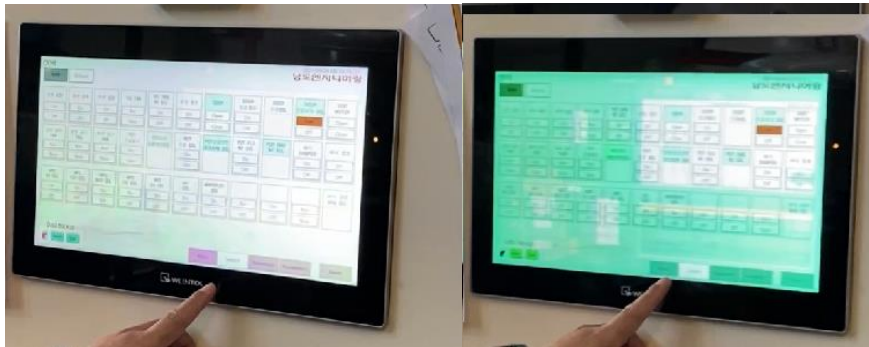


Technical Notice

2021-11-08

After cMT3161X / cMT3162X runs for an extended period of time, there is a chance for the LCD screen to exhibit signs of flickering and color anomaly. Should this happen, please follow the guidelines in this notice to fix the problem.



Normal

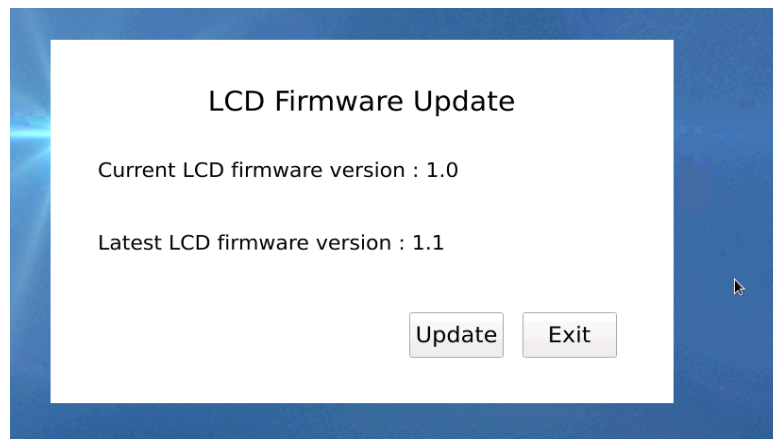
Color anomaly

First, obtain the date of production as indicated by the first four digits of the serial number. For example, serial number S/N:2102xxxxxx means the date of production is February 2021. Knowing the date of production, take the corresponding suggested action.

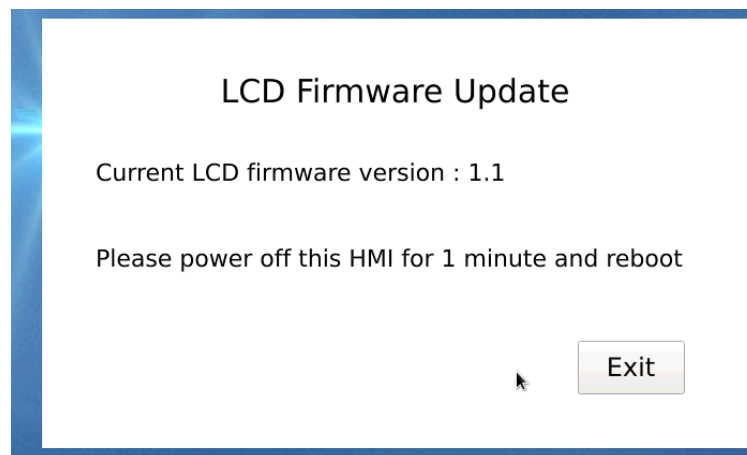
Date of Production	Suggested Action
After 2021/03	If the problem persists after ruling out interferences, send the machine back for service and inspection.
Before 2021/02	Update LCD firmware.

Steps to update LCD firmware:

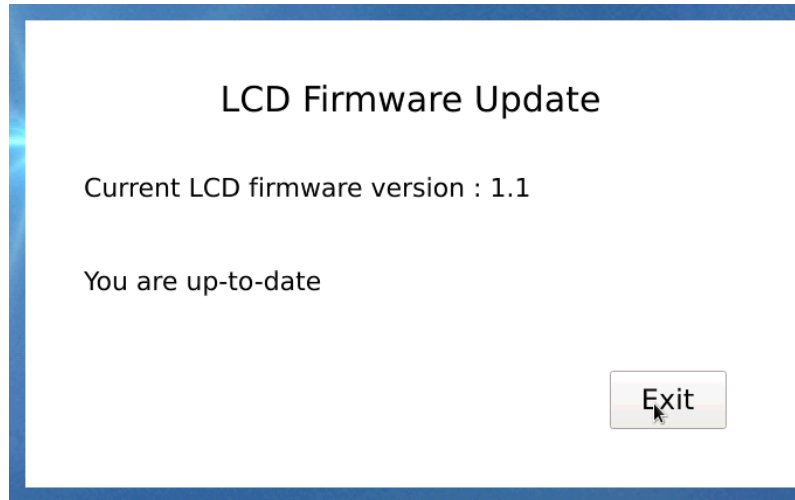
1. Decompress the “cMT-X-20211105-lcd-update-fw.zip” file to obtain the “MTfirmware.bin” file, and then update OS normally using this file. ([OS Update Instructions](#))
2. After updating the OS and rebooting HMI, the screen should display information about LCD Firmware Update. As shown below, the current LCD firmware version is 1.0 and the latest LCD firmware version is 1.1. When the latest version number is greater than the current version number, please click [**Update**] to update LCD firmware.



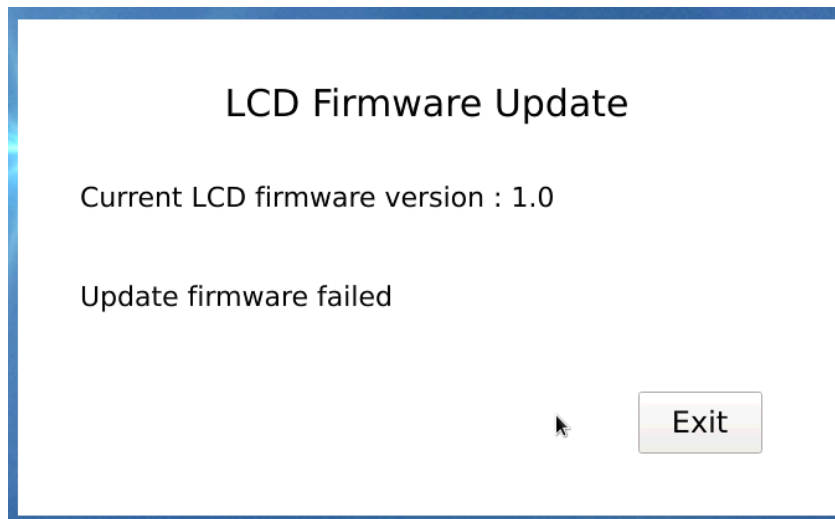
The following screen is shown after update. **Please follow the onscreen guideline: i.e., power off the HMI and then let it rest for at least one minute before powering it on again.**



After rebooting the HMI, the window below should appear, showing that the current LCD firmware version is 1.1.



If the window below showing that firmware update failed appears, please contact our service team for assistance.



3. After the LCD firmware has been updated and that the LCD no longer shows signs of color anomaly/flickering, please update OS again to an official version that is 20210302 or later. Then, the HMI may be put back in service.