

It is suggested to keep your projector running with up-to-date benefits from features, applications, and bug improvement. For more details about firmware upgrade instruction and improvements, please read through the following:

Before Firmware Update

Please follow one of approaches below to make sure that the firmware is for the exact model that you own.

Approach 1

To find out the Rev. Code and Serial Number at the bottom label of the BenQ projector you have on hand: <https://www.benq.com/en-us/support/downloads-faq/how-to-find-the-product-model.html>

The serial number on the product

1. Turn your machine over and look for the label on the bottom
2. Find the 13 digits of the Serial Number



The serial number in the On-Screen Display (OSD) menu

1. Press "menu" on the top over of projector
2. Choose "Information" then you can find the 13 digits of the Serial Number



If the Rev. Code of your projector is 0X-1XX, please use v1.X.X.
If the Rev. Code of your projector is 2X-2XX, please use v2.X.X.

Approach 2

If the firmware version running on your projector is 1.X.X, please use v1.X.X.

If the firmware version running on your projector is 2.X.X, please use v2.X.X.

The serial number in the On-Screen Display (OSD) menu

1. Press "menu" on the top over of projector
2. Choose "Information" then you can find the 13 digits of the Serial Number



Approach 3

If the device serial number meets one of the following conditions, please use v2.X.X. Otherwise, please use v1.X.X.

PV91K0001304E

K: the fifth digit

1: the fourth digit

9: the third digit

Condition 1

- (1) The fifth digit is L.
- (2) The fourth digit is C.
- (3) The third digit is 2.

Condition 2

- (1) The fifth digit is in the range of M to Z.
- (2) The fourth digit is 4, 5, 6, 7, 8, 9, A, B, C, D, E, F, G, and H.
- (3) The third digit is in the range of S to Z.

Update Changes in Detail

v1.0.6

- Improve half screen while playing 4K HDR/HDR10 content
- Other bugs fix and system stability improvement

v2.0.3

- Bug fix for garbage content when doing HDR brightness adjustment

How to Update Device Firmware

Please visit the link below and follow the instruction to update device firmware.

How to upgrade firmware for W2700

<https://www.youtube.com/watch?v=ohqgmZS6FX8>

How to upgrade firmware for HT3550

<https://www.youtube.com/watch?v=xwWP49gYHLo>

Note

- Please restart projector when firmware upgrade is complete.
- Projector **will not crash** and notice message* will show up if projector is updated with an incorrect firmware. Once you see the notice message, please upgrade the system with the correct firmware for the projector you own. Thank you.

*Please follow the Readme notice in the file to upgrade the correct system firmware or contact BenQ service center in your area if there is anything else is not clear.

--- Document Ends ---