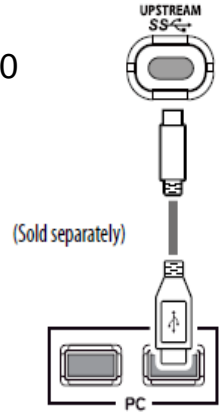


How to update to “USB Controls” from “CRP DISABLED” on Windows 10 PC (1 of 2)

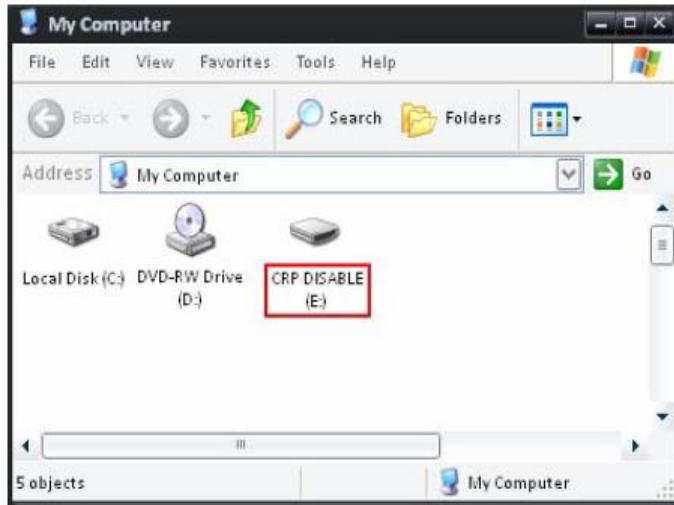
● Prepare Items:

1. Windows 10 PC without security program, (For MacOS, see page 3).
2. USB cable.
 - USB-C cable or USB-C to A cable(sold separately): 27BK67U, 27BL85U, 27UK850, 27UL850
 - USB-B to A cable: 27GL850
3. Connect PC and Monitor with USB cable.
4. Turn on PC and Monitor.



● Symptom:

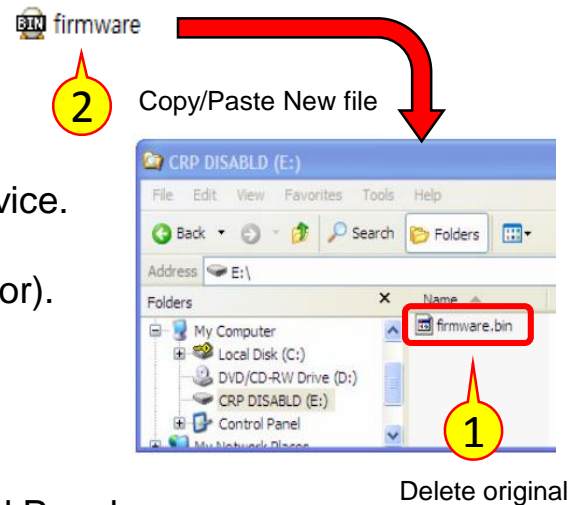
You can see “CRP DISABLED” device in Devices and drivers on This PC as the below.



How to update to “USB Controls” from “CRP DISABLD” on Windows 10 PC (2 of 2)

● How to update the LG firmware, (On Windows OS):

- 1) Delete the “firmware.bin” file in the “CRP DISABLD” device.
- 2) Copy new “firmware.bin” file you received into the “CRP DISABLD” device.
- 3) AC Power Off / On, (Disconnect and connect the Power cable of monitor).
- 4) The "CRP DISABLD" device disappears in this PC and you can see the “USB Controls” or “LG Monitor Controls” device in the below Control Panel. (Control Panel → Devices → Bluetooth & other devices → Other devices)



How to update to “USB Controls” from “CRP DISABLED” on the MacOS PC

● Symptom:

You can see “CRP DISABLED” drive on Mac as the below.



● How to update the LG firmware (On MacOS):

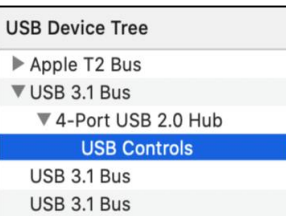
1. Download the “firmware.bin”file & frimwareUpdate.command , (set the download folder to Desktop).
From the LG homepage you should see the files located on the desktop window of Mac PC.

2. Double Click (to execute) the “firmwareUpdate.command” file.

3. AC Power Off / On the Monitor.
(Disconnect and reconnect the monitor Power cable).

4. You can see the “USB Controls” or “LG Monitor Controls” device in the below Control Panel.

* Apple Icon → About This Mac → System Report... → USB



Mouse Double Click
(firmwareUpdate.command)

