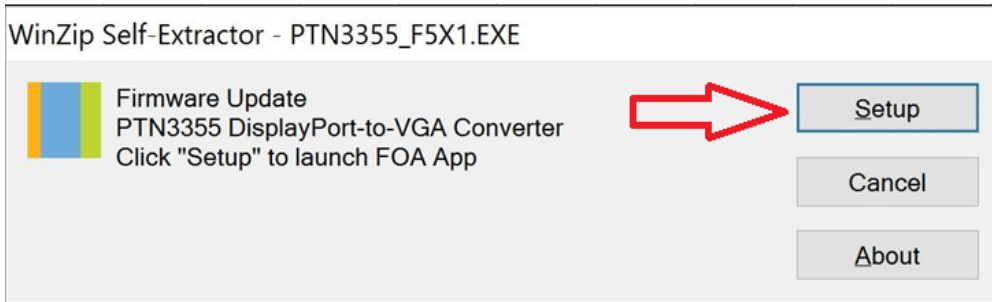
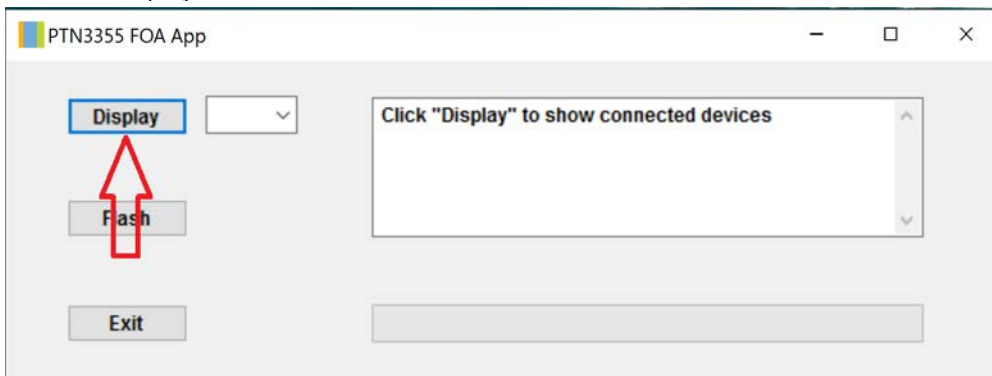


JCA378 · JCA111 Fw upgrade SOP(Only for Windows OS)

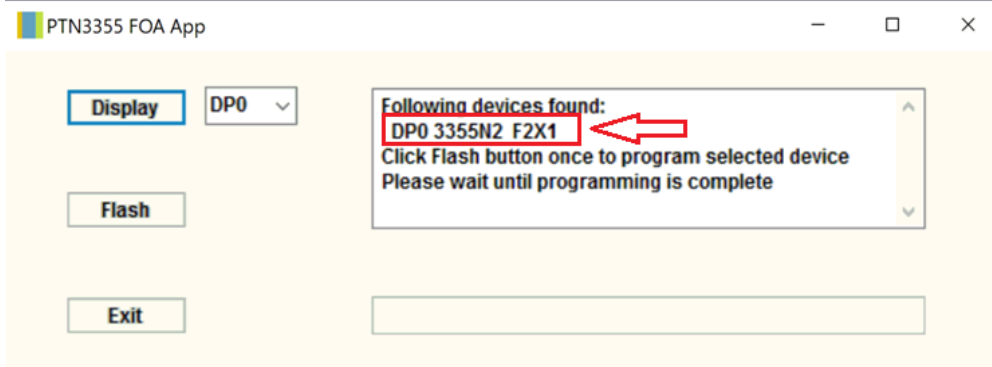
1. Please connect the JCA378 / JCA111 to the VGA monitor and to your Windows OS PC/laptop over Type-C connector and then the screen can display.
2. Please download the latest driver from www.j5create.com under Support & Services (j5TypecDisplayAdapter-v1.0F5X1-win.zip)
3. Please click Setup to launch the "PTN3355_F5x1.EXE" update.



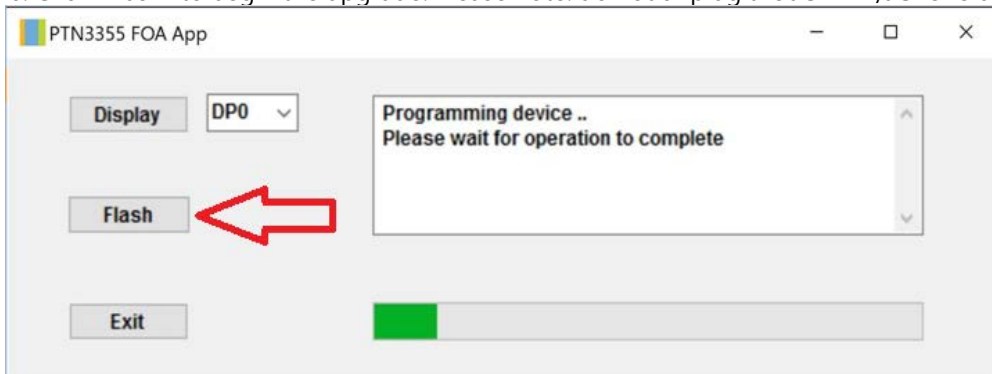
4. Click "Display"



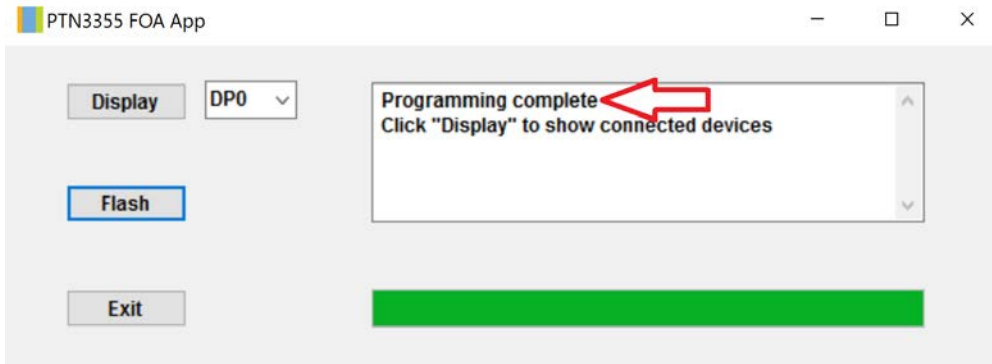
5. Please make sure the fw is currently the old version: "DP0 3355N2 F2X1".



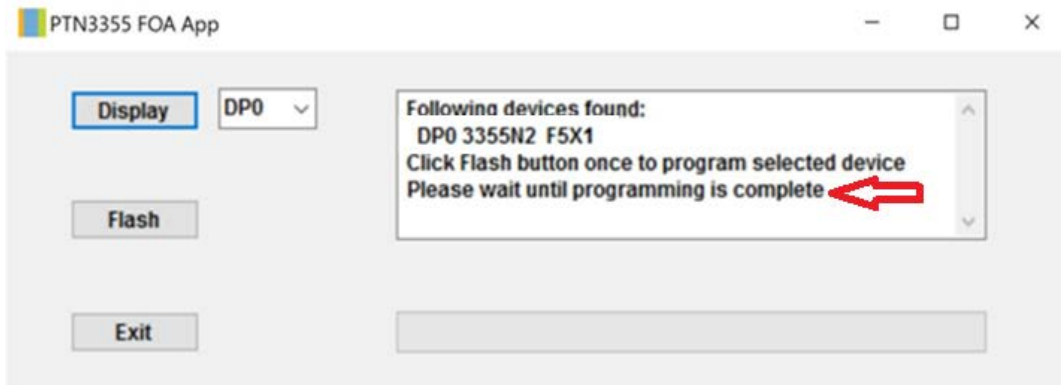
6. Click "Flash" to begin the upgrade. Please note: do not unplug the JCA111/JCA378 during the upgrade process.



7. "Programming Complete" means the upgrade was successful. Click exit to finish.



8. Please click "Display" and make sure the FW upgrade is complete.

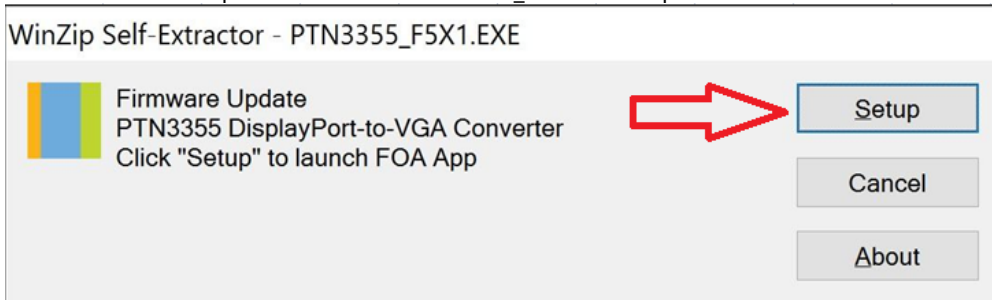


Please refer to the following solution if the JCA378/JCA111 upgrade has an e

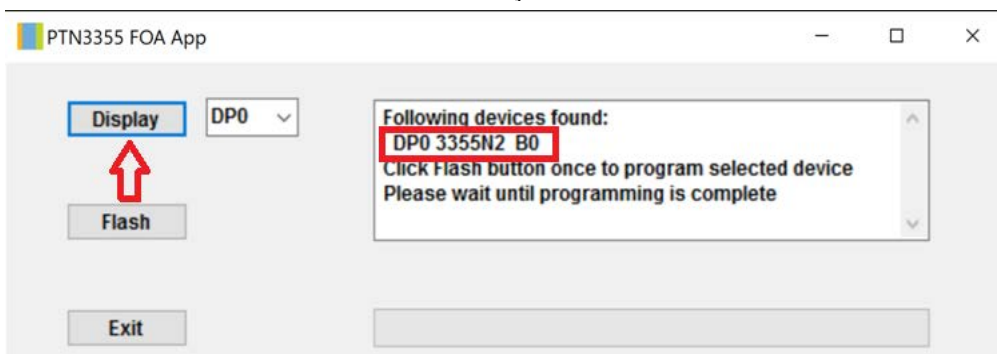
1. Please connect the JCA378 / JCA111 to the VGA monitor and to your Windows OS PC/laptop over Type-C connector and then the screen can display.

It is normal for the monitor not to display if the FW upgrade fails.

2. Please click Setup to launch the "PTN3355_F5x1.EXE" update.



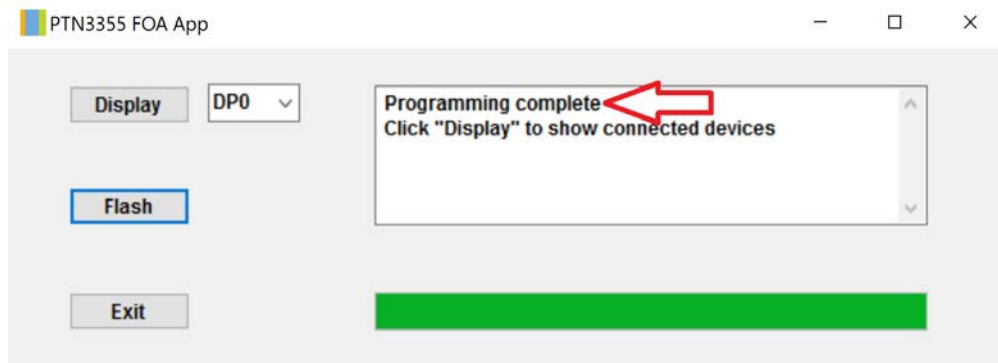
3. Please make sure the fw version is currently "DP0 3355N2 B0".



4. Click "Flash" to begin upgrade. Please note: do not unplug during the upgrade process.



5. "Programming Complete" means the upgrade was successful. Click exit to finish.



6. Please click "Display" and make sure the FW upgrade is complete.

