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VEEMUX FIRMWARE UPGRADE INSTRUCTIONS

This Instruction applies to NTI VEEMUX Video Matrix Switch models SM-nXm-15V-LCD, SM-nXm-AV-LCD, and SM-nXm-C5AV-LCD.

A. Log In

Log In to the VEEMUX Web Interface using any supported web browser (see page 1 of the manual for supported web browsers). With the VEEMUX connected to a LAN through an Ethernet cable, a user can access the web interface controls inside the VEEMUX.

FYI: To quickly locate a VEEMUX on the LAN (if the default IP address has been changed) use the Device Discovery Tool (manual page 33).

To access the web interface, type the current IP address into the address bar of the web browser. (The default IP address is used for the example)

Address | http://192.168.1.30

A "Welcome Page" will appear.

Web Interface Welcome page

B. Enter the Password

Click on a link to the left to be prompted for a username and password.

User Name = Administrator (upper case letter for "A" only)
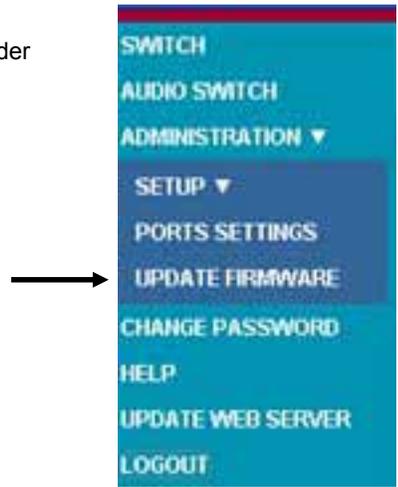# Default Password = admin   (lower case letters only)

Note: The browser must be configured to accept cookies in order for the user to successfully make use of the web interface.
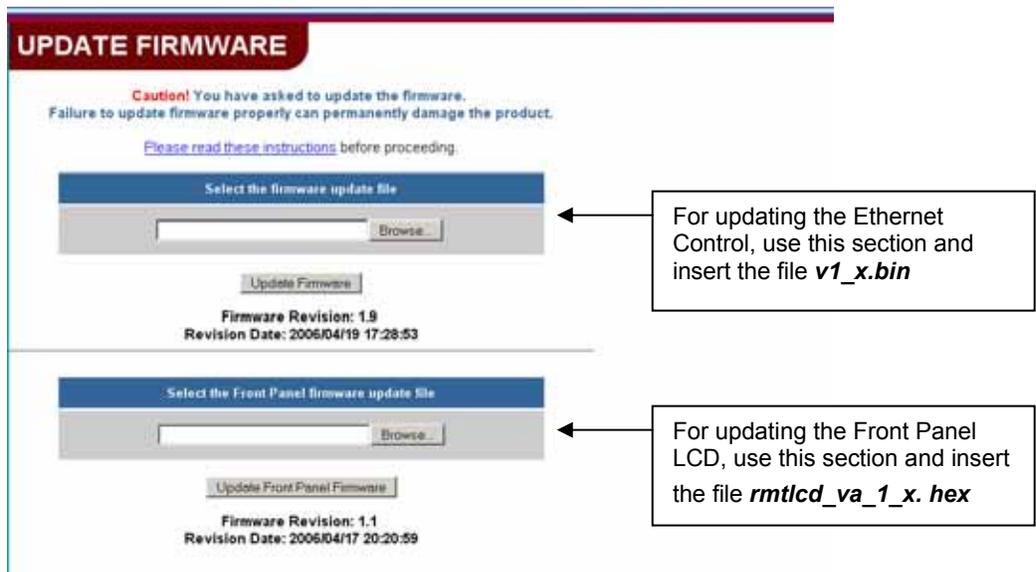
Web interface Login Prompt

C. Open the Update Firmware Page

Open the Update Firmware page in the VEEMUX Web Interface
by clicking on the "Update Firmware" link in the Web Interface menu under
"ADMINISTRATION".

Web interface-Main Menu

For updating the Ethernet Control, use this section and insert the file *v1_x.bin*

For updating the Front Panel LCD, use this section and insert the file *rmtlcd_va_1_x. hex*

Web interface Update Firmware page

The Update Firmware page shows the current version of the firmware for the Web interface (above-upper) and for the Front panel (above-lower) and enables the Administrator to update the firmware of the VEEMUX.
Note: In the SM-nXm-C5AV-LCD models, only the Ethernet Control can be updated, so only one section is present.

WARNING: Failure to carefully follow these directions can permanently damage the VEEMUX. Please read these directions in full before continuing. Do not, under any circumstances, reset or power-down the VEEMUX while the firmware is being updated. Do not attempt to update the firmware if a power-failure is likely.

Note: The Update Firmware page can only be used when logged in at the non-secure (http) website. If you attempt to access this page from the secure (https) website, you will be automatically redirected to the non-secure site.

D. Update the Firmware

1. Download the latest firmware file(s) from the VEEMUX firmware download website and copy it to your computer.   To download a Firmware update, right click the update link and select **'Save Link As'** or **'Save Target As'**. Take note of where it is being saved in your computer.
2. On the "**Update Firmware**" page, whether you are updating the Ethernet Control firmware, or Front Panel LCD firmware, click "**Browse**" and locate the downloaded firmware file on your computer.   Double-click on the file to enter the name and path into the selection block.
3. Press **Update Firmware** *(*for the Ethernet Control) *or* **Update Front Panel Firmware** (for the LCD).

Note: If an update is attempted using the wrong firmware for the section an error message will be received. No update will occur.

4. Wait for the following message to appear (may take several minutes):

Upload Succeeded

Flash of new image completed:

The system will automatically restart.

5. The VEEMUX will restart itself in 10 seconds, logging out all connections. After approximately 40 seconds, the VEEMUX will be ready to resume operation.

E. Failure to Update

If a message appears stating that the Upload has failed, or that a non-fatal error has occurred:
1. Ensure that the file being uploaded is the NTI firmware file.
2. Repeat the process from step 2 above.

Note: The following message does <u>*not*</u> *indicate that damage to the product has occurred.*

If a message appears stating that there has been a fatal error:
1. **DO NOT RESET OR POWER-DOWN THE VEEMUX**.
2. Repeat the update process from the first step 2 (under "**To update the firmware**:") above.
3. If you get another "Fatal Error" message, call NTI tech-support at 1-800-742-8324 or 330-562-7070.

FYI: The VEEMUX should continue to run normally unless it is reset. However, damage may have occurred to the web server firmware that will prevent the product from starting up correctly.

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