

Display Scaling Firmware Update

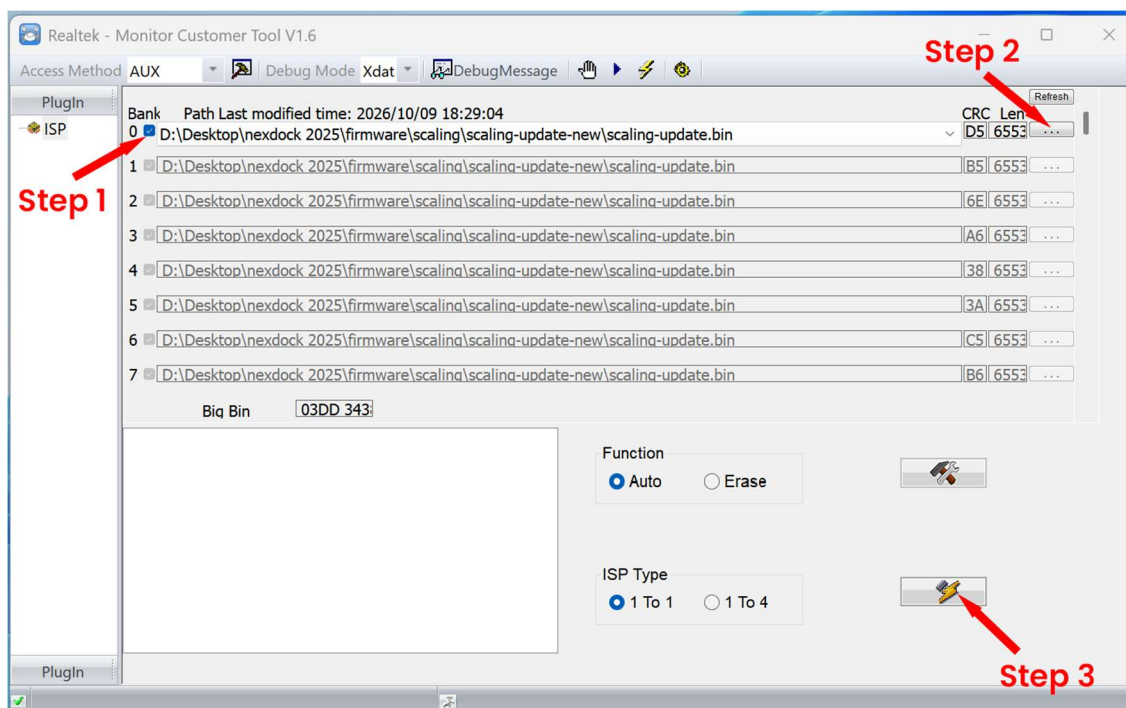
For the scaling firmware update, connect a USB-C cable from the NexDock's smartphone USB-C port (the wired DeX/video input port) to a USB-C port on your Windows laptop that supports **video output (DisplayPort Alt Mode)**. The NexDock should show your laptop's screen before you continue.

How to Apply the Update

Right-click the downloaded zip file, select **Extract All**, then open the extracted folder and double-click **RCDTool.exe**. The Realtek Monitor Customer Tool will open.

- If Windows shows a security prompt, click **“More info”** and then select **“Run anyway.”**

In the tool, check that **Access Method** at the top left shows **AUX**. Leave all other settings as they are and follow the steps marked in the screenshot below.



1. Make sure the checkbox next to **Bank 0** (the first row) is ticked.
2. Click the “...” button at the end of the Bank 0 row, go to the extracted folder and select **scaling-update.bin**. The file path will appear in the Bank 0 row.
3. Click the large **lightning bolt** button at the bottom right (not the small one in the toolbar) to start the update.

4. Wait until the update finishes. **Do not disconnect the cable or close the tool** while the update is running.
- Once complete, the NexDock will show a sharp image at 60Hz, with clear thin lines and small text.

If the Update Doesn't Start

If the tool shows **“Enter ISP mode fail”**, nothing has been written to your NexDock, so it's safe to try again. Check that the NexDock shows your laptop's screen, then close and reopen the tool and try again. If it still fails, try a different laptop and contact NexDock support with the model of the laptop that didn't work.