

# MDU Solutions® UCrypt® - IP TO QAM FIRMWARE UPDATE INSTRUCTIONS - V1.5.2

## Prerequisite installed version 1.2.6

Only the IP to QAM models of UCrypt may be updated with this firmware, and **only installed version 1.2.6 or later** versions of firmware may be updated with this latest release.

If you have a version earlier than 1.2.6, please update to 1.2.6 first. Find a link to this software on the UCrypt support web site.

If you require assistance with this update, or have an unexpected result when performing it, please see [“Service & Support on page 8](#) for phone numbers.

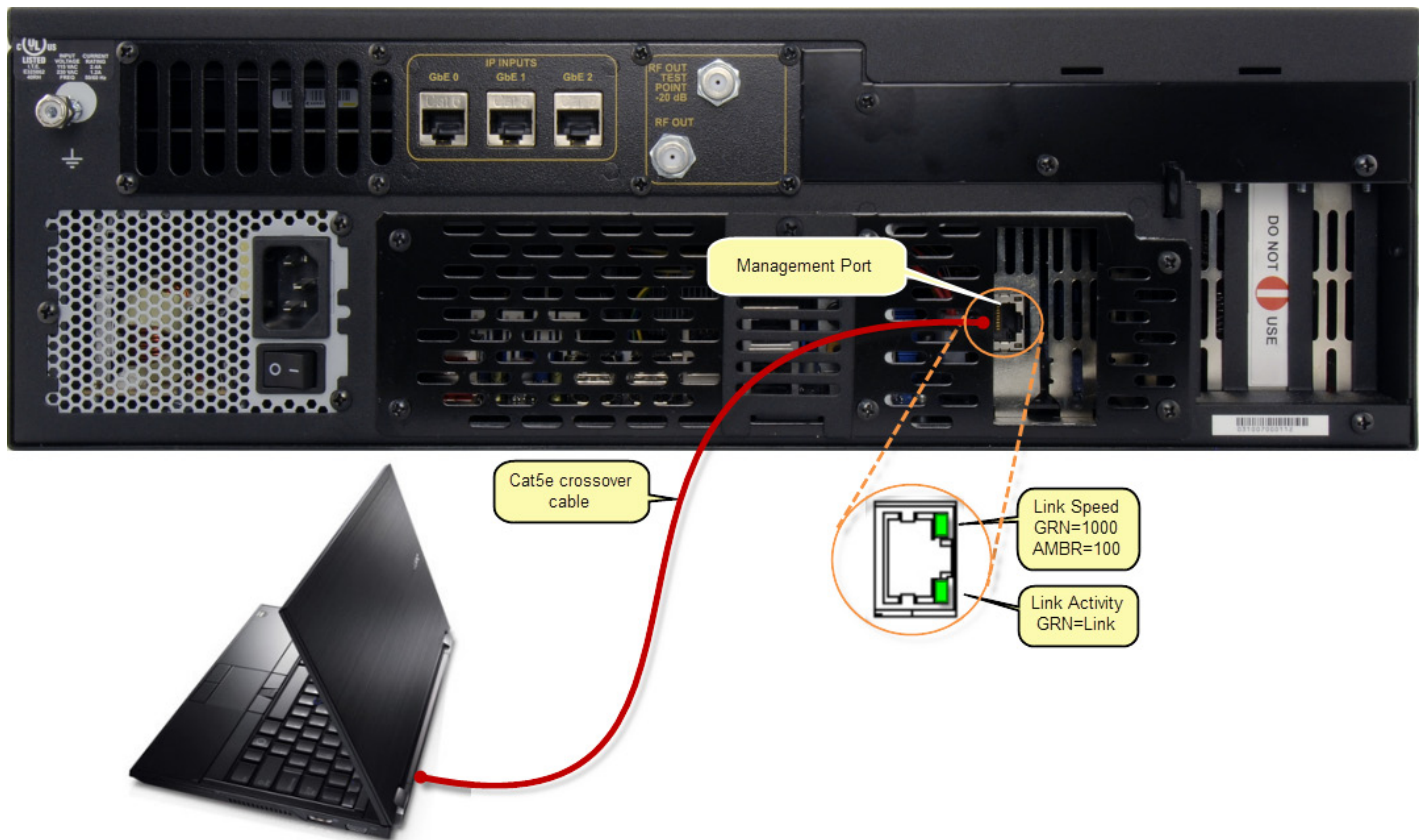
The following instructions provide details for updating UCrypt IP to QAM firmware and for system backup. There is a requirement that you first download the update file from the UCrypt IP to QAM support web pages:

<http://www.atxnetworks.com/ucrypt-bulk-ip-to-qam-support>

You will also require a laptop or desktop PC running Microsoft® Windows® with available ethernet port to connect to the UCrypt.

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

## Step A Connect your Computer’s Ethernet Port to the Local UCrypt®



## Step B Set your Computer's Wired Ethernet IP Address on the same Subnet as the UCrypt®

**Open Network Connections window from Control Panel**

**Right Click the wired LAN connection used to connect to the UCrypt**

**LAN or High Speed Internet**

**Local Area Connection Properties**

**Enter the IP address 192.168.0.100 & subnet mask 255.255.255.0. These values will work for the default UCrypt address of 192.168.0.23. Substitute an address on the UCrypt subnet if UCrypt is not at default address**

**If there is a router between your computer and the UCrypt enter the router's address**

**No need to enter DNS**

**Computer is set to UCrypt subnet**

The screenshot shows the Windows Network Connections window with 'Local Area Connection' selected. A context menu is open with 'Properties' highlighted. Below, the 'Local Area Connection Properties' dialog is open, showing 'Internet Protocol (TCP/IP)' selected. The 'Properties' button for TCP/IP is highlighted, leading to the 'Internet Protocol (TCP/IP) Properties' dialog. In this dialog, 'Use the following IP address' is selected, and the IP address is set to 192.168.0.100 and the subnet mask to 255.255.255.0. The 'Advanced' tab is also visible, showing 'Use the following DNS server addresses' selected, but the fields are empty. Red dashed lines and callouts provide step-by-step instructions for configuring the network settings.

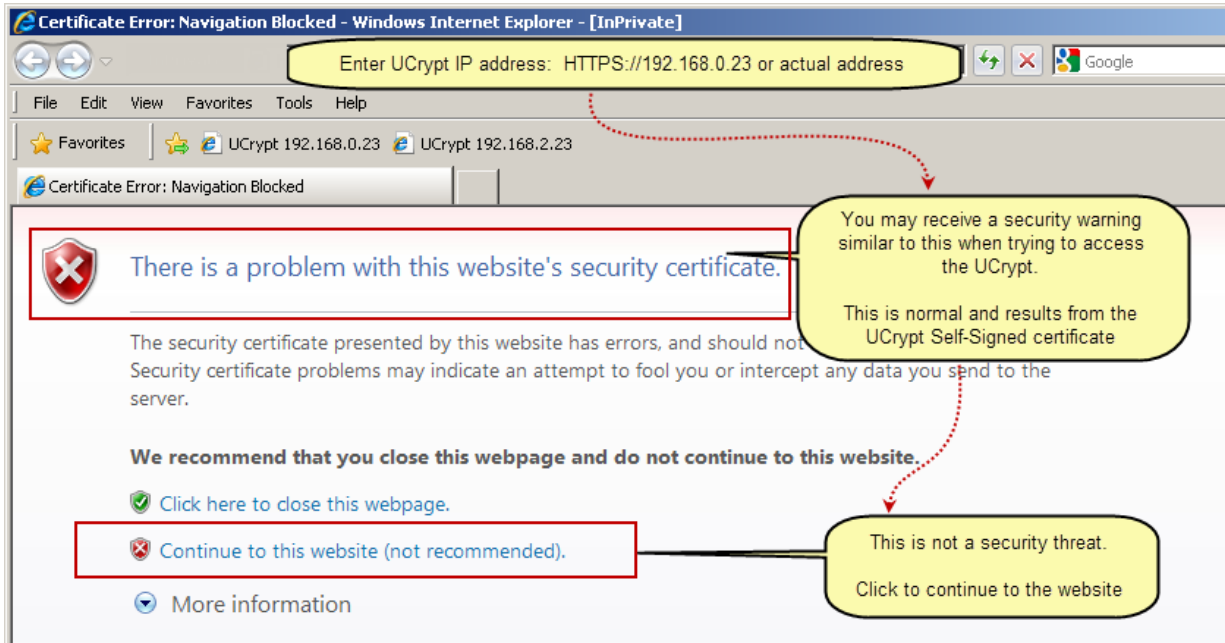
## Step C Log into the UCrypt®

Open your favorite browser.

The screenshot shows the ATX Networks website homepage. The header includes the ATX logo and the tagline 'DRIVING INNOVATION'. Navigation links for 'PRODUCTS', 'SUPPORT', 'ABOUT US', and 'CONTACT US' are visible. A main banner features the text 'Enabling You to Retain and/or Grow Your Revenues' with images of a restaurant and a hotel lobby. Below the banner are buttons for 'Products', 'About Us', 'Sales', 'Customer Service', and 'Technical Support'. A section titled 'ENABLING ADVANCED SERVICES' lists 'Digital TV Transition', 'Digital Video Solutions', 'Video On Demand', and 'High-Speed Data'. At the bottom, there are sections for 'HD for Small Hospitality Accounts' and 'Digital Deletion/Reinsertion', along with a 'NEW' announcement regarding the acquisition of Arcos Technologies Ltd.

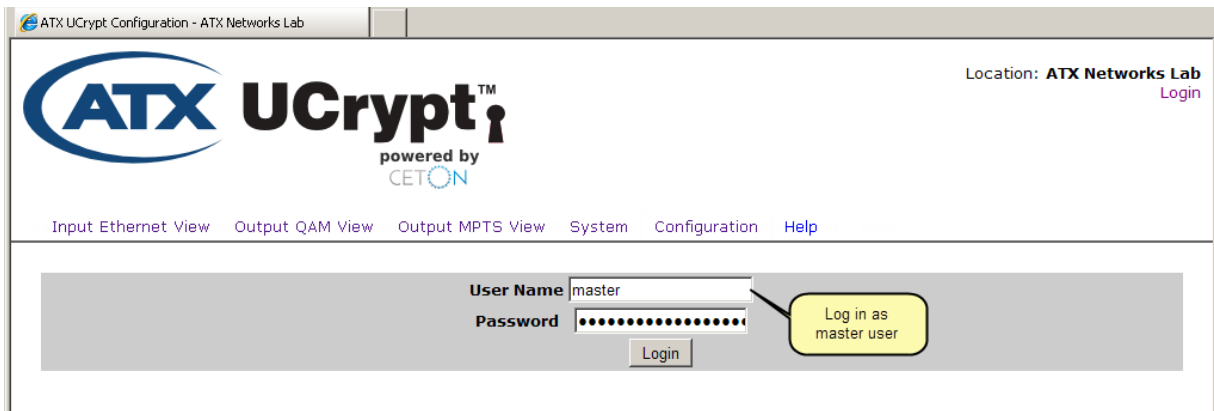
Enter the IP address of the UCrypt in the URL address bar. In our example: HTTPS://192.168.0.23

If you get the following security warning, just accept the warning and proceed by clicking to continue to the site. This warning is due to the UCrypt's self-signed security certificate.



Log into the UCrypt as master. Only master user can perform firmware updates.

Default master password is: atx\_ucrypt\_master\_password



Once you are successfully logged in, proceed to **Step D**

## Step D Backup the Configuration Settings of the UCrypt® to a File

This step is optional but strongly recommended. It is not intended that there will be any change or loss to the UCrypt previously programmed configuration settings, but good practice dictates that a backup is prudent before firmware updates.

The saved file will not normally be needed again during the update. This is precautionary only.

Click "Configuration" tab

Input Ethernet View Output QAM View Output MPTS View System **Configuration** Help

**Modify Channel Configuration**  
Apply  
Apply the saved configuration to t  
Verify  
Ensure all configuration paramete

**Import Channel Configuration**  
Browse...

Import Channel Map  
Import Outputs

**Export Channel Configuration**  
**Download**  
Export all channel and output con

**Reset Channel Configuration**  
Clear  
Clear all channel and output configuration.  
Revert  
Revert saved configuration to currently applied configur.

**File Download**  
Do you want to open or save this file?  
Name: UCrypt\_configuration.zip  
Type: zip Archive, 18.4KB  
Open **Save** Cancel  
Always ask before opening this type of file.  
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

**Save As**  
Save in: Downloads  
File name: UCrypt\_configuration lab.zip  
Save as type: zip Archive  
**Save** Cancel

**Download complete**  
Download Complete  
UCrypt\_configuration.zip  
Downloaded: 18.4KB in 1 sec  
Download to: C:\Document... \UCrypt\_configuration lab.zip  
Transfer rate: 18.4KB/Sec  
Close this dialog box when download completes.  
Open Open Folder **Close**

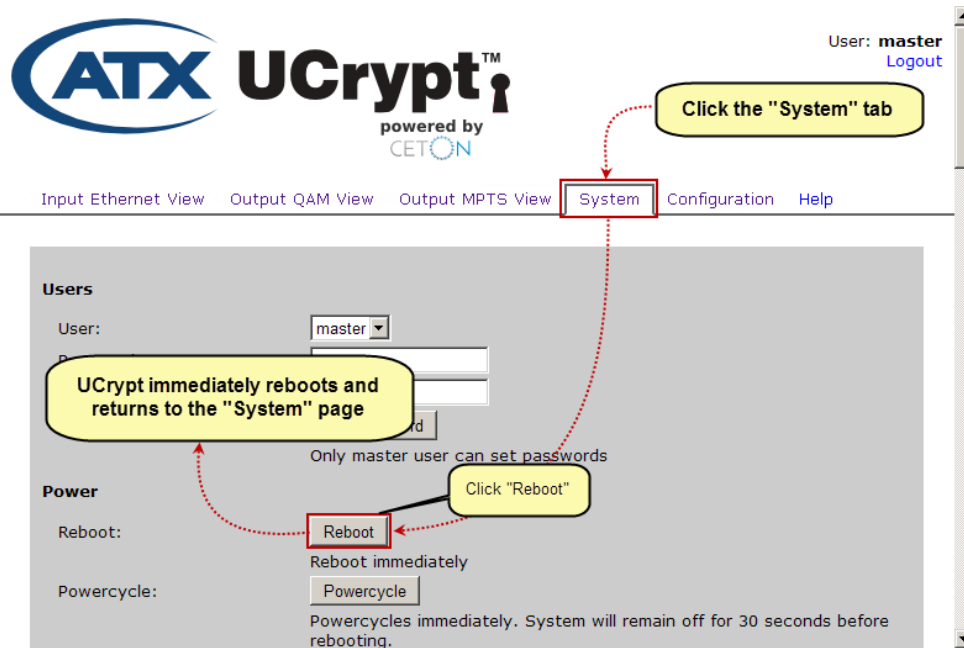
Click "Download"

Download is complete.

Optionally, choose a folder. Otherwise file is saved in the browser's default download folder

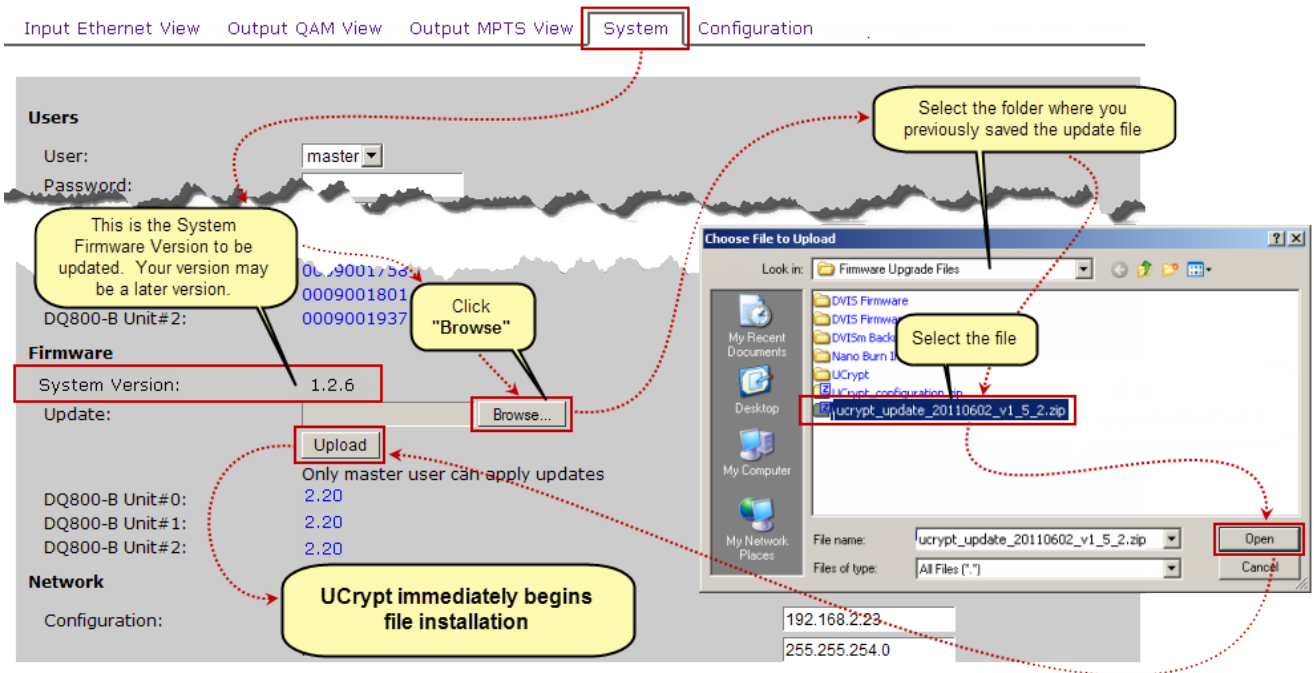
## Step E Firmware Update

Before a firmware update is done, the UCrypt needs to be rebooted from the "System" page.

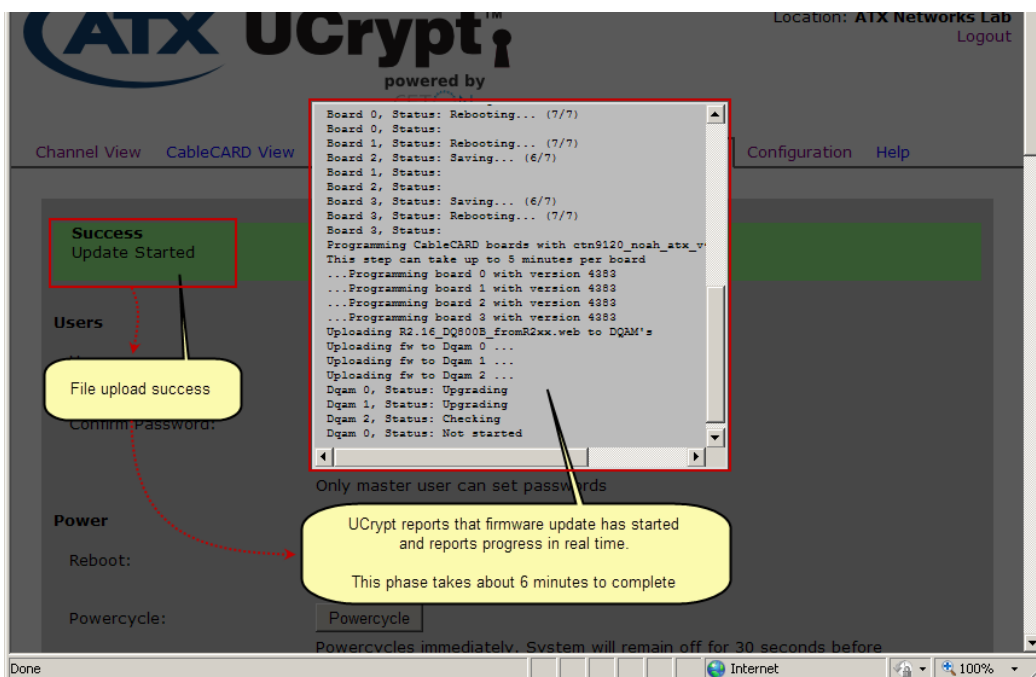


You are returned to the "System" page in about 1 minute

Follow the instructions below to upload the firmware file:

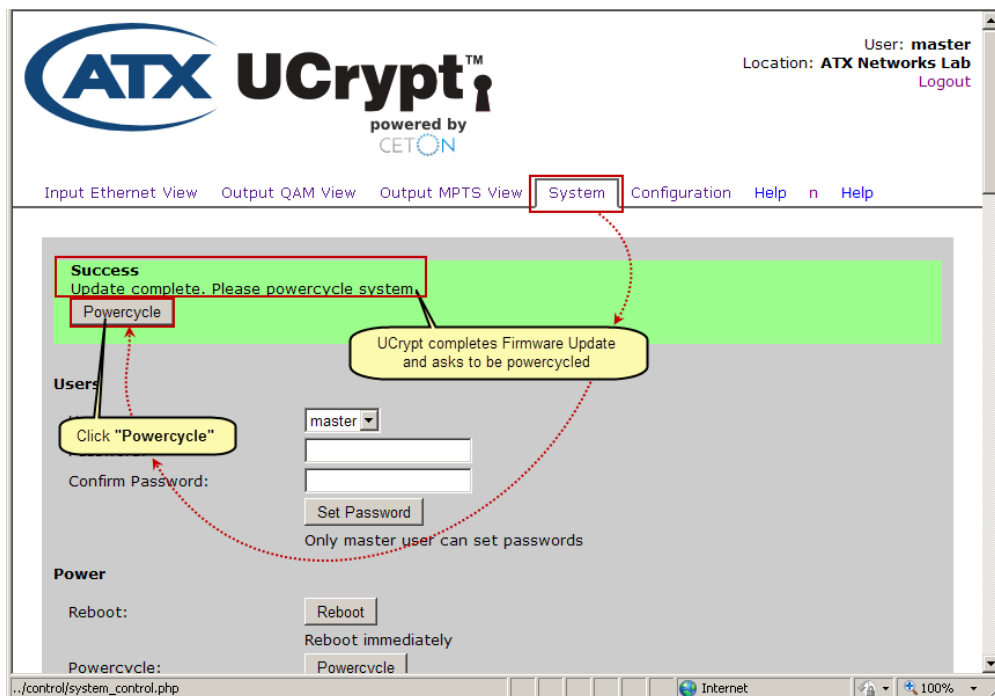


The UCrypt will upload the file and immediately begin file installation. The following page will be displayed and updated in real time. This process should take about 6 minutes to complete.



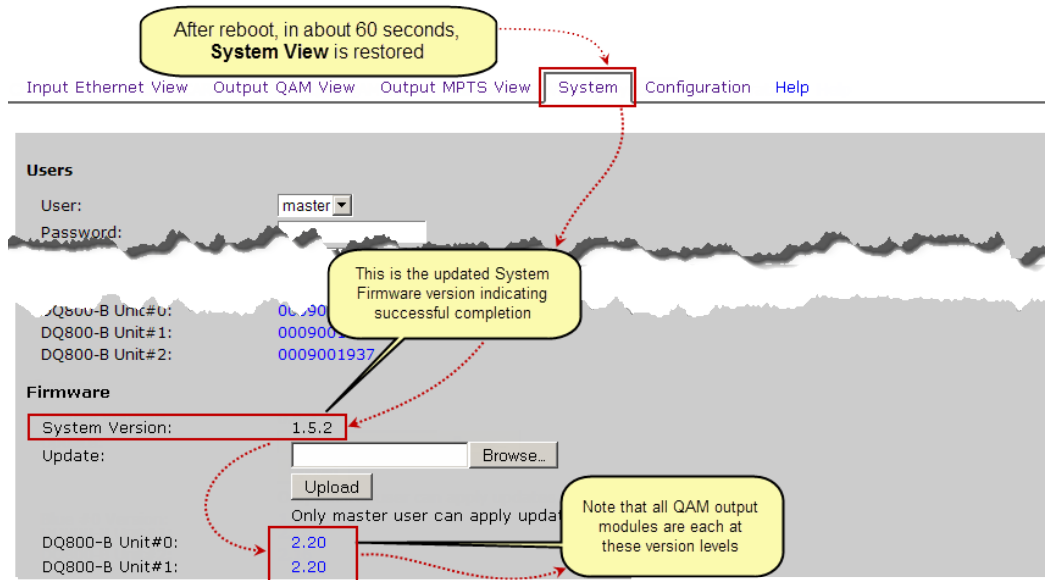
## Step F Reboot the UCrypt®

After file installation is complete, the UCrypt will return to the System tab and prompts for a restart. Click the **Powercycle** button.



## Step G Check the Installed Version

After installation is complete, the UCrypt will return to the System tab. Scroll down to the Firmware section to verify that the reported version is at 1.5.2



**This completes the UCrypt® Firmware Update.**



## Service & Support

### Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX 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: (800) 565-7488 (USA & Canada only)  
▶ Press \*3 for **Technical Support**  
▶ Then press 1 for **Digital Video Products**  
E-mail: [digitalvideosupport@atxnetworks.com](mailto:digitalvideosupport@atxnetworks.com)

#### CUSTOMER SERVICE

ATX Networks  
1-501 Clements Road West  
Ajax, ON L1S 7H4 Canada

Tel: (905) 428-6068  
Toll Free: (800) 565-7488 (USA & Canada only)  
▶ Press \*1 for **Customer Service**  
Fax: (905) 427-1964  
Toll Free Fax: (866) 427-1964 (USA & Canada only)  
Web: [www.atxnetworks.com](http://www.atxnetworks.com)  
E-mail: [support@atxnetworks.com](mailto:support@atxnetworks.com)

### Warranty Information

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



1-501 Clements Road West, Ajax, ON L1S 7H4 Canada  
Tel +1 (905) 428-6068 Toll Free +1 (800) 565-7488 Fax +1 (905) 427-1964 Toll Free Fax +1 (866) 427-1964  
[www.atxnetworks.com](http://www.atxnetworks.com) [support@atxnetworks.com](mailto:support@atxnetworks.com)