

Tuner Firmware Update Process for Insignia Models NS-24E730A12

- 1. IMPORTANT: Please completely read these instructions prior to starting your update process.**
- Determine the proper Rev id by looking at the sticker on the side of the TV (see example photo below) and write down the Model and Rev id for use later in this process.

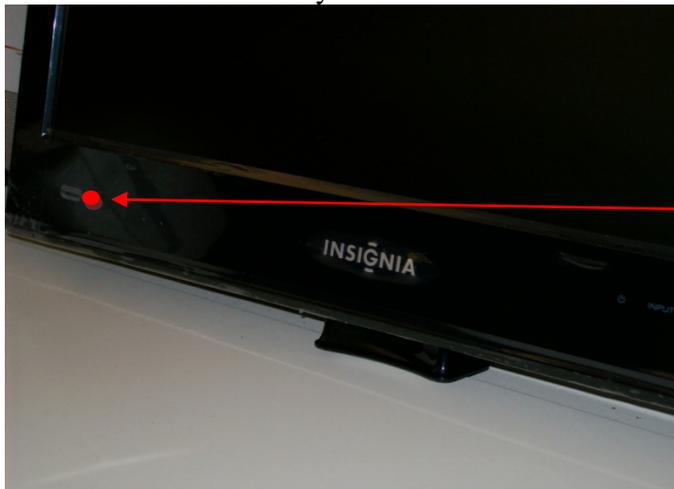


3. Insert USB drive to your PC or Mac
- 4. USB drive being used must not have any folders or additional files on the device.**
5. Download the firmware that matches the Model and Rev id of your TV.
6. To download firmware click on the "Support/Downloads" tab; then locate the corresponding Rev id of your TV.
7. Click on the firmware link titled "Channel Scan Update Rev A" when the pop up box appears select "Save" and choose the destination of your USB drive.
 - a. Note: Do **NOT** change the name of the file.
 - b. Note: This file is <6 Megs in size; download time should be less than 2 minutes.
8. Verify the file is on your USB Drive; if your USB drive shows a folder; copies all files from the folder to the root directory of your USB drive, then delete the folder.
9. Once down load is complete safely remove your USB drive.
10. Disconnect the AC power from your wall outlet for the TV
11. Insert USB device into the SERVICE or USB PORT; located in one of 3 places, back, side or bottom. The correct port will be labeled either Service or Service/USB. See photo below



Insert USB device here

12. Reconnect the power cord to the wall outlet for the TV; Power on the TV with your remote control or by using the power button on the front of the TV. The TV will automatically start the firmware upgrade process; **do not** press any buttons on the remote or TV once the unit has been powered on. Note: the TV will display “Please Wait” while the upgrade is processing.
13. During the upgrade process, the power indicator will flicker in red and blue (see photo below); the flickering of the power indicator light may take 15 -20 seconds before starting once the device has been plugged in.
 - a. Note: this may take several minutes



Indicator light will flicker red and blue

14. After completion, the TV power indicator light will display blue. Wait 15 seconds and power off the TV. The TV may display a message such as run channel scan.
15. Please remove the USB drive from the TV.
16. Power on the TV
 - a. Note: If the process takes more than 5 minutes, that means the upgrade failed. Please remove the file from the USB drive and repeat the process.
 - b. If the upgrade fails again contact Insignia at 1-877-467-4289.
 - c. The TV may reset to factory standards which will require you to redo your settings and channels.
17. The process is now complete.