

Flex VRA Software Version 3.1 Update Instructions

Before beginning the update process, please make sure you have your new remote controls and update USB drive ready.

Step 1

Remove any hardware or accessories connected to the bottom of the monitor so that all USB ports are available.

Step 2

Locate one of the black USB receivers included with your new remote controls and insert it into an open USB port on the monitor.

Step 3

Press and hold your finger on the top left corner of the screen for approximately three seconds, then release.

If the Service Menu does not appear:

1. Tap the screen once to open the on-screen menu
 2. Select **Setup**
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Step 4

Inside the Setup menu, locate and select the **Service** button, then confirm the selection.

If you do not see a Service button:

- Press the **Toy** button on your new remote control to enter Service Mode
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Step 5

The monitor should now display a black Windows desktop screen.

Insert the update USB drive into one of the USB ports on the bottom of the monitor.

Step 6

Windows File Explorer should open automatically.

If it does not:

- Select the folder icon on the taskbar at the bottom of the screen

If the taskbar is not visible:

- Swipe upward from the bottom of the screen to reveal it
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Step 7

In Windows File Explorer, locate and open the **D:** drive.

Step 8

Inside the D: drive, locate the file named **Install**.

Press and hold your finger on the Install file for approximately three seconds, then release and select:

- **Run as Administrator**
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Step 9

A dialog box will appear asking whether this monitor is configured as a:

- Left Monitor
- Center Monitor
- Right Monitor

Select the appropriate option for your setup.

Step 10

The update process will now begin and may take approximately 10 to 15 minutes to complete.

During this time:

- Do not press any buttons on the new remote controls
- Do not disconnect power

- Do not remove the USB drive

Once the update is complete, the system will automatically reboot back into Flex VRA.

Video Tutorial

Watch the complete video walkthrough here:

<https://www.youtube.com/watch?v=WgeEm9-helw>

Need Assistance?

For additional support, please contact Flex VRA.

<https://www.flexvra.com>