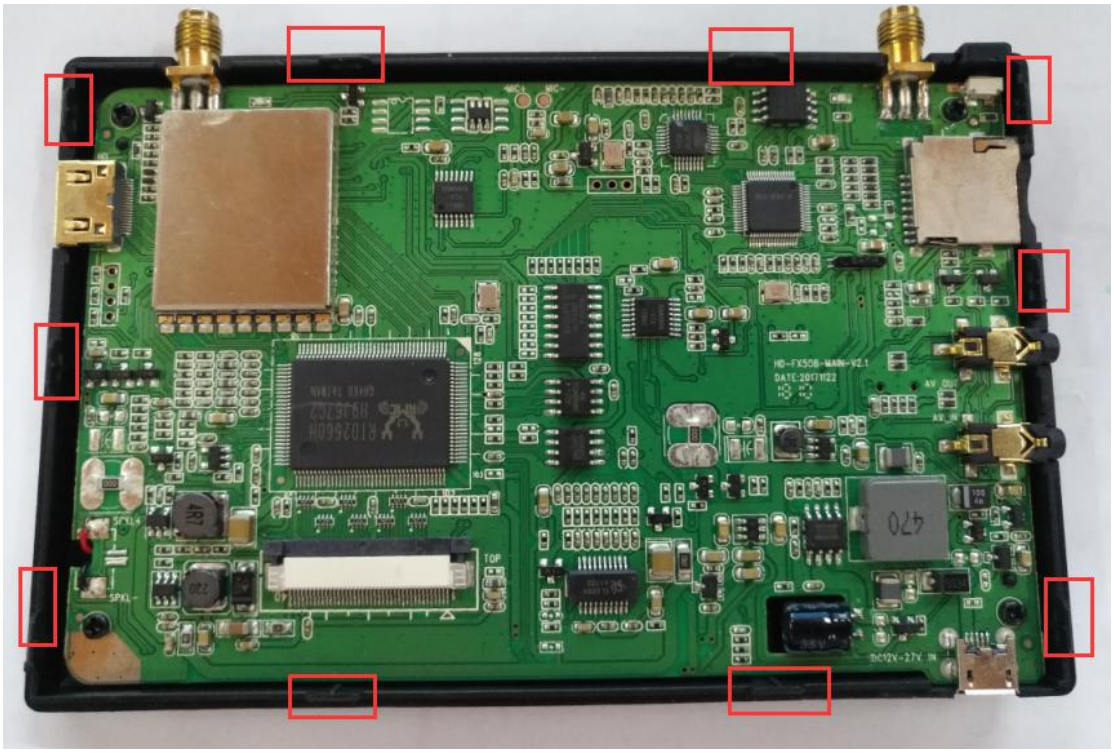
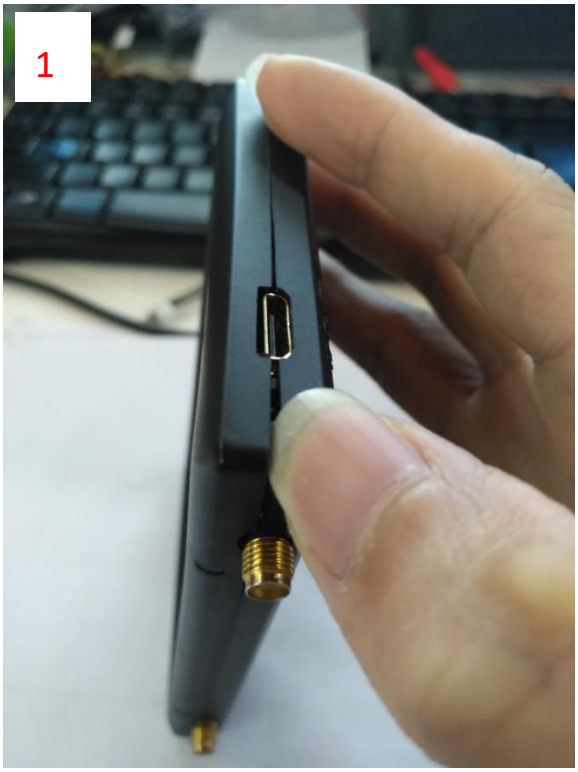
Step 1： Disassemble the monitor.

1. Know the location of the buckle.



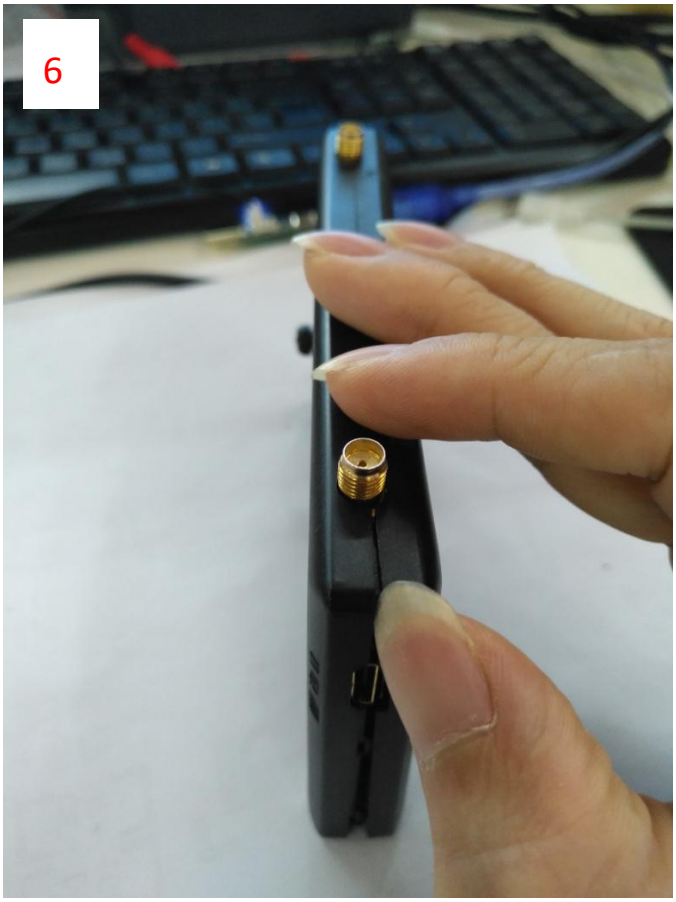
2.Insert the first buckle from this corner with a nail or tools.



3. Then open the buckles one by one as following positions.

4

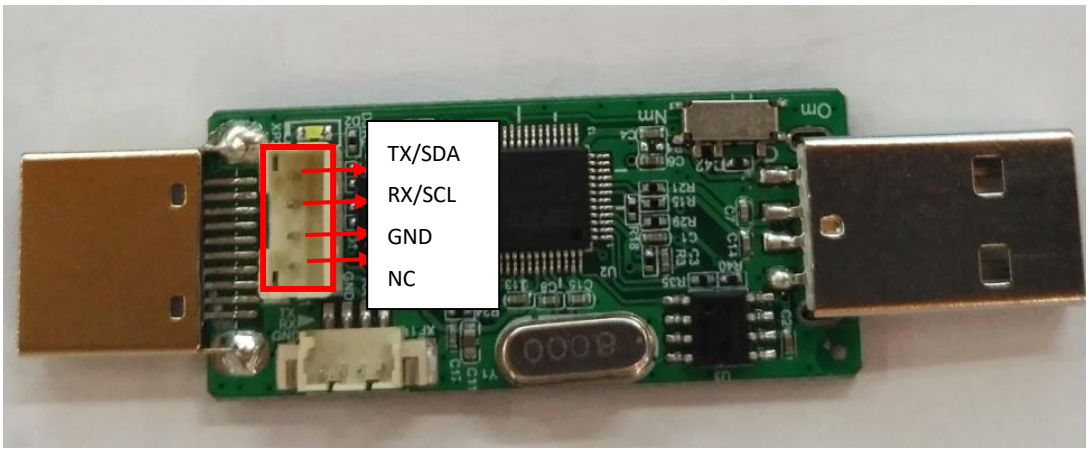
5

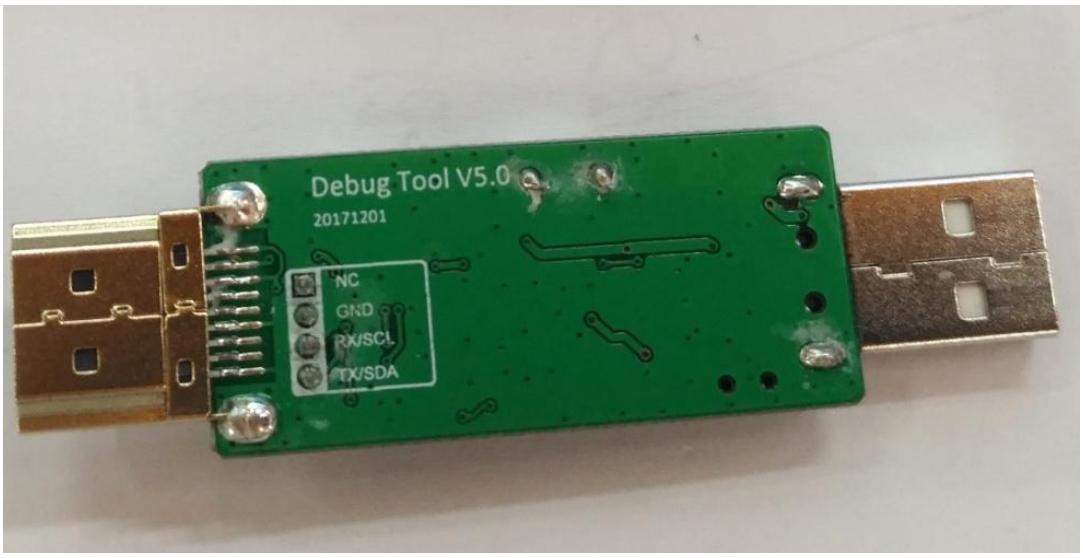

6

7

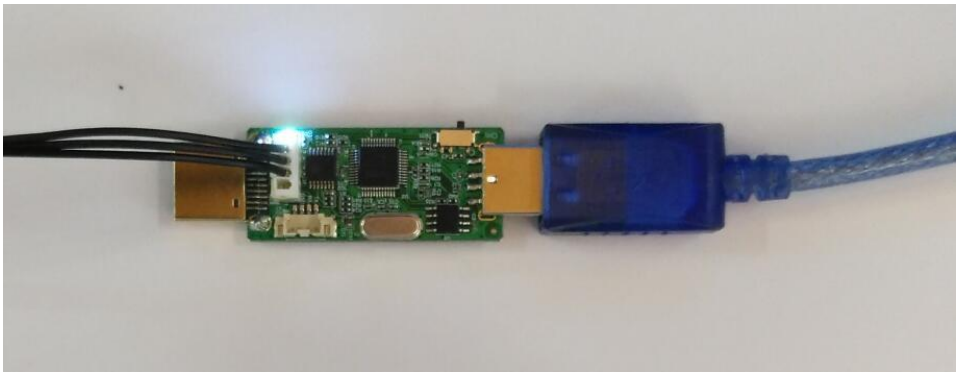
The disassembly is finished.

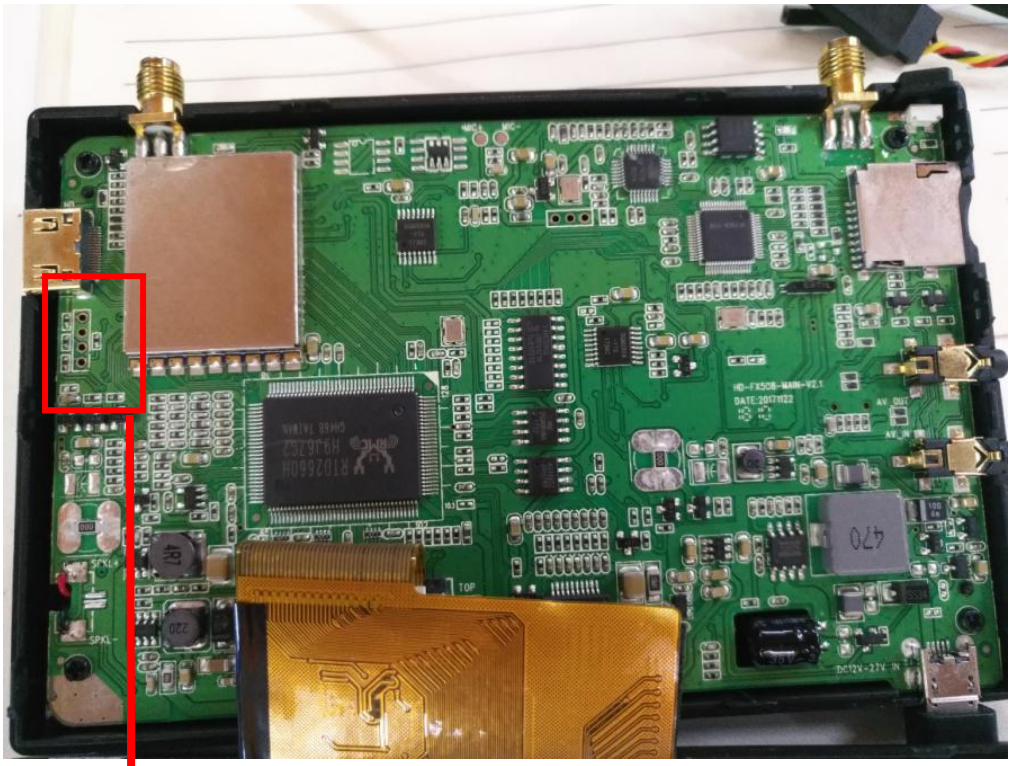
Step 2： Connect the upgrade tool.

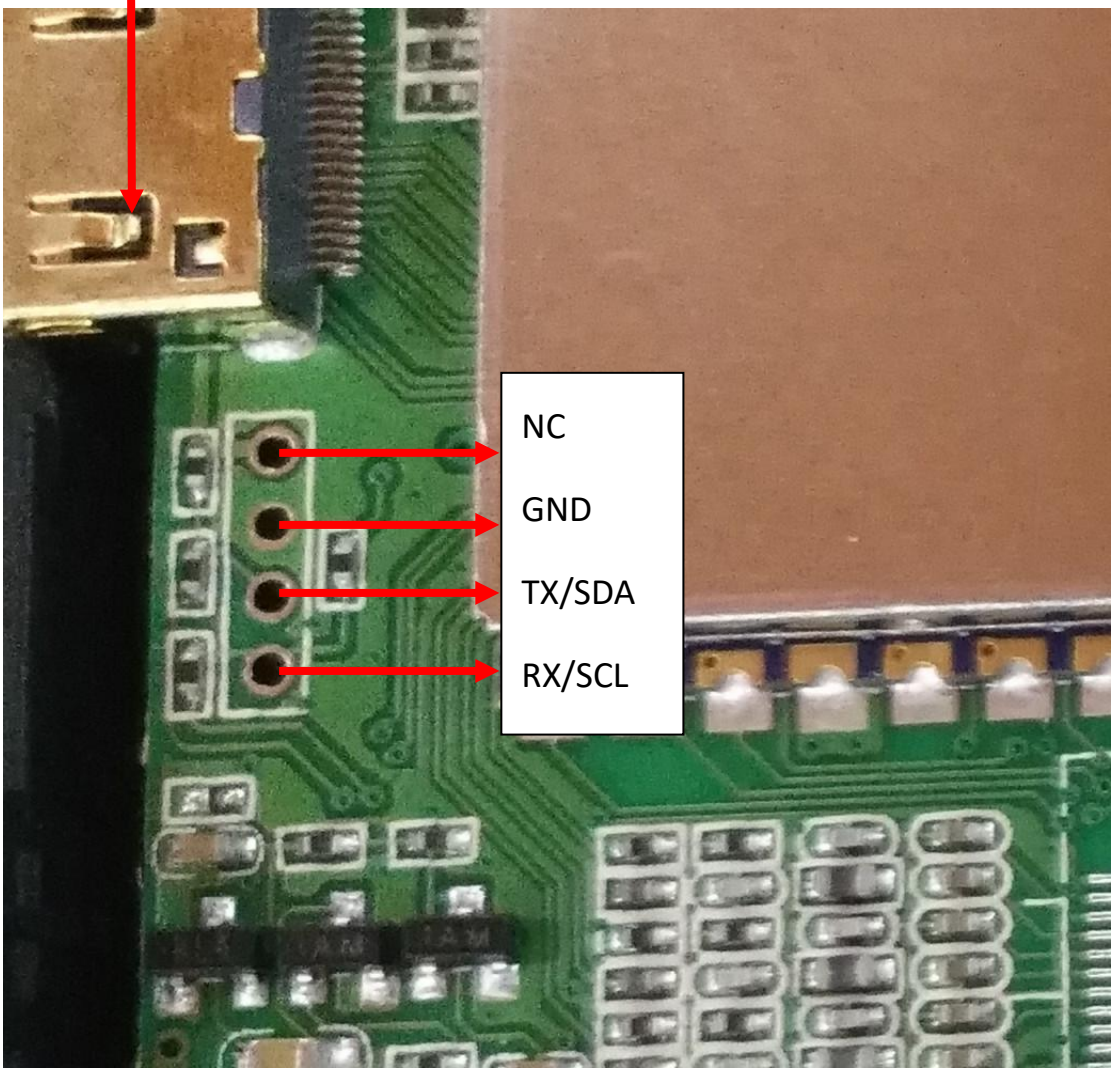


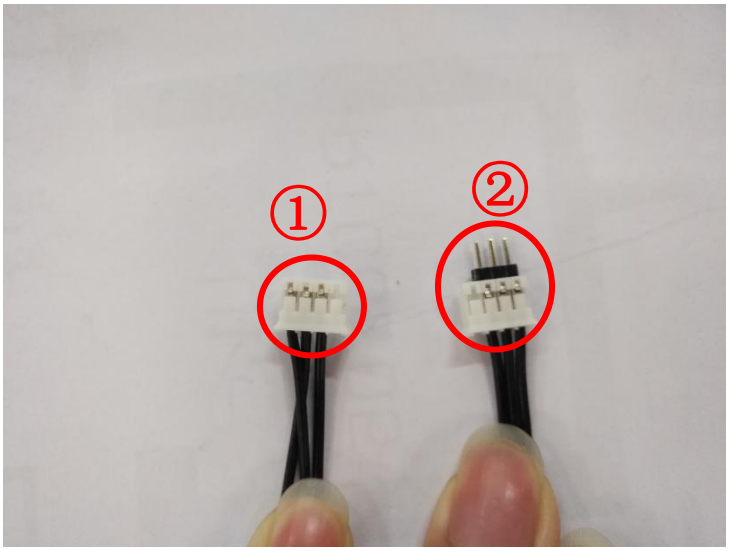


Connect the upgrade tool to the computer



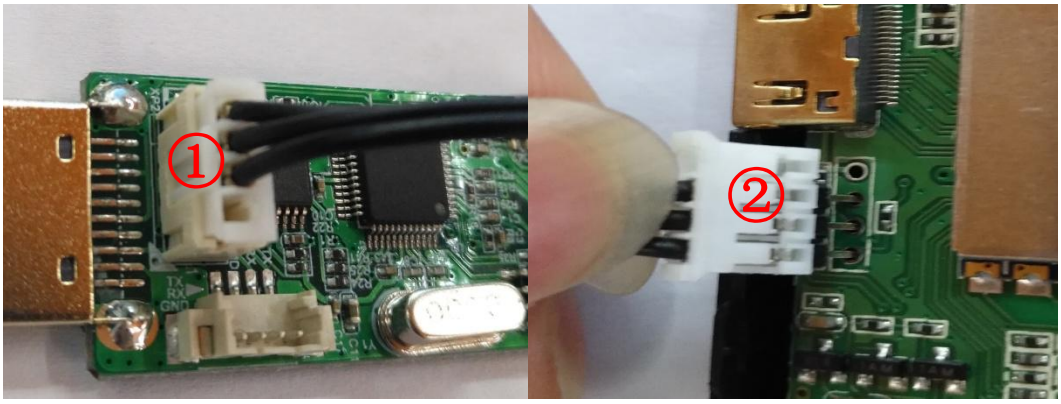



NC
GND
TX/SDA
RX/SCL

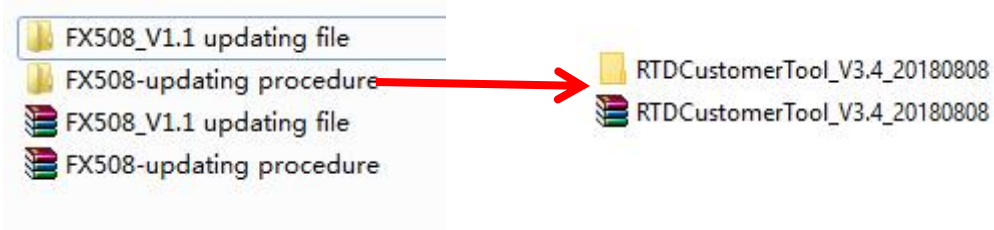


Connect the upgrade tool to the monitor.

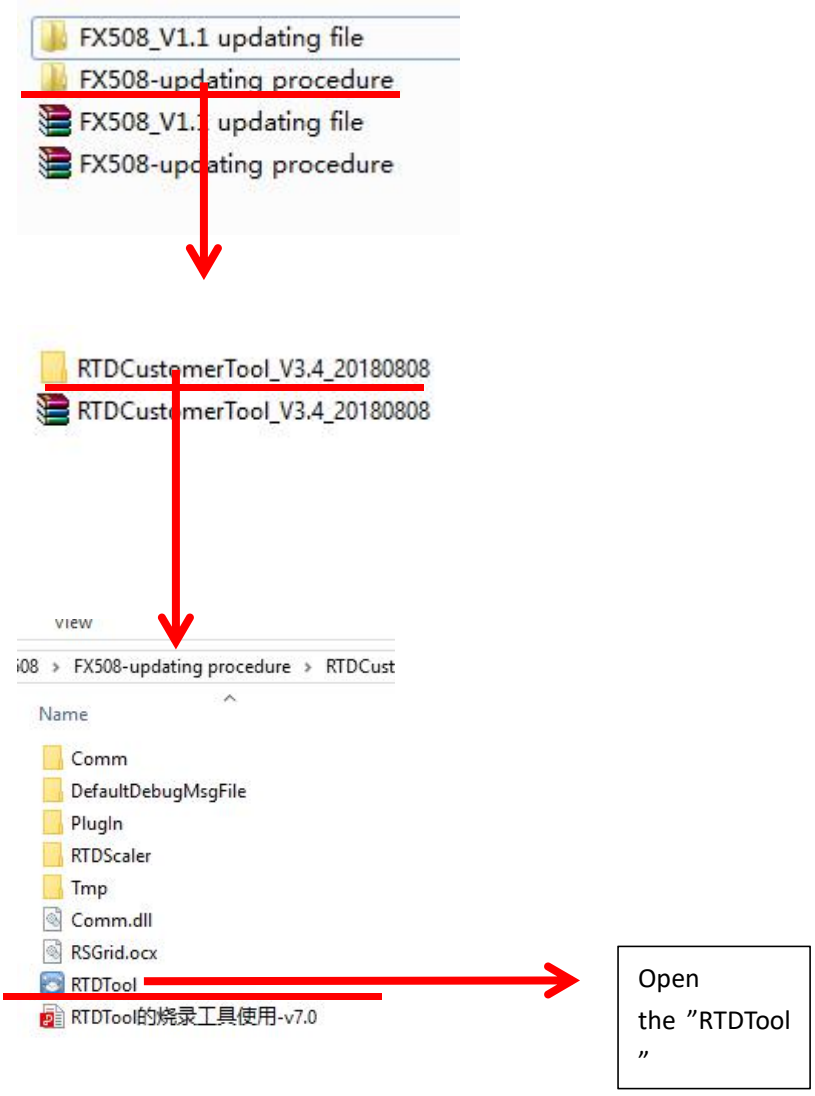
① for updated tool ② for monitor board



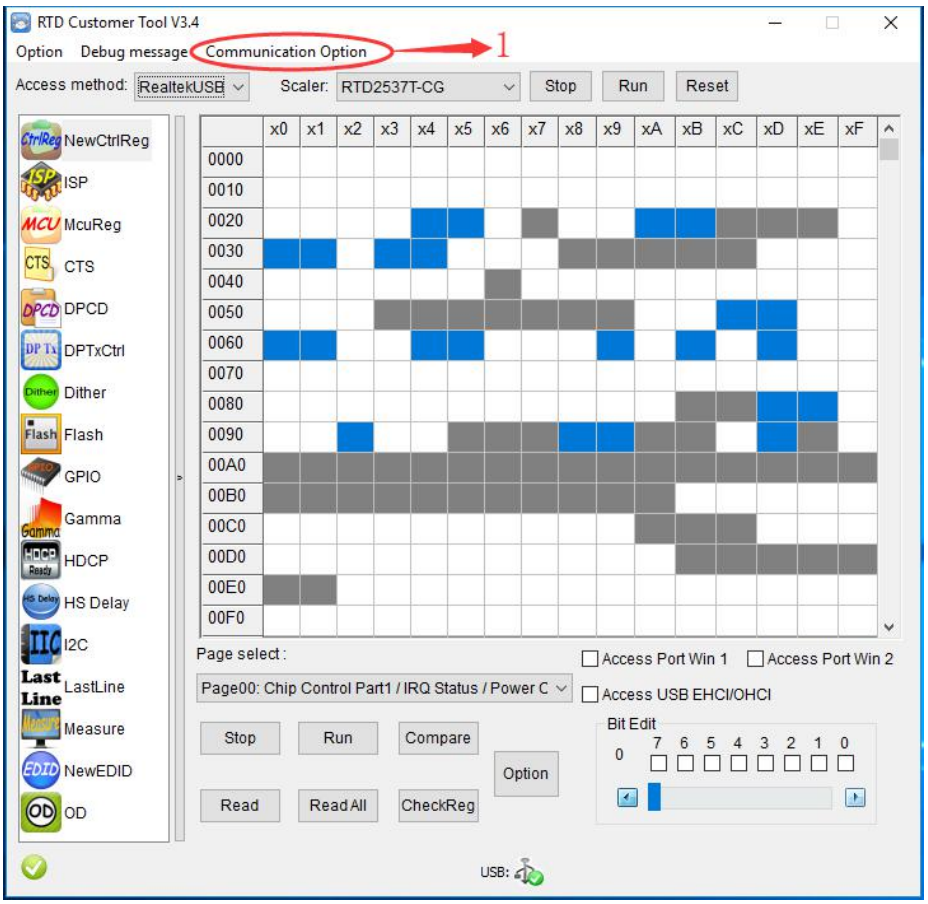
Step 3: Download below upgrade files and unzip them

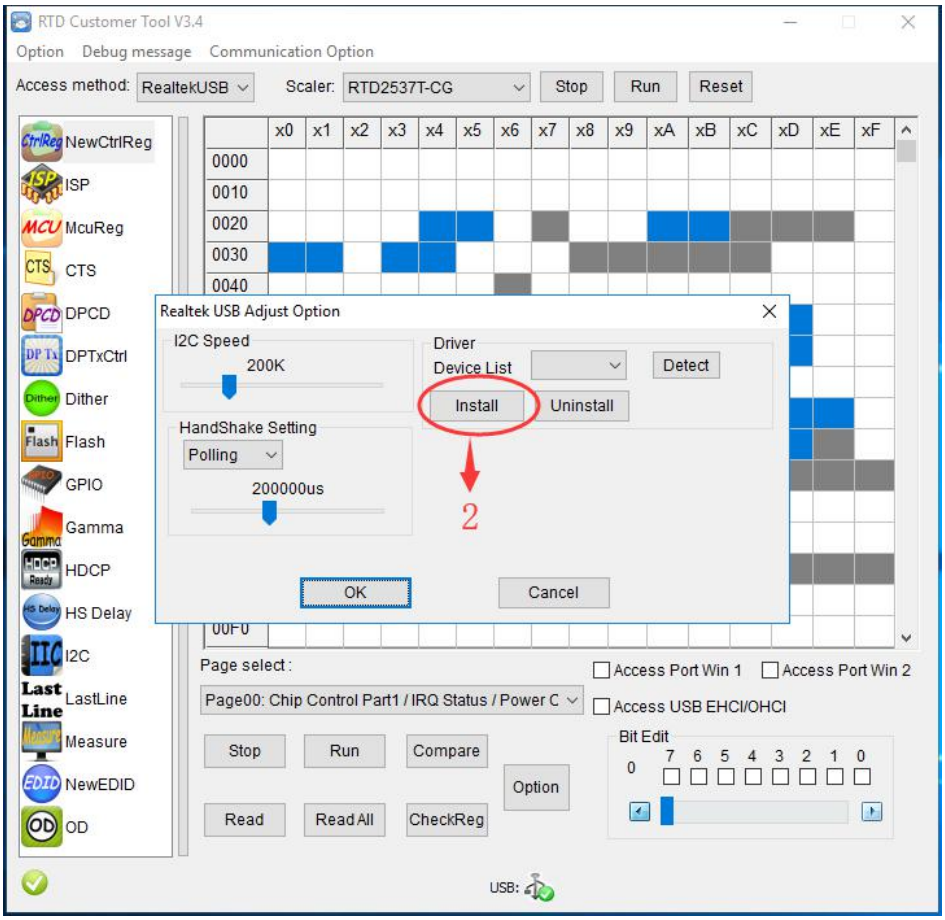


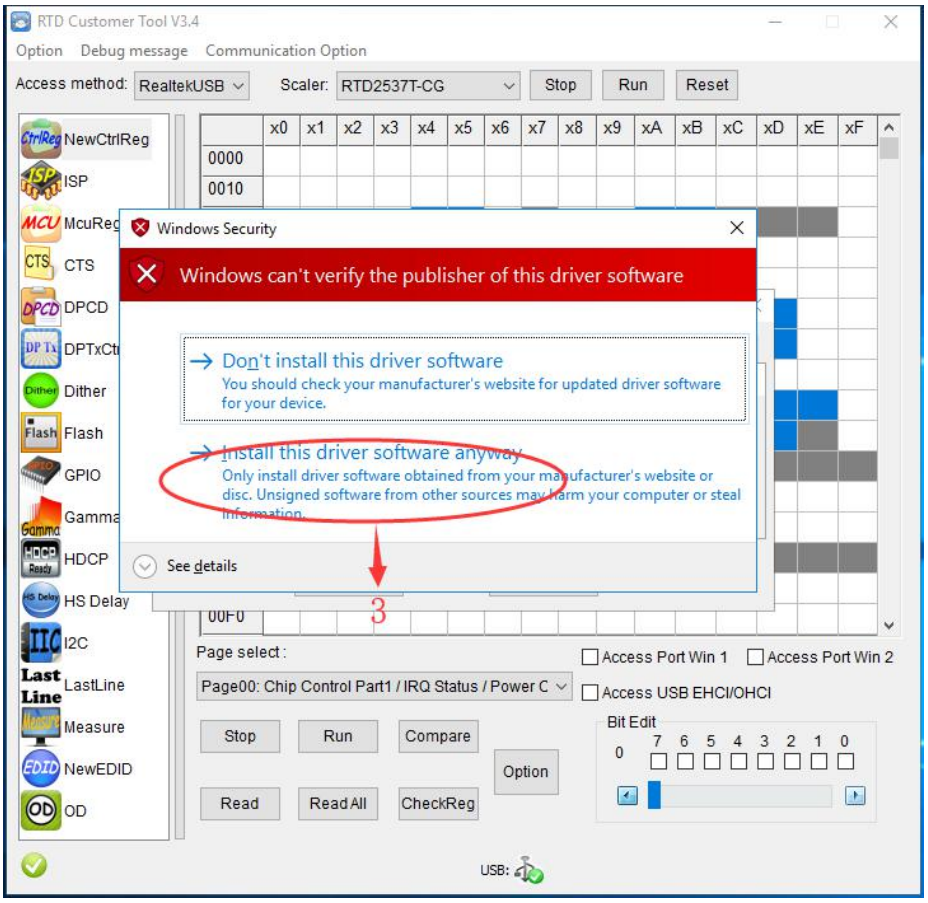
Step 4： how to use the upgrade program

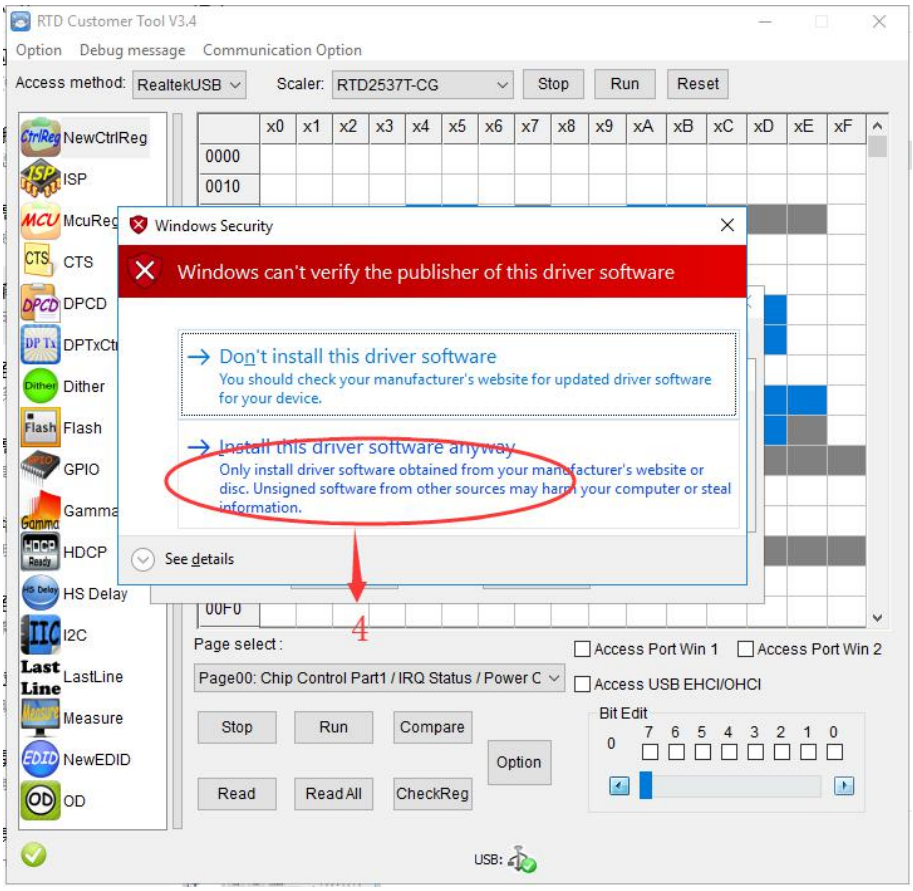


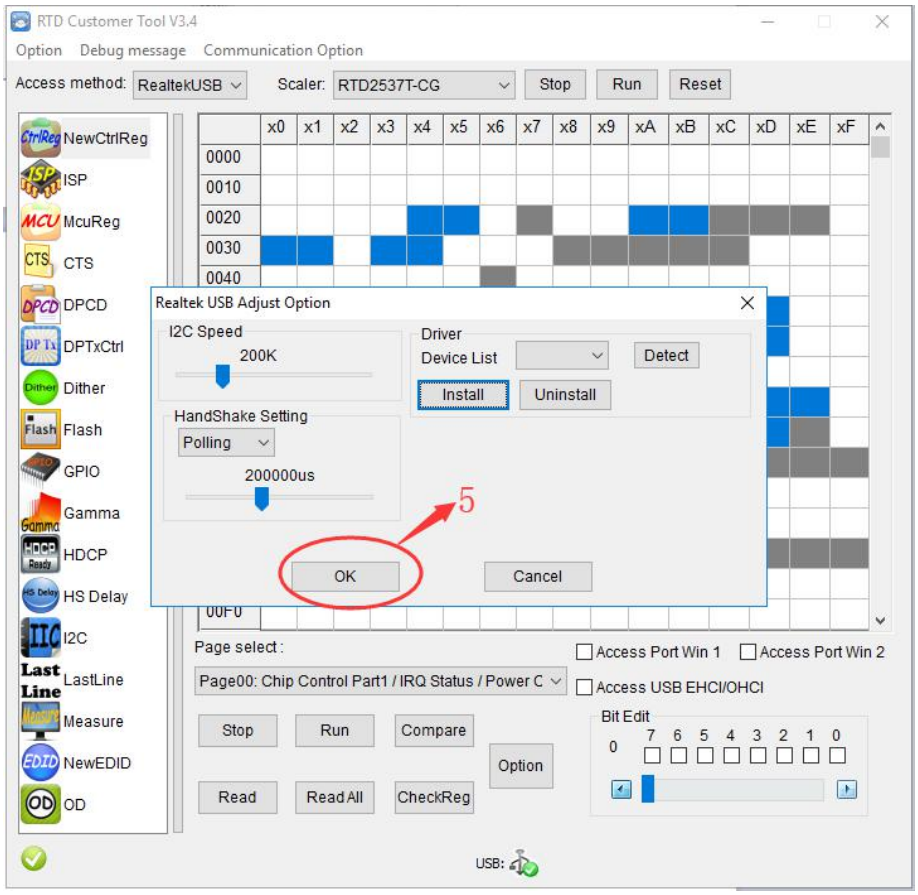
Click from 1-14 and follow the below instructions step by step

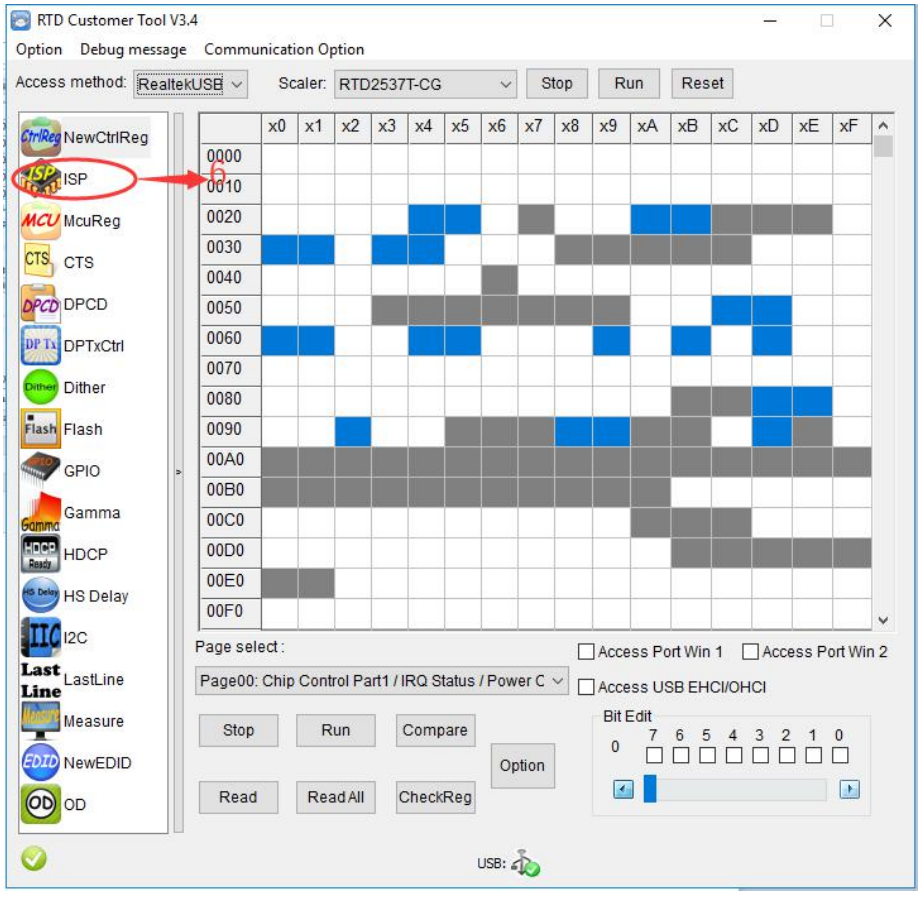

RTD Customer Tool V3.4
Option
Debug message
Communication Option
1
Access method:
RealtekUSB
Scaler:
RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Measure
NewEDID
OD
x0 x1 x2 x3 x4 x5 x6 x7 x8 x9 xA xB xC xD xE xF
0000
0010
0020
0030
0040
0050
0060
0070
0080
0090
00A0
00B0
00C0
00D0
00E0
00F0
Page select :
Page00: Chip Control Part1 / IRQ Status / Power C
Access Port Win 1
Access Port Win 2
Access USB EHCI/OHCI
Stop
Run
Compare
Read
Read All
CheckReg
Option
Bit Edit
7 6 5 4 3 2 1 0
0
USB:

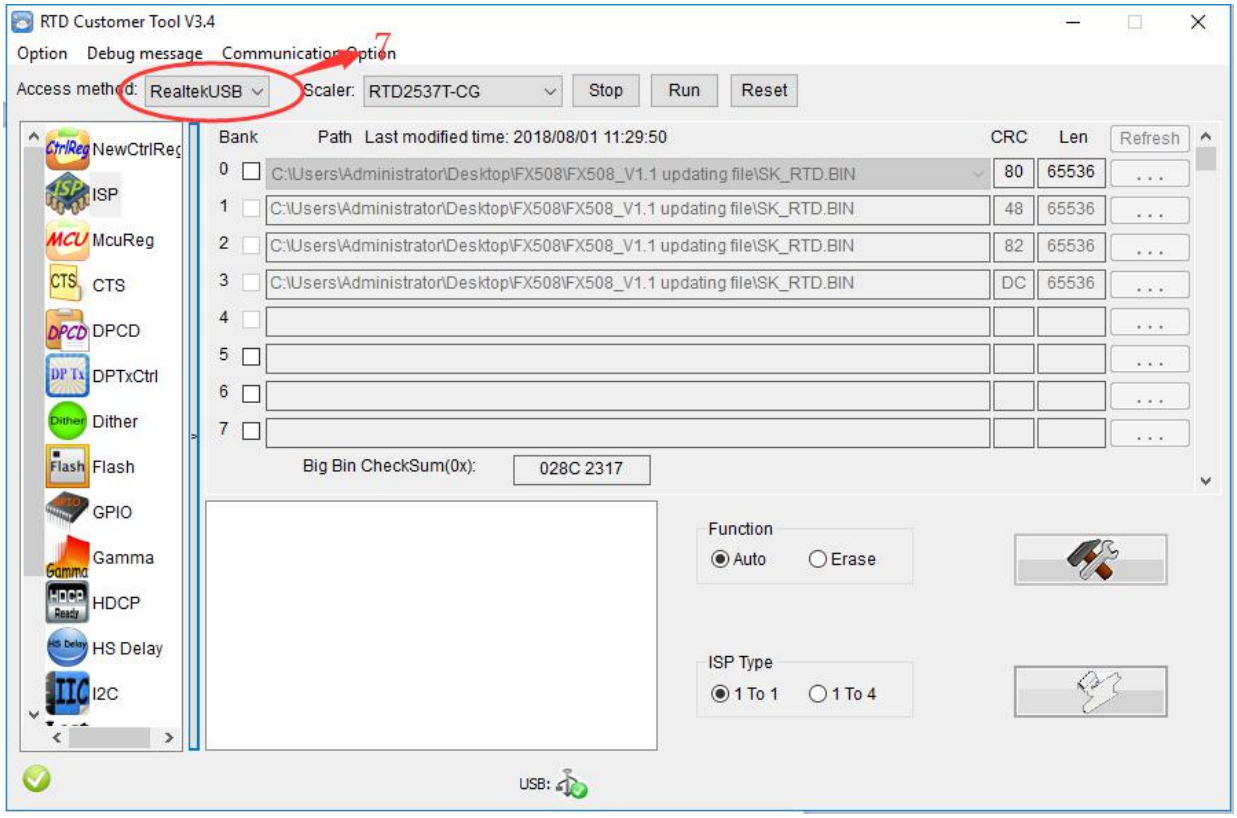

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
RealtekUSB
Scaler:
RTD2537T-CG
Stop
Run
Reset
Realtek USB Adjust Option
I2C Speed
200K
Driver
Device List
Detect
Install
Uninstall
HandShake Setting
Polling
200000us
2
OK
Cancel
Page select :
Page00: Chip Control Part1 / IRQ Status / Power C
Access Port Win 1
Access Port Win 2
Access USB EHCI/OHCI
Bit Edit
USB:

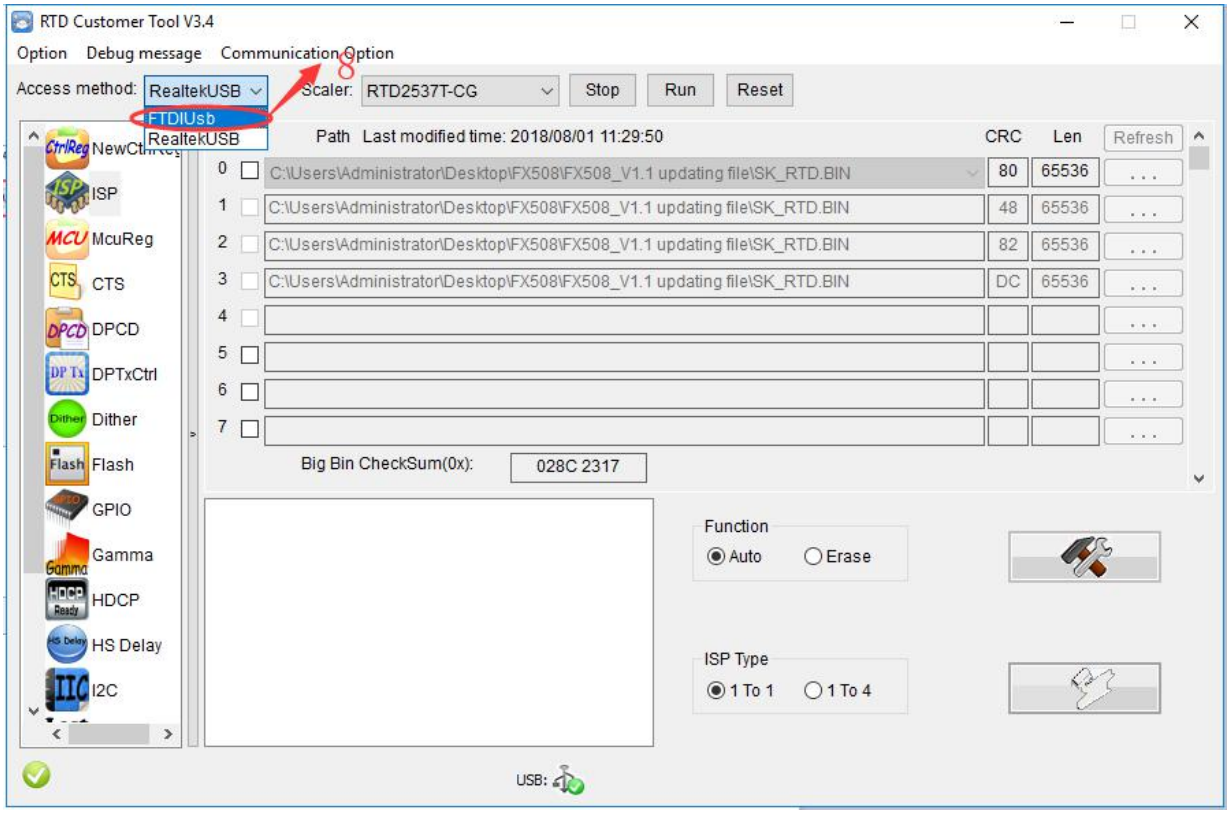

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
RealtekUSB
Scaler:
RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtr
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Measure
NewEDID
OD
Windows Security
Windows can't verify the publisher of this driver software
Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.
Install this driver software anyway
Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.
See details
3
Page select :
Page00: Chip Control Part1 / IRQ Status / Power C
Access Port Win 1
Access Port Win 2
Access USB EHCI/OHCI
Stop
Run
Compare
Read
Read All
CheckReg
Option
Bit Edit
USB:

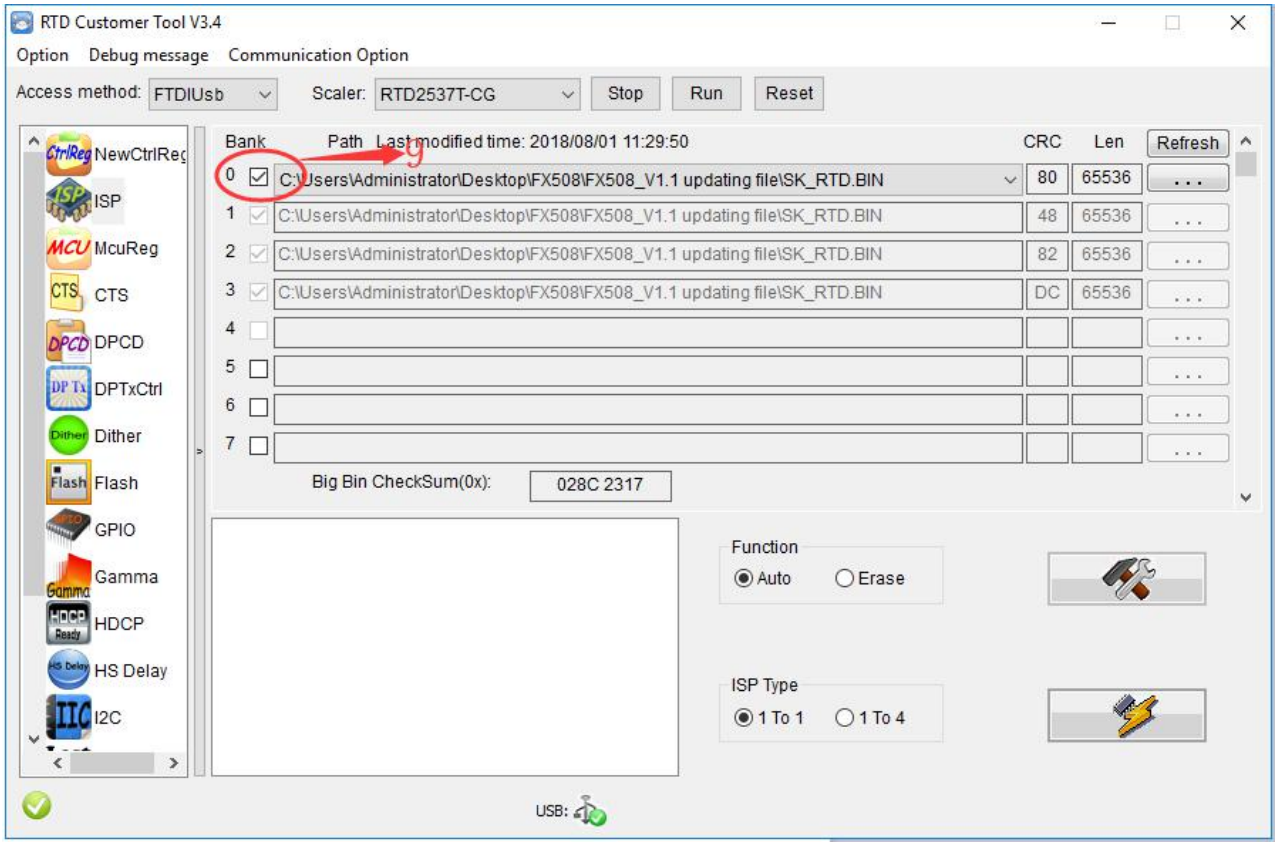

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
RealtekUSB
Scaler:
RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtr
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Measure
NewEDID
OD
Windows Security
Windows can't verify the publisher of this driver software
Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.
Install this driver software anyway
Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.
See details
4
Page select :
Page00: Chip Control Part1 / IRQ Status / Power C
Access Port Win 1
Access Port Win 2
Access USB EHCI/OHCI
Stop
Run
Compare
Read
Read All
CheckReg
Option
Bit Edit
USB:

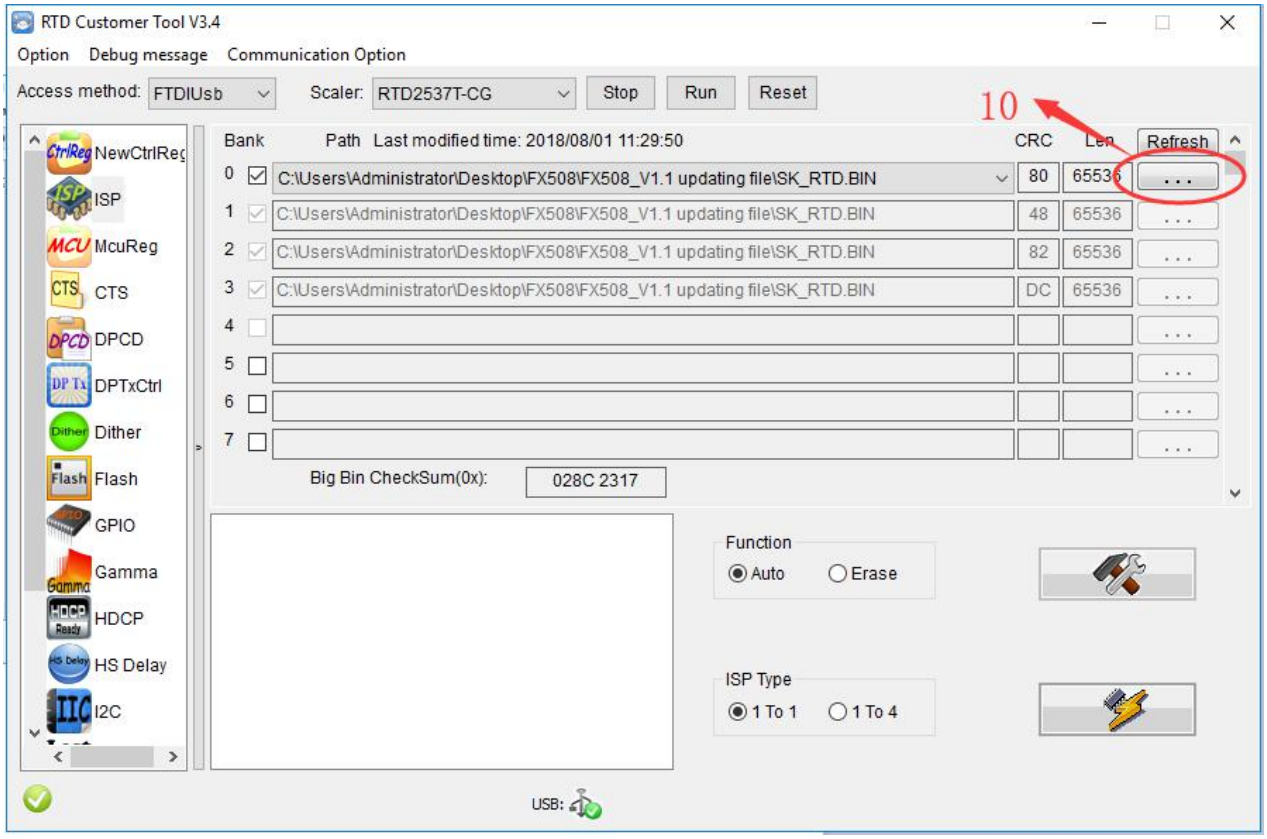

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method: RealtekUSB
Scaler: RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Measure
NewEDID
OD
Realtek USB Adjust Option
I2C Speed
200K
Driver
Device List
Detect
Install
Uninstall
HandShake Setting
Polling
200000us
5
OK
Cancel
Page select :
Page00: Chip Control Part1 / IRQ Status / Power C
Access Port Win 1
Access Port Win 2
Access USB EHCI/OHCI
Compare
Option
Read
Read All
CheckReg
Bit Edit
USB:

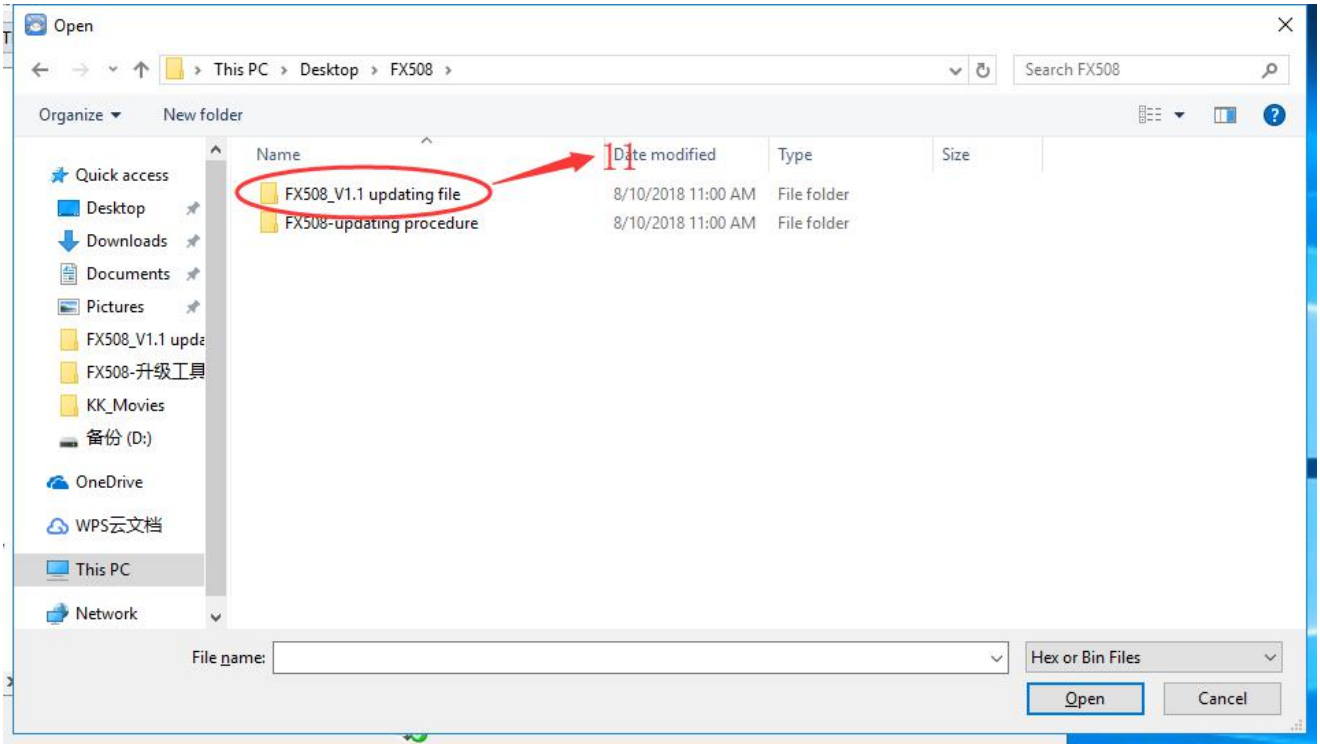

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method: RealtekUSB
Scaler: RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
6
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Measure
NewEDID
OD
Page select :
Page00: Chip Control Part1 / IRQ Status / Power C
Access Port Win 1
Access Port Win 2
Access USB EHCI/OHCI
Compare
Option
Read
Read All
CheckReg
Bit Edit
USB:

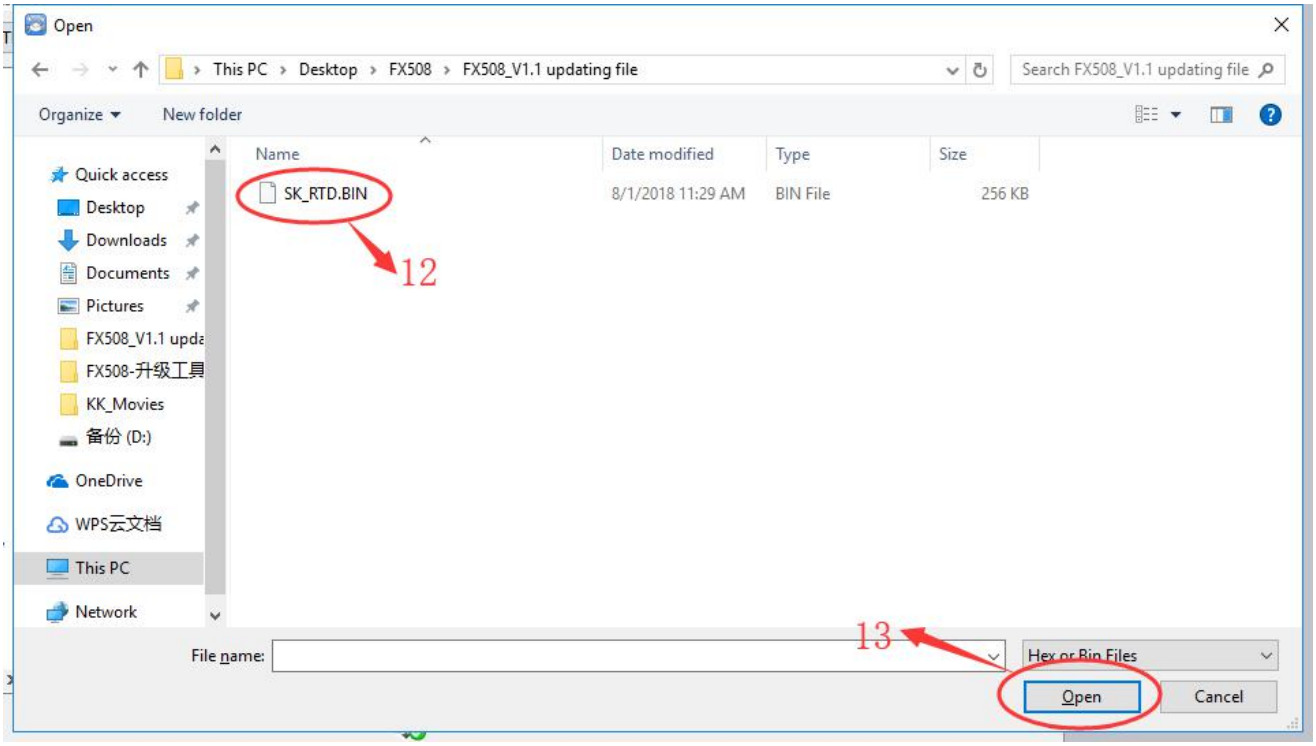

RTD Customer Tool V3.4
Option
Debug message
Communication Option
7
Access method:
RealtekUSB
Scaler:
RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
Bank
Path
Last modified time: 2018/08/01 11:29:50
CRC
Len
Refresh
0 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN 80 65536
1 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN 48 65536
2 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN 82 65536
3 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN DC 65536
4
5
6
7
Big Bin CheckSum(0x):
028C 2317
Function
Auto
Erase
ISP Type
1 To 1
1 To 4
USB:

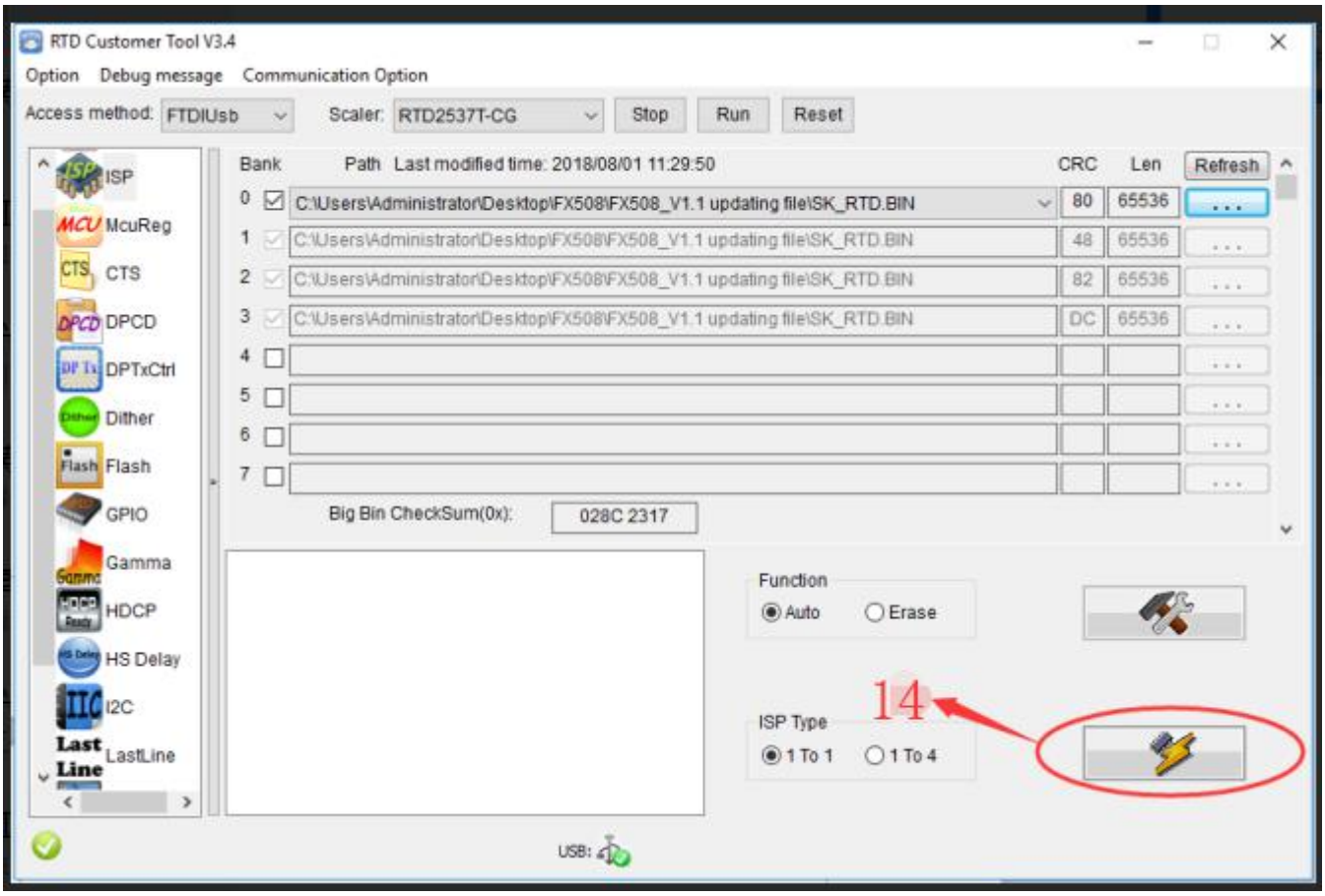

RTD Customer Tool V3.4
Option
Debug message
Communication Option
8
Access method:
RealtekUSB
FTDIUsb
RealtekUSB
Scaler:
RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
Path
Last modified time: 2018/08/01 11:29:50
CRC
Len
Refresh
0 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN 80 65536
1 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN 48 65536
2 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN 82 65536
3 C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN DC 65536
4
5
6
7
Big Bin CheckSum(0x):
028C 2317
Function
Auto
Erase
ISP Type
1 To 1
1 To 4
USB:

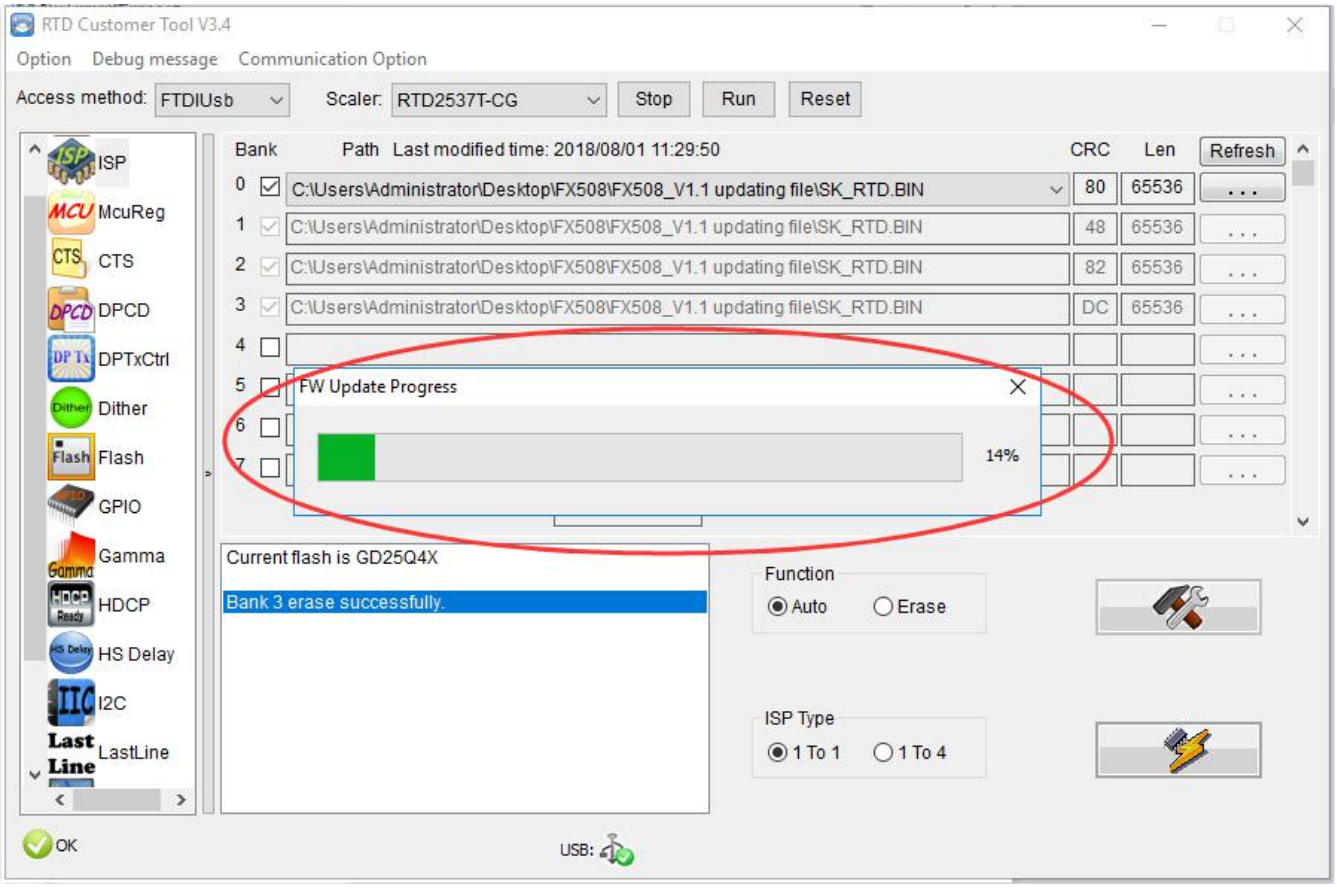

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
FTDIUsb
Scaler:
RTD2537T-CG
Stop
Run
Reset
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
Bank
Path
Last modified time: 2018/08/01 11:29:50
CRC
Len
Refresh
0
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
80
65536
1
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
48
65536
2
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
82
65536
3
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
DC
65536
4
5
6
7
9
Big Bin CheckSum(0x):
028C 2317
Function
Auto
Erase
ISP Type
1 To 1
1 To 4
USB:

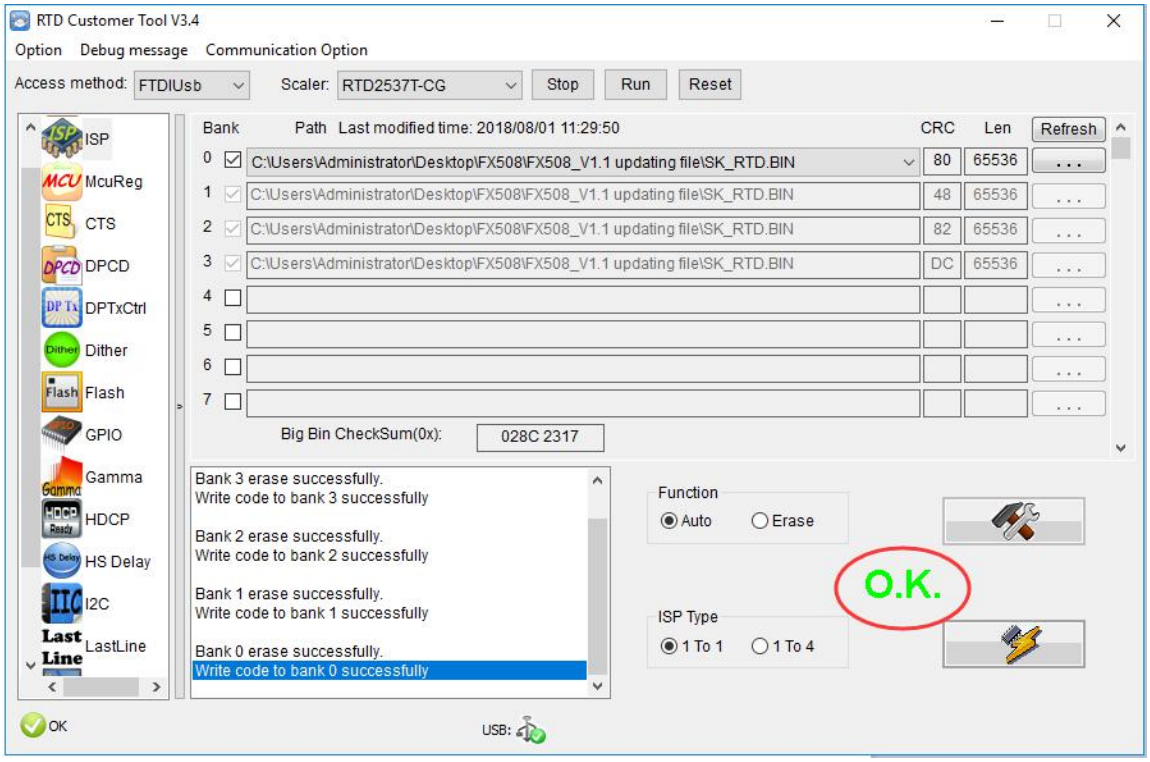

RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
FTDIUsb
Scaler:
RTD2537T-CG
Stop
Run
Reset
10
NewCtrlReg
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
Bank
Path
Last modified time: 2018/08/01 11:29:50
CRC
Len
Refresh
0
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
80
65536
1
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
48
65536
2
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
82
65536
3
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
DC
65536
4
5
6
7
Big Bin CheckSum(0x):
028C 2317
Function
Auto
Erase
ISP Type
1 To 1
1 To 4
USB:


Open
This PC › Desktop › FX508 ›
Search FX508
Organize
New folder
Quick access
Desktop
Downloads
Documents
Pictures
FX508_V1.1 upda
FX508-升级工具
KK_Movies
备份 (D:)
OneDrive
WPS云文档
This PC
Network
Name
Date modified
Type
Size
FX508_V1.1 updating file
8/10/2018 11:00 AM
File folder
FX508-updating procedure
8/10/2018 11:00 AM
File folder
11
File name:
Hex or Bin Files
Open
Cancel


Open
This PC › Desktop › FX508 › FX508_V1.1 updating file
Search FX508_V1.1 updating file
Organize
New folder
Quick access
Desktop
Downloads
Documents
Pictures
FX508_V1.1 upda
FX508-升级工具
KK_Movies
备份 (D:)
OneDrive
WPS云文档
This PC
Network
Name
Date modified
Type
Size
SK_RTD.BIN
8/1/2018 11:29 AM
BIN File
256 KB
12
13
File name:
Hex or Bin Files
Open
Cancel


RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
FTDIUsb
Scaler:
RTD2537T-CG
Stop
Run
Reset
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Bank
Path
Last modified time: 2018/08/01 11:29:50
CRC
Len
Refresh
0
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
80
65536
1
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
48
65536
2
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
82
65536
3
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
DC
65536
4
5
6
7
Big Bin CheckSum(0x):
028C 2317
Function
Auto
Erase
ISP Type
1 To 1
1 To 4
14
USB:


RTD Customer Tool V3.4
Option
Debug message
Communication Option
Access method:
FTDIUsb
Scaler:
RTD2537T-CG
Stop
Run
Reset
ISP
McuReg
CTS
DPCD
DPTxCtrl
Dither
Flash
GPIO
Gamma
HDCP
HS Delay
I2C
LastLine
Bank
Path
Last modified time: 2018/08/01 11:29:50
CRC
Len
Refresh
0
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
80
65536
1
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
48
65536
2
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
82
65536
3
C:\Users\Administrator\Desktop\FX508\FX508_V1.1 updating file\SK_RTD.BIN
DC
65536
4
5
6
7
FW Update Progress
14%
Current flash is GD25Q4X
Bank 3 erase successfully.
Function
Auto
Erase
ISP Type
1 To 1
1 To 4
OK
USB:



Note: During the upgrade, the connection cannot be interrupted and the monitor cannot be powered off. Please make sure the connection is solid and the power supply is normal.

Step 5： After successful upgrade, the monitor screen will be automatically shut down. Then power on the monitor screen, the opening logo will be changed into V1.1 version for successful upgrade.

Step 6： Finally, the front and the back shell buckles need to be positioned correctly one by one. Upon matching, pls press down only the shells, do not press down the screen, otherwise screen will be damaged.