

Read me before downloading the firmware

Apply BenQ Model: RP6502, RP7502, RP8602

Please read carefully for the below instruction:

There are two ways to identify which firmware should be downloaded for your display:

Method 1 – from the Part Number

1. BenQ Part Number can be found on the spec label at rear side of the unit.
If you are having trouble finding the Part Number, please provide the Serial Number to local BenQ Support and we can check it for you.

2. Check the last 3 digits of the Part Number:

BenQ part number

Model	Part Number
RP6502	9H.F6MTK.xxx
RP7502	9H.F6RTK.xxx
RP8602	9H.F6STK.xxx

3. Kindly refer to the last 3 digits of the part number and download the corresponding firmware.

Model	SKU	FW version
RP6502	DE1, DE2, DE3, DP1, DP2, DP3, DA1, DA2, DA3, DN1, DN2, DN3, DC1	v1.0.0.xx
	DE4, DP4, DA4, DN4	v1.2.0.xx
RP7502	DE1, DE2, DE3, DP1, DP2, DP3, DA1, DA2, DA3, DN1, DN2, DN3, DC1, DT3	v1.0.0.xx
	DE4, DP4, DA4, DN4	v1.2.0.xx
	DE5, DP5, DA5, DN5, DE6, DP6, DA6, DN6	v1.3.0.xx
RP8602	DE1, DE2, DE3, DP1, DP2, DP3, DA1, DA2, DA3, DN1, DN2, DN3, DC1, DT2, DT3	v1.0.0.xx

Note: Last 2 digits of firmware version will depend on the current latest firmware.

4. There are 2 types of firmware available for download. Kindly select the one that is suitable for you.

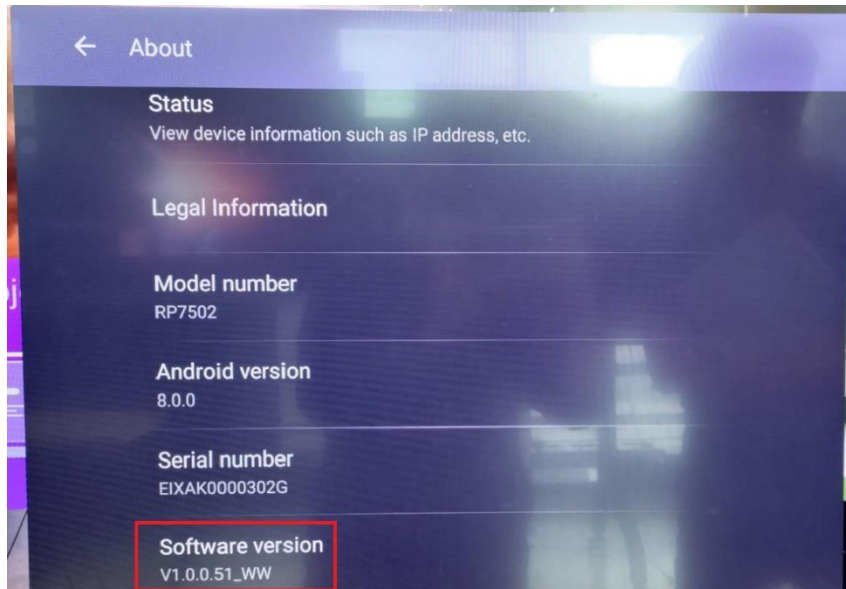
OTA_FW	Upgrade the system firmware and keep all the user setting
Image_FW	Upgrade the system firmware and reset everything

You can find the firmware upgrade SOP from the zip file that you downloaded.

Method 2 – from the software/firmware version on the display

1. Check the software version currently on your display.

It can be checked under the OSD menu > About



Or through the DMS cloud

DMS Cloud - QQ												
All (10)												
Uncategorized (10)												
/Uncategorized												
		Status	Name	Group	Type	Model	Power	Source	IP Address	Light Used	S/N	Firmware Version
<input type="checkbox"/>	<input checked="" type="checkbox"/>		RP6503A76BC	Uncategorized	Public Display	RP6503A	On	Android		n/a	5002G	V1.0.0.29
<input type="checkbox"/>	<input checked="" type="checkbox"/>		RE65039390	Uncategorized	Public Display	RE6503	On	Android		n/a	3222M	20230508170420
<input type="checkbox"/>	<input checked="" type="checkbox"/>		RP7502C325	Uncategorized	Public Display	RP7502	On	Android		n/a	10302G	V1.0.0.51
<input type="checkbox"/>	<input checked="" type="checkbox"/>		RE7501633D	Uncategorized	Public Display	RE7501	On	Android		n/a	3202G	V1.0.0.18
<input type="checkbox"/>	<input checked="" type="checkbox"/>		RE75011A56	Uncategorized	Public Display	RE7501	On	Android		n/a	3002G	V1.1.0.17
<input type="checkbox"/>	<input checked="" type="checkbox"/>		RP7502CC22	Uncategorized	Public Display	RP7502	On	Android		n/a	30502G	V1.2.0.51

2. Refer to the 2nd digit of the software/firmware version and download the corresponding firmware.

Model	Software version 1	Software version 2	Software version 3
RP6502	v1.0.0.xx	v1.2.0.xx	–
RP7502	v1.0.0.xx	v1.2.0.xx	v1.3.0.xx
RP8602	v1.0.0.xx	–	–

3. Kindly refer to the 2nd digit of the firmware version and download the corresponding firmware.

Model	Software version	Firmware version to be downloaded
RP6502	v1.0.0.xx	v1.0.0.xx
	v1.2.0.xx	v1.2.0.xx
RP7502	v1.0.0.xx	v1.0.0.xx
	v1.2.0.xx	v1.2.0.xx
	v1.3.0.xx	v1.3.0.xx
RP8602	v1.0.0.xx	v1.0.0.xx

Note: Last 2 digits of firmware version will depend on the current latest firmware.

4. There are 2 types of firmware available for download. Kindly select the one that is suitable for you.

OTA_FW	Upgrade the system firmware and keep all the user setting
Image_FW	Upgrade the system firmware and reset everything

You can find the firmware upgrade SOP from the zip file that you downloaded.