
UPDATING SOFTWARE ON C3 DISPLAYS INCLUDING EGM

The term C3 means 3.5" Color Display, this display was formally identified as CANvu 355 or VeeCAN 320.

All C3 displays which include C3i (Lite), C3l (Low Profile), and C3il (Lite Low Profile) are updated via a USB plug which is located behind a rubber plug on the back of the display. Here is a picture of a typical C3 display with the rubber plug removed showing the internal USB plug.



C3 displays which are sold to OEM's have custom software, only those OEM's can update that software. Veethree can't share proprietary software with end customers.

If you have the EM/GEM (Engine Monitor / Generic Engine Monitor) or EGM (Engine Gateway Monitor), you can contact our technical support representative and they can verify if you have the latest version. We are located in the USA on the east coast.

The current revision of the software in the C3 display is located in the [About](#) screen. Please check the display instructions for the location of the [About](#) screen.

Technical Support
1-941-538-7775 Ext. 815
techsupport@veethree.com

If technical support verifies you need a software update, they will send you a link to a location where you can download the software. Make sure to have a USB drive which will physically fit into the USB connection on the back of the display, if not than a USB extension will need to be used. The USB drive needs to be formatted in a FAT32 format.

Once you download the ZIP file, extract all the files (not the ZIP itself) onto the root directory of the ready USB drive.

Update method 1 - With the display powered ON, place the USB stick into the USB port on the back of the display. In a few moments it will tell you on the screen to not remove the USB stick while it is updating. Once done it will tell you to remove the USB stick. The display will reboot and you will have the latest software installed. You can check the [About](#) screen to verify that the software revision number has changed to the latest version.

Update method 2 - Power OFF the display plug in the USB drive into the back of the display. Press and hold Button 1 and 5, power ON the display while continuing to hold those buttons. This should force the display to recognize that there is a USB drive plugged in. You can release the buttons once the updating screen is shown, make use not to remove the USB stick while it is updating. The display will reboot and you will have the latest software installed. You can check the [About](#) screen to verify that the software revision number has changed to the latest version.

If both update methods don't work, make sure that all the files were extracted correctly from the ZIP file, if this still does not work, please try a different USB drive. Some USB sticks are not compatible.