

Question:

How do you update firmware on Modero S Series and X Series G4 panels using a USB drive?

Answer:

1. Download the latest Modero G4 touch panel firmware from www.amx.com and save it to a USB stick.
Note: The firmware must be saved in a folder in the USB stick directory, corresponding with the touch panel model, in order to be recognized by the touch panel. For instance, firmware for an MST-43I must be saved in a folder named "MST-43I" to be recognized by the panel. The folder name is not case sensitive.
2. Insert the USB stick into an available USB port. This may require disassembling wall-mounted touch panels to access the USB ports if a USB extension was not already installed.
Note: In the case of the MSD-43I-L, connecting a USB stick to the device will require the use of a USB OTG adapter.
3. From the Install Firmware page, select the New field.
4. A System Message window appears, asking "Are you sure you wish to install the following firmware?" The option to choose Yes will be enabled after five seconds. Press Yes to load the firmware listed, and No to return to the Firmware Installation popup window.
5. The device will now upload the new firmware after prompting you to remove the USB stick. It will then automatically reboot.

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