

BenQ			Service Change Notice		
Vendor name	KTC	Issue date:	2018-11-01		
Topic	New firmware v1.0.0.7 released to solve noise issue on webcam (video conference)				
SCN Type	<input checked="" type="radio"/> HW/FW <input type="radio"/> SW				
Marketing Model Product P/N	RP553K		9H.F3TTK.RE1		
Priority	<input type="radio"/> Urgent <input checked="" type="radio"/> General		Doc.No:	PDP181101A	
Instruction	<input type="radio"/> Enforcement <input checked="" type="radio"/> Recommendation		Revision:	0	
Report to	<input checked="" type="checkbox"/> BQL <input checked="" type="checkbox"/> BQP <input checked="" type="checkbox"/> BQA <input checked="" type="checkbox"/> BQC <input checked="" type="checkbox"/> BQE <input checked="" type="checkbox"/> BQtw				
Issue by	PDP				
Problem Confirmed:	<input type="radio"/> Design <input type="radio"/> Process <input type="radio"/> Component <input type="radio"/> Spec <input checked="" type="radio"/> Improvement				
Problem Symptom:	There could be noise issue on webcam during video conference.				
Root Cause:	Firmware bug and improvement				
Solution:	Bug fix: 1. Fix noise issue on webcam during video conference. Update APK & new function: 1.Phase in BenQ SW Keyboard and set BenQ SW Keyboard as default in the latest SW version. 2.Update WPS office 10.3.3 (new) 3.Update InstaQShare(v2.2.802)/ iMirror(5.6.2)/ EDLNA(3.7.7) 4.Update InstaQPrint 12.10 5.Update EZWrite 4.0 Lite 1.0.4.4 6.Debug Menu: add Adb Switch & Copy Log function to enable/disable adb connection service & Export System log file 7.Debug Menu: add WOL function (Wake On LAN) 8.Android Setting: Add "Power Option", time to enter "power save" mode (backlight off & mute) & time to enter "standby" mode when Android system is idle. 9.Android Setting: Add certificate import function 10.Android setting: Phase in proxy setting in Ethernet (follow RM series)				
CC take action	Need attach Service SOP: <input type="radio"/> Yes <input checked="" type="radio"/> No				
Infected Range:	All shipments before 2018/11/1.				
Scope:	RMA only				
Action:					

It's recommended to upgrade firmware for all RMA cases.

Please upgrade the firmware to v1.0.0.7 which can be downloaded from eSupport.

Firmware download access: http://esupport.benq.com/v3_ASP/
(TechnicalSupport>Inquiry>PDP>Model>Firmware)

User can upgrade the firmware thru OTA or manually.

For OTA operation, please refer to the user manual or service manual.

Initiator:	Jason CJ Lin	Approval:	Shalin Wang
Review:		Review:	
Remark			

2018.11.28 - 09:14:32

Jason.CJ.Lin