ViewSonic®

VB-PEN-007

Firmware Update User Guide

IMPORTANT: Please read this User Guide to obtain important information on installing and using your product in a safe manner, as well as registering your product for future service. Warranty information contained in this User Guide will describe your limited coverage from ViewSonic® Corporation, which is also found on our web site at http://www.viewsonic.com in English, or in specific languages using the Regional selection box of our website.

P/N: VB-PEN-007

Thank you for choosing ViewSonic®

As a world-leading provider of visual solutions, ViewSonic® is dedicated to exceeding the world's expectations for technological evolution, innovation, and simplicity. At ViewSonic®, we believe that our products have the potential to make a positive impact in the world, and we are confident that the ViewSonic® product you have chosen will serve you well.

Once again, thank you for choosing ViewSonic®!

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Introduction

Updates allow the device to receive the latest firmware. It improves the device's performance and user experience, or addresses any issues that may exist.

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Before Starting

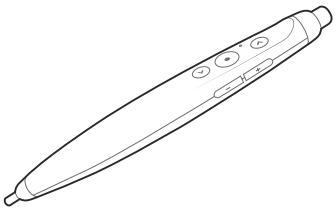
Please check if the following requirements are met before updating the firmware.

Software Requirements

The update tool supports the following operating systems:

- Windows 7 (32/64 bit)
- Windows 10 (32/64 bit)
- Windows 11 (32/64 bit)

Hardware Requirements



VB-PEN-007
Presenter Pen

VB-PEN-007 USB Receiver

VB-PEN-007 USB Cable
With Data Transfer

NOTE:

- Ensure your AirPen is fully charged before beginning the update (or charge it for at least ten minutes before its first use).
- You can also use your personal USB cable that supports data transfer for the update.
- If you encounter any problems during the update, please contact ViewSonic® Customer Support.

About the Firmware File

The firmware update tool is designed for the AirPen (P/N: VB-PEN-007) to update its firmware. The update tool cannot be used on any other models.

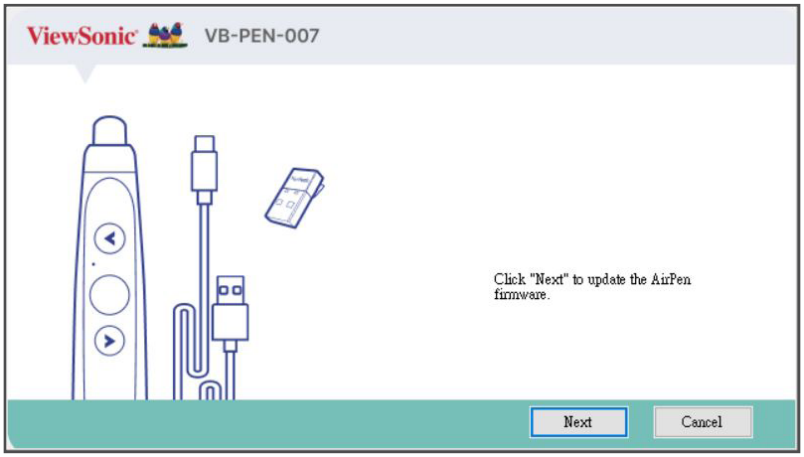
You can download the firmware update tool from our Website.

Updating the Firmware

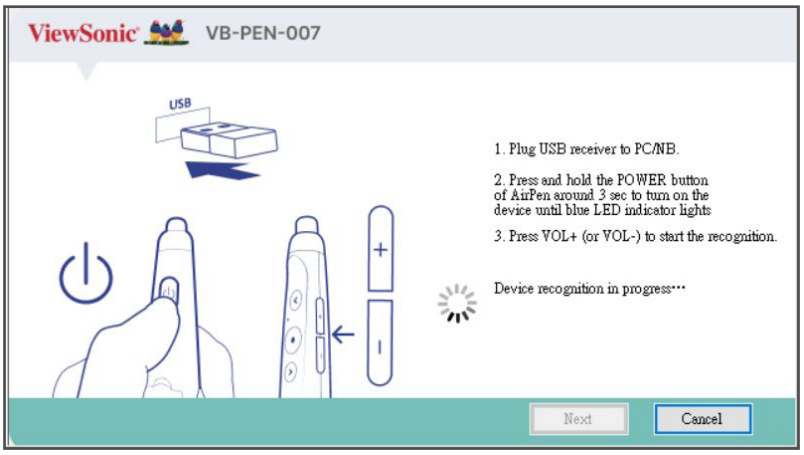
1. Download the firmware update tool from our Website.

2. Run the firmware update tool.

3. Click **Next**.

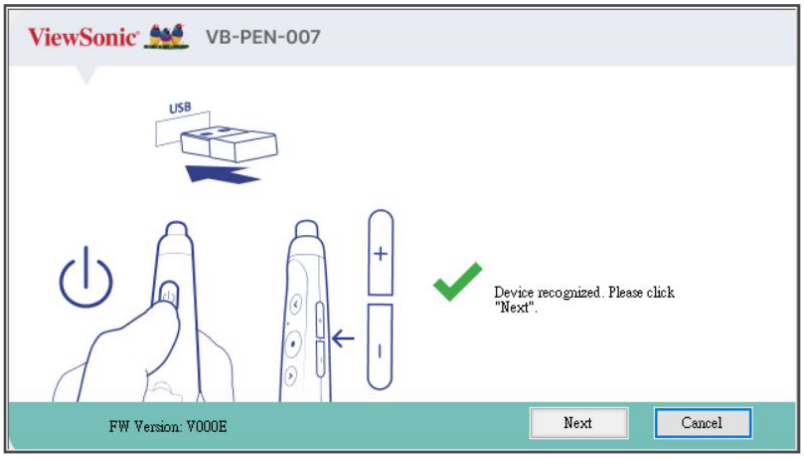


4. Connect the USB receiver to the computer. Press and hold the **Power button** for three seconds to turn on your AirPen. Then, press either **Volume button** on the device to begin the recognition process.

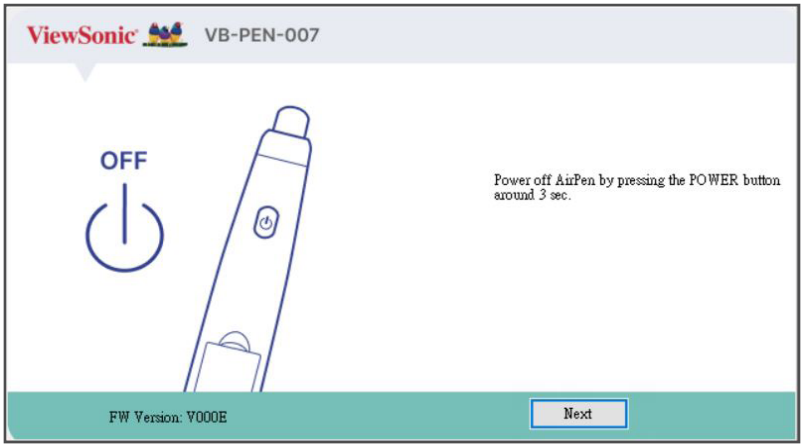


NOTE: When the device is on, the **LED indicator** is a steady blue.

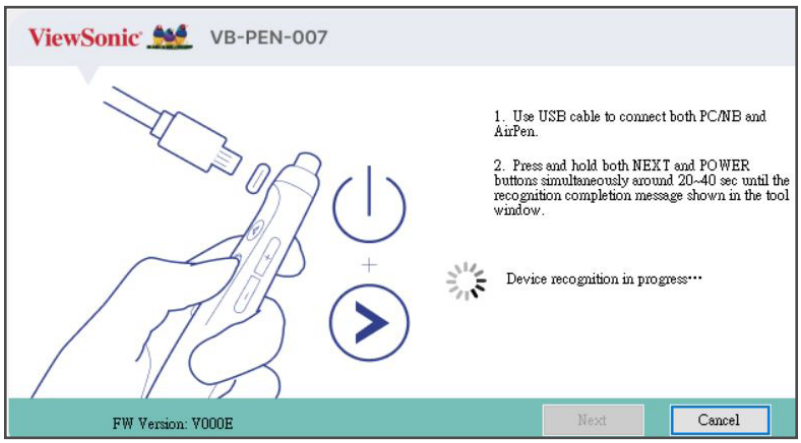
5. After the firmware update tool has successfully recognized the device, click **Next**.



6. Press and hold the **Power button** for three seconds to turn off your AirPen.

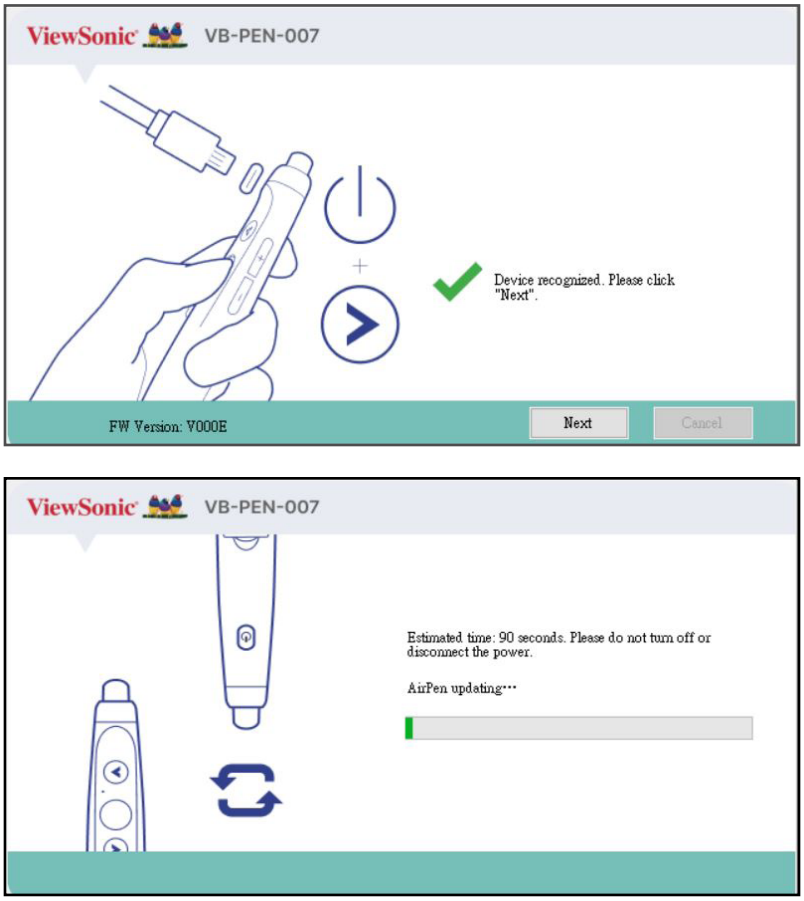


7. Connect your AirPen to the computer using the USB cable. Then, press and hold both the **Next Page button** and the **Power button** on the device until the "Device recognized" message appears. It takes the firmware update tool around 40 seconds to recognize the device.



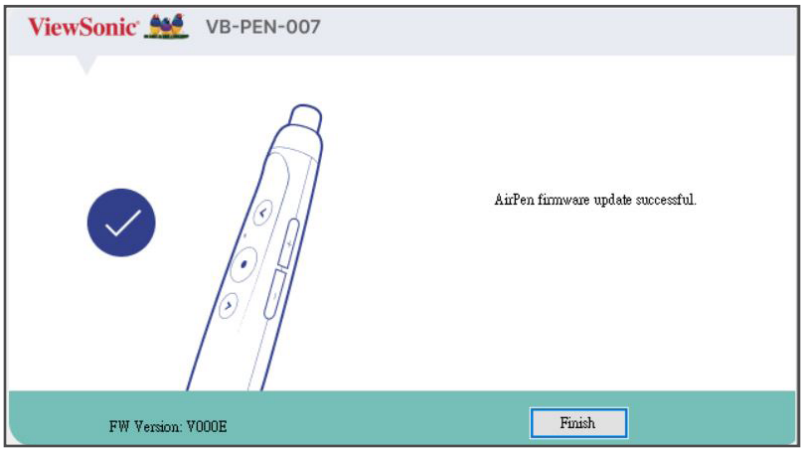
NOTE: If the the update tool fails to recognize your AirPen, it will ask you to turn off your device as shown in **Step 6**. Please repeat **Step 6~7** to restart the recognition process.

8. Click **Next** to update the firmware.



NOTE: During the firmware update process, ensure that the USB cable is connected, and that the device remains on. The update process takes about 90 seconds to complete.

9. After the update process is complete, a confirmation message will be displayed as shown below. Click **Finish** to close the update tool.



NOTE: The graphics on this guide are designed for reference only.

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