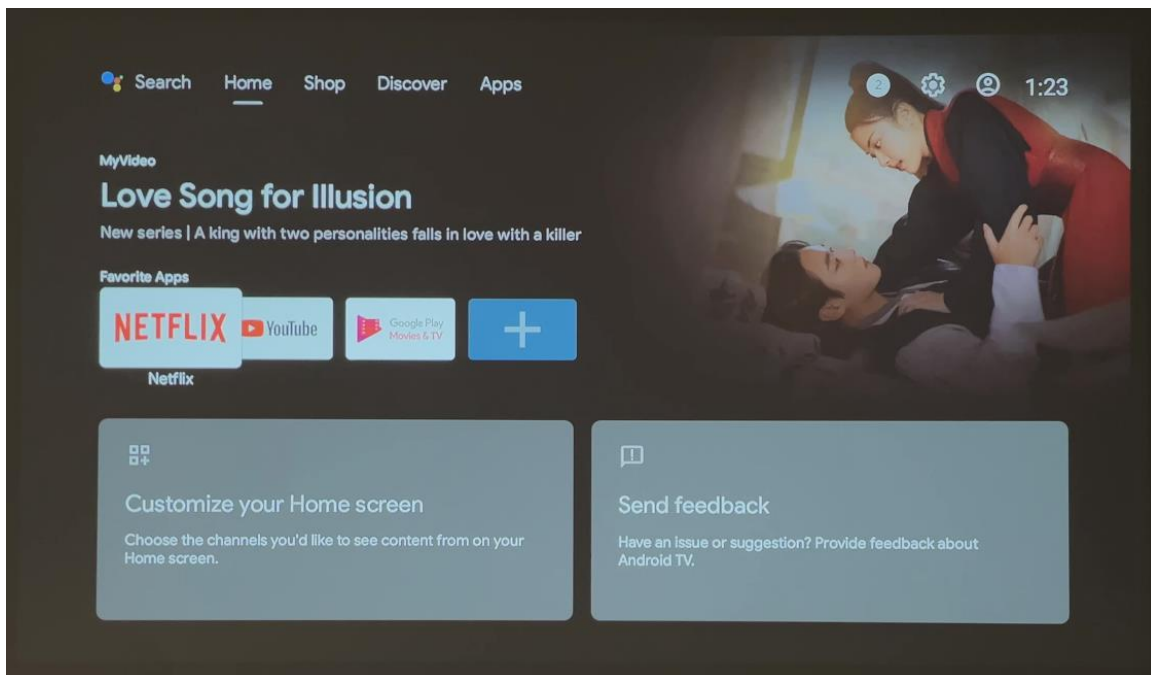
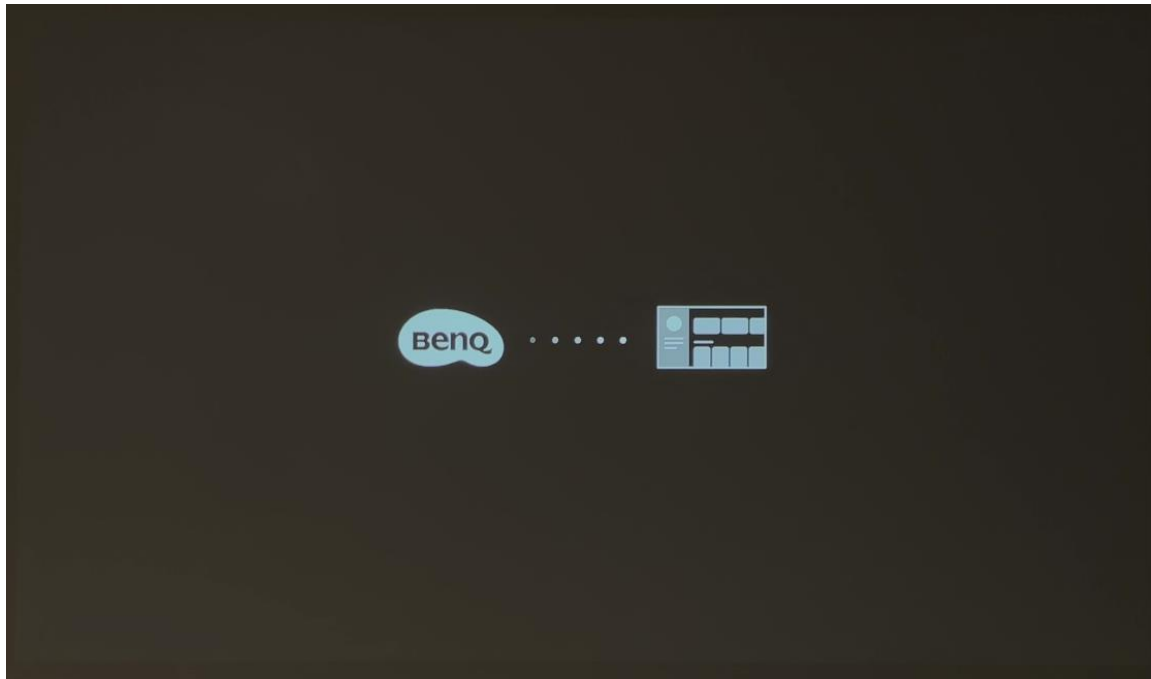
## **Step7**

Click "Restart now"



## **Step7**

System will restart and enter Android TV to complete the update



**Note:**

The screenshots provided here are for reference only. The actual screens might differ slightly according to your country, model or firmware version.

If the upgrade message doesn't come up, please restart or try to factory reset the Android TV system.

**How to factory reset Android TV dongle**

<https://www.youtube.com/watch?v=u8VxSEuoYJA>

**How to check Android TV version and BenQ QS02 dongle firmware my Android TV**

<https://www.youtube.com/watch?v=G67hvVnhWf4>

**How to check Internet Quality through BenQ User Dashboard on Android TV**

<https://youtu.be/33Fbg7KsCvg>

**How to mirror the screen of your iPhone, iPad, and MacBook on my Android TV**

<https://www.youtube.com/watch?v=ROt8t5pQdIM>

**How to connect the Android phone to BenQ smart home projector**

<https://youtu.be/iO0BjTA64tM>

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