



## 1. Introduction

This firmware update will update the DisplayPort adapter firmware to version "1.40". The revised firmware is designed to correct wavy, flickering or flashing screen issues when operating NVIDIA, Intel, and AMD DisplayPort graphics cards using the following Accell adapters.

- DisplayPort to VGA Active Adapter, Part Number B101B-003B
- Mini DisplayPort to VGA Active Adapter, Part Number B101B-002B

Download the firmware updater program "DPISP 1.5.exe" by right clicking on the file and selecting "Save Target As". Save the updater to a location on your computer where you can easily access later.

Right click on Firmware 1.40 hex file and select "Save Target As". Next, after the file name "STDP3100\_1.40\_RELEASE" add the file extension ".hex". The file name now reads " STDP3100\_1.40\_RELEASE.hex". Next, beneath the file name in "Save as type" change the file type to "All Files". Finally select "Save" to save the firmware hex file STDP3100\_1.40\_RELEASE.hex to a known location on your hard drive.

Please follow the steps below to install the latest product firmware. Should you have any questions regarding this process please contact Technical Support. Support is available Monday through Friday 9 A.M. to 5:00 P.M. Pacific Standard Time at Tel: 510-770-8279 or Toll Free: 1-877-353-0772 (Ext. 8283).

## 2. Instructions

- ◆ Select the PC or laptop that contains the DisplayPort graphics card.
- ◆ Connect the dongle (i.e. one that requires the firmware upgrade) to the DisplayPort output ports.
- ◆ Connect a VGA monitor to the available graphics port on the PC.
- ◆ Install the FW utility – the DPISP 1 icon will be added to the desktop, double click to open utility. This utility will auto-detect the DP2VGA dongles.
- ◆ STMicroelectronics Firmware Upgrade welcome window will open indicating the application's version.
- ◆ Click the **Next** button
- ◆ Verify that the dongle to be upgraded is detected correctly in the Device Field.
- ◆ Verify the current Firmware version in the Version Validation Field.
- ◆ Browse to the folder containing the new Firmware File, double click and click the **Next** button.
  - Note: Verify button is used for CRC check and it is optional.

- Note: Before proceeding to upgrade the dongle, a sound test button can be pressed to verify the speakers are on and that sound is heard during upgrade. If no sound is heard, please make sure speakers are ON and audio device is functioning correctly.
- ◆ Click the **Start** button
- ◆ A progress bar will appear along with a sound beep indicating the progress.
- ◆ Wait until update is complete.
- ◆ A final message will appear indicating the status of the upgrade and stating to “Remove the dongle and insert again for upgrade verification and proper operation”.
- ◆ Power cycle the dongles [remove then re-plug the DP2VGA dongles] to complete the upgrade, press **Finish**.

### 3. User interface

Figure 1. DPISP Welcome Screen

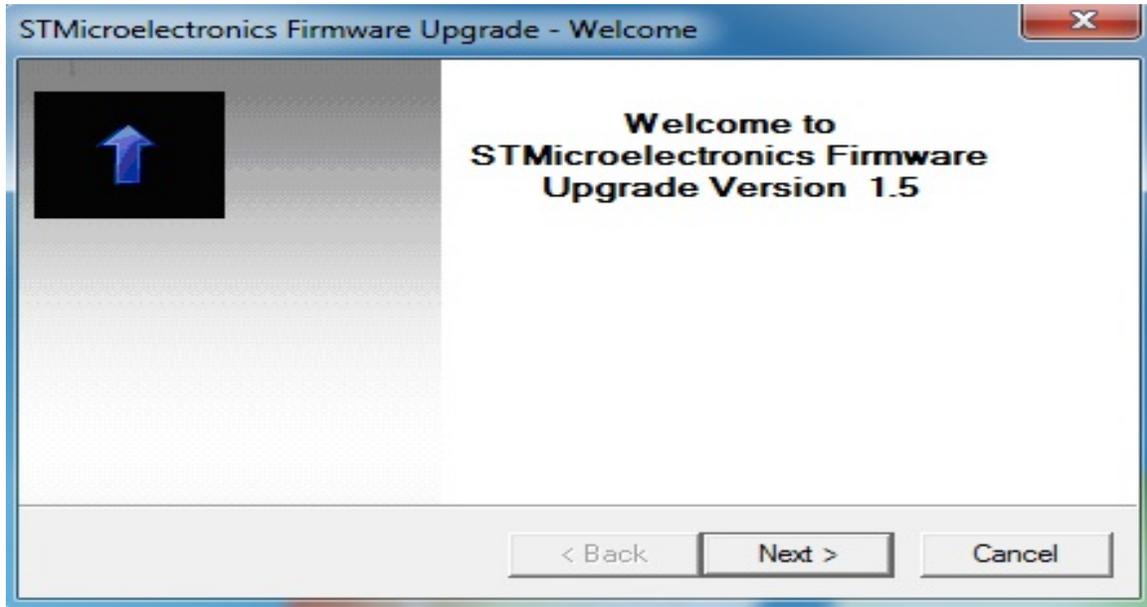
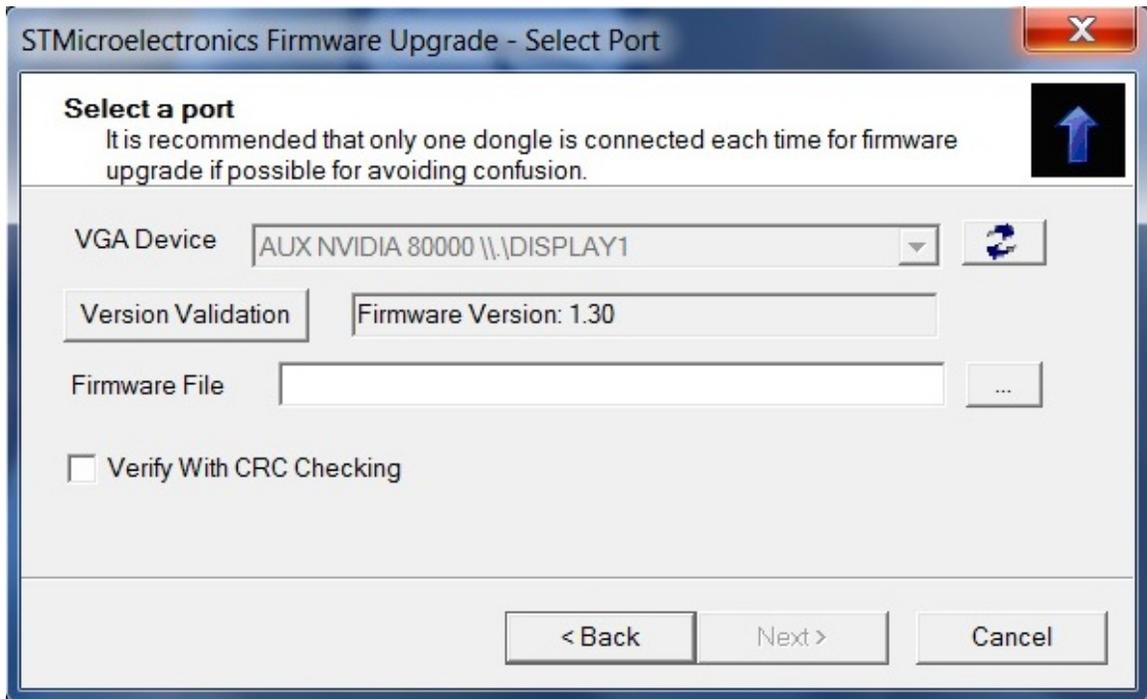
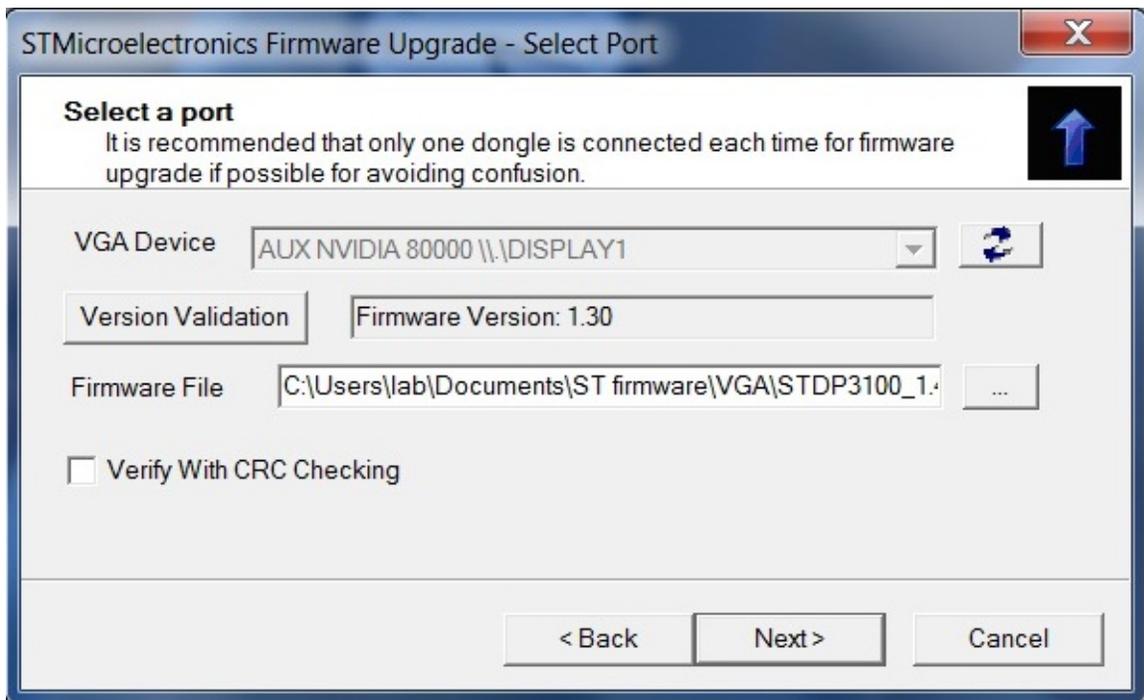


Figure 2. DPISP Interface to detect VGA device and validate existing firmware version.



**Figure 3. DPISP Interface to start the upgrade process**



**Figure 4. After the Next button is pressed, user has the option to test sound, run firmware upgrade or Cancel**

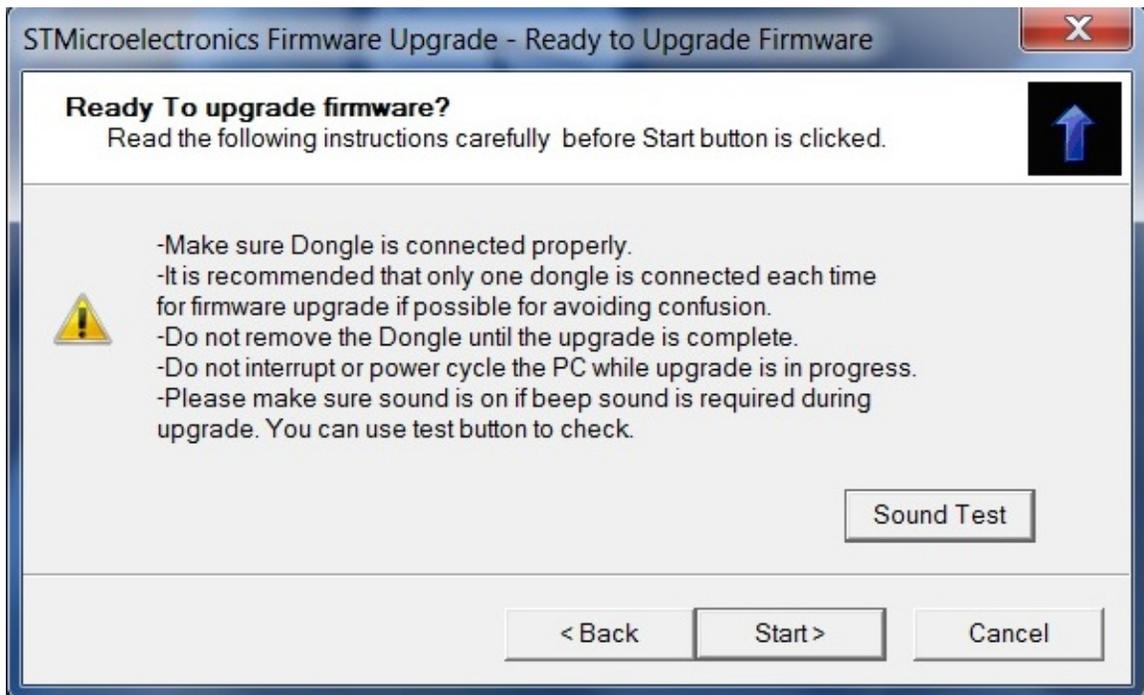
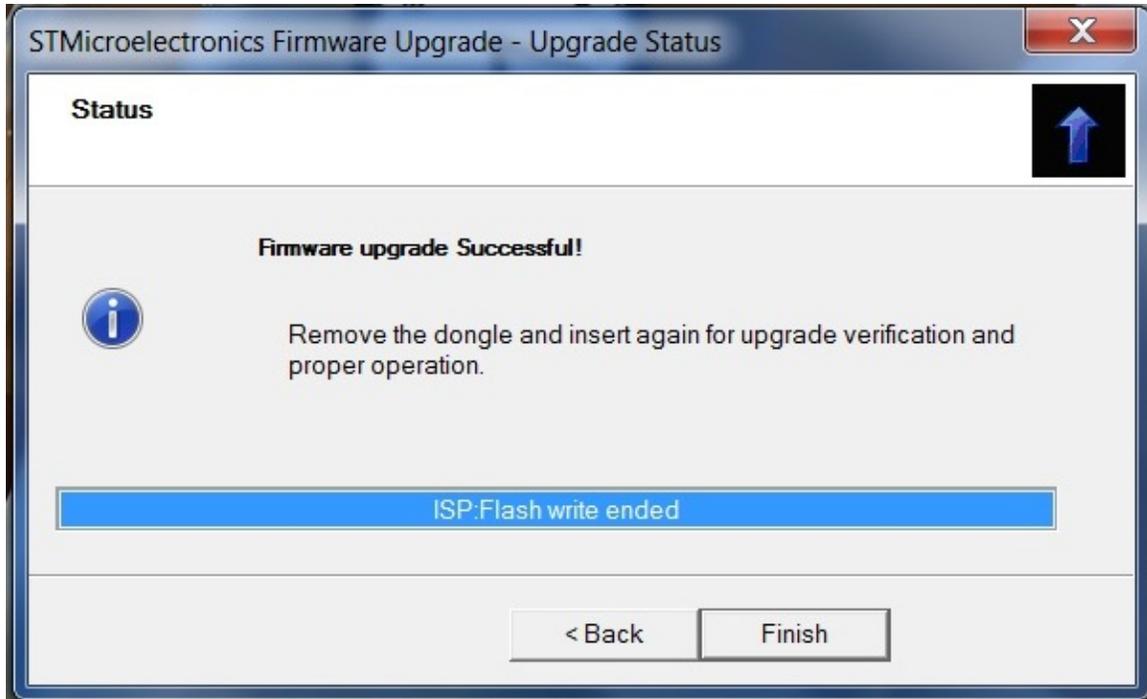


Figure 5. Message indicating firmware upgrade was successful



## 4. Troubleshooting

Symptom	Possible Solution
Installation Failure	If installation fails then make sure the Operating system used has all the updated drivers and patches.
No Available devices detected	<p>If the dongle has been plugged but the application does not recognize the device please power cycle the dongle and press the refresh button on the DP ISP application. If it still fails then please do the following:</p> <ol style="list-style-type: none"> <li>1. Proceed to the graphic card's control panel or properties.</li> <li>2. Check if the graphic card recognizes the devices attached: the <b>VGA</b> monitor attached to port 1 (optional) and the DP dongle attached to the second port               <ol style="list-style-type: none"> <li>a. <b><u>If the device is recognized</u></b> and not enabled then please enable it (by clicking on its icon tab)                   <ul style="list-style-type: none"> <li>• When enabling the device set the configuration to be in extended mode (or configured independently from each other). If the configuration is set to clone mode, make sure that the dongle being upgraded is set as primary device</li> </ul> </li> <li>b. <b><u>If the device is not recognized</u></b> by the graphic card:                   <ul style="list-style-type: none"> <li>• Un-plug the dongle, attach a monitor to its <b>VGA</b> side (if necessary) and re-plug the dongle.</li> <li>• Enable the device and set the configuration to be in extended mode (or configured independently from each other). If the configuration is set to clone mode, make sure that the dongle being upgraded is set as primary device</li> <li>• If there is no option to enable the device even after attaching a monitor and the application still fails to recognize the dongle, please stop and contact your dongle supplier</li> </ul> </li> </ol> </li> <li>3. If there is no option to enable the device even after attaching a monitor and the application still fails to recognize the dongle, please stop and contact your dongle supplier</li> </ol>
Upgrade Failure	<ol style="list-style-type: none"> <li>1. Power cycle the dongle</li> <li>2. Press the refresh button on the DP ISP application</li> <li>3. Make sure the device is enabled and that it is set as primary.</li> <li>4. If there is a second DP device attached and detected by the application besides the dongle to be upgraded (for example a SafeLite based DP monitor), the device will be recognized by the DP ISP application (but in this case the firmware version shown will be 0.0); for successful upgrade make sure to select the channel that is attached to the dongle and that firmware shown is valid</li> <li>5. If upgrade still fails, stop and contact your dongle supplier</li> </ol>

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