

## MDU Solutions® DVISn® FIRMWARE UPGRADE INSTRUCTIONS

**NOTE:** This firmware upgrade only applies to DVISn with installed firmware versions between 1.8 and 1.11. If your firmware is 1.7 or earlier, do not upgrade. Contact ATX Networks Digital Video Support at the numbers on page 5 for further information.

**NOTE:** This firmware upgrade will reset all programmed settings to default values so be sure to save the original settings first if necessary.

If you require assistance with this upgrade, or had an unexpected result when performing it, please contact ATX Networks **Digital Video Support** at the numbers on page 5.

The following provides detailed instructions for upgrading DVISn firmware. There is a requirement that you first download an upgrade file. You will also require a laptop or desktop PC running Microsoft® Windows® with available ethernet port to connect to the DVISn.

There is an assumption that the DVISn has been installed and is operating properly (if you require set-up or operating instructions, see the specific DVISn Quick Start Guide or the Installation and Operations Guide for the DVISn).

### Step A Download the firmware upgrade file

Download the firmware upgrade file **DVISn - 1.12.tgz** from the ATX Support site <http://www.atxnetworks.com/dvisn-nano-support> and save it in a known location on your computer.

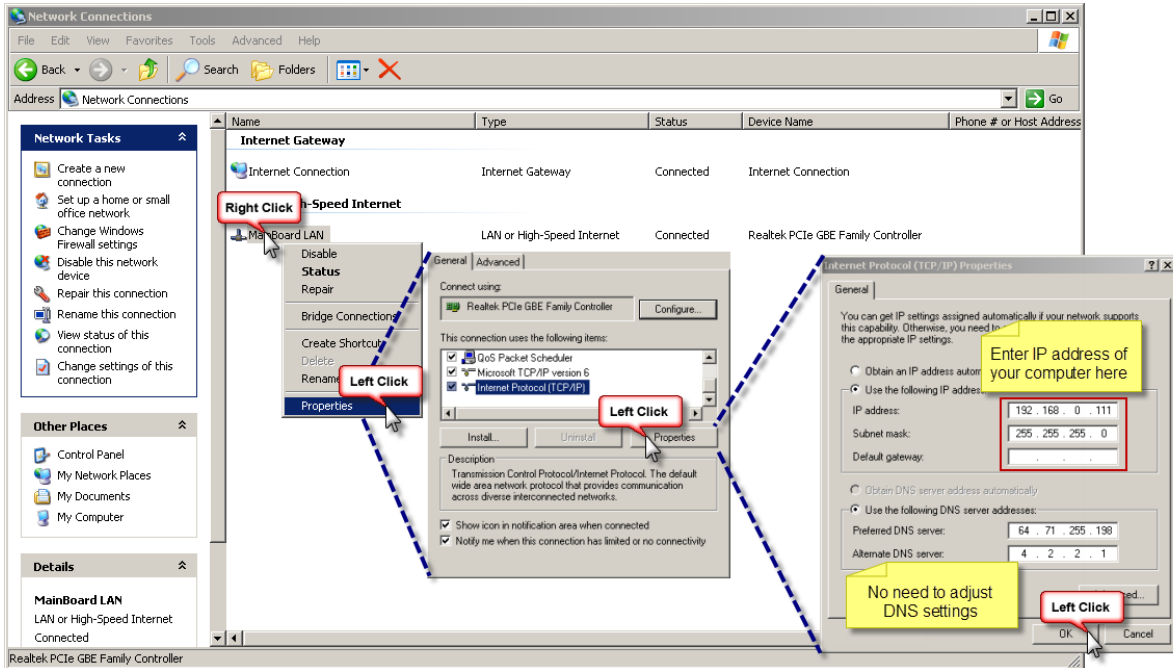
### Step B Connect your computer's ethernet port to the local DVISn



DVISn Front Panel

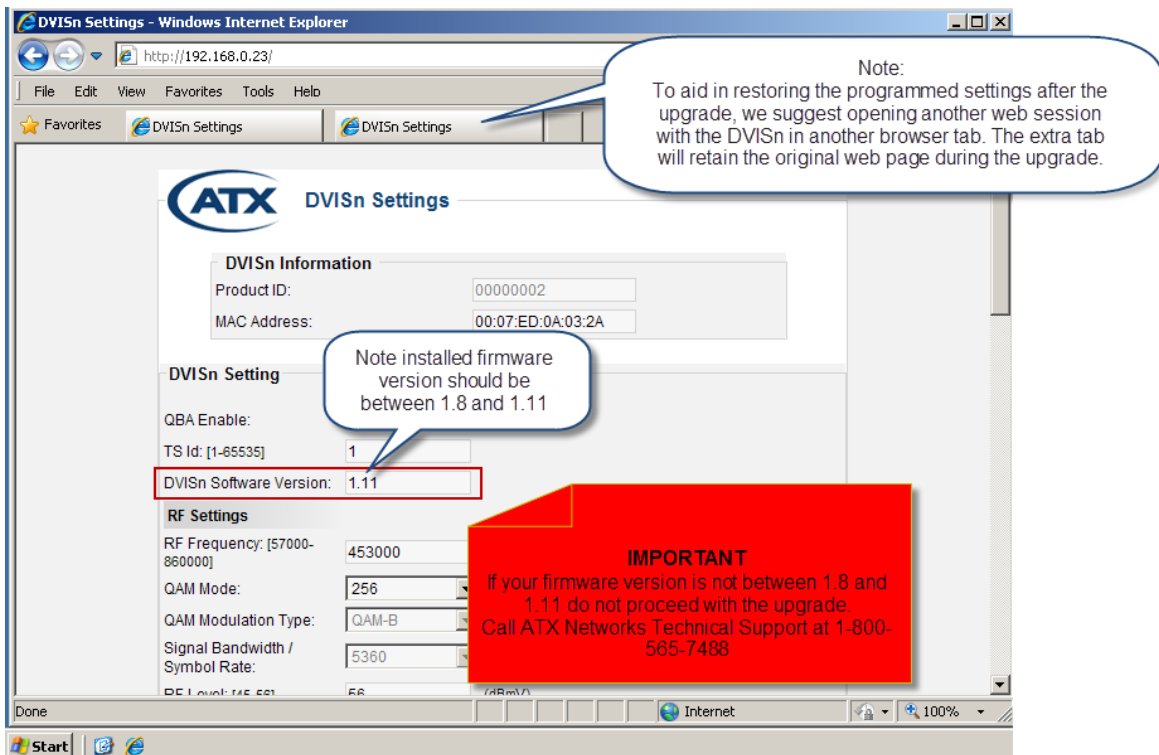
## Step C Set your computer's wired ethernet IP address on the same subnet as the DVISn

The default IP address of the DVISn is 192.168.0.23 and if this is still the address, your computer needs to be set to an address between 192.168.0.24 and 192.168.0.254 or adjust your computer's address as your specific situation dictates.



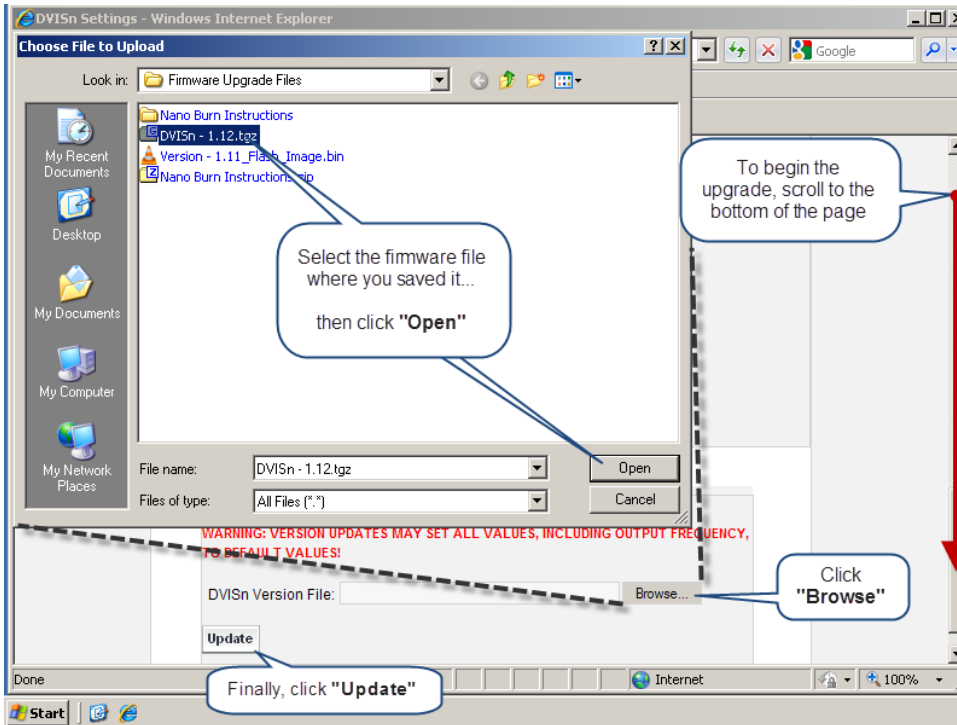
## Step D Open the DVISn settings page and verify installed firmware version

Open Internet Explorer and enter the IP address of the DVISn in the URL address bar (in our example: HTTP://192.168.0.23). Check that the **installed firmware version is between 1.8 and 1.11**, otherwise, do not perform this upgrade. We suggest opening a second web session with the DVISn to "save" the settings temporarily for restoring after the upgrade.



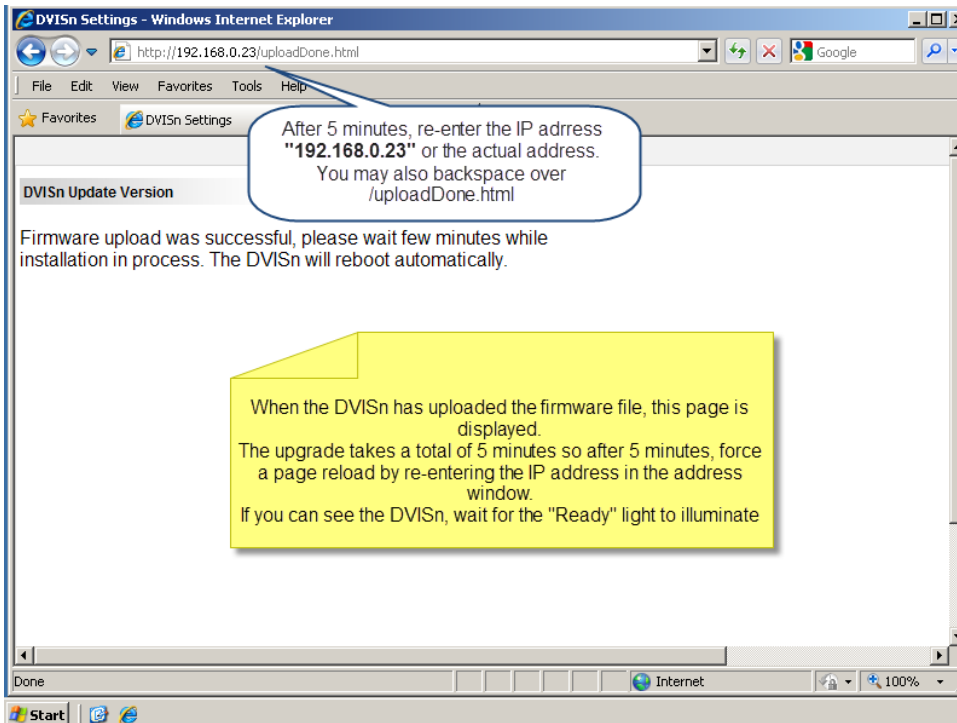
## Step E Save a settings backup and upgrade the firmware

Once you have the 2 browser pages open and have verified the firmware version is between 1.8 and 1.11, proceed with the firmware upgrade. The upgrade control is at the bottom of the DVISn web page.



## Step F Force a reload of the DVISn web page

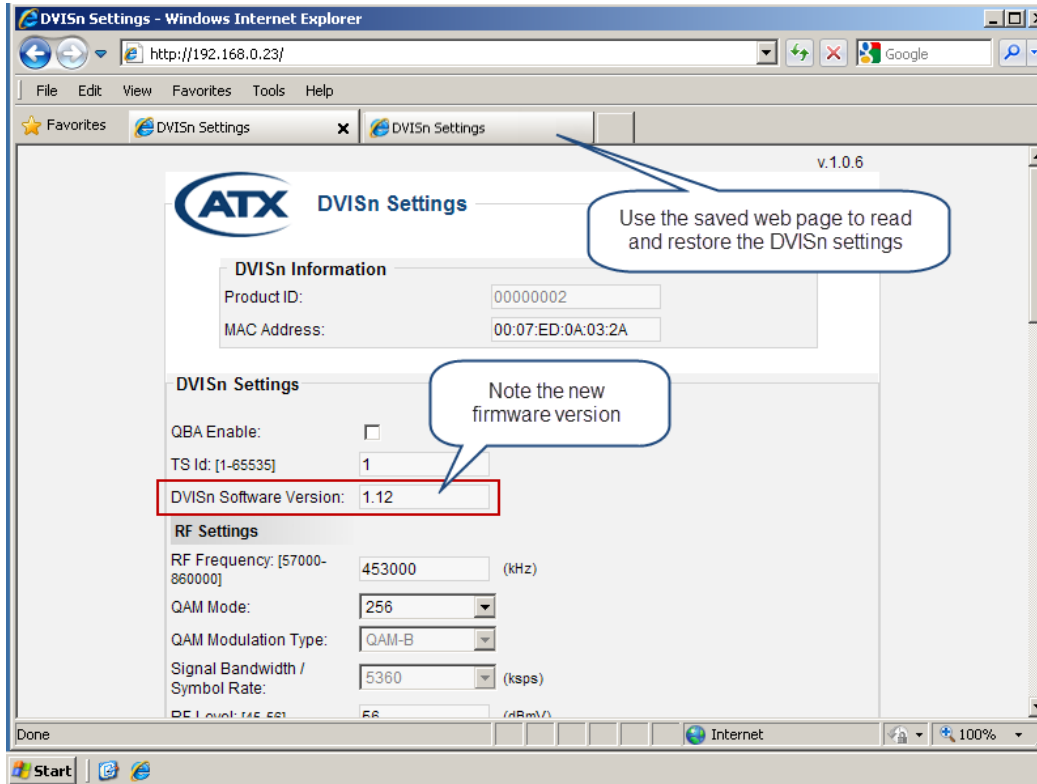
In a few moments the DVISn will display a notice that the upload is successful; see below. After waiting 5 minutes or when the ready light on the front panel illuminates again, force a reload of the web page by re-entering the DVISn IP address.



## Step G Verify the new firmware version and restore the original settings

When the web page reloads, verify that the installed version reports 1.12.

We recommended using a second instance of the DVISn web session to temporarily store the original settings for simplifying restoring values. Switch between these two web pages to read and restore the original settings.



**This completes the DVISn Firmware Upgrade.**

**Thank you for your patience as ATX Networks strives to improve product performance and reliability.**

## Service & Support

### Contact ATX Networks Digital Video Support

Please contact ATX Digital Video Support for assistance with any ATX digital video products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in or out-of-warranty before returning a failed module to the factory.

#### DIGITAL VIDEO SUPPORT LINE

Tel: (905) 428-6068

Toll Free Tel: (800) 565-7488 (USA & Canada only)

- ▶ Press \*3 (when prompted) for **Technical Support**
- ▶ Press 1 (when prompted) for **Digital Video Products**

#### E-MAIL SUPPORT

E-mail: [digitalvideosupport@atxnetworks.com](mailto:digitalvideosupport@atxnetworks.com)

#### CUSTOMER SERVICE

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### Warranty Information

All of ATX Networks' products have a 1-year warranty that covers manufacturer's defects or failures.



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