

VIA Collage Upgrade Procedure for Firmware 2.0

Downloading the Upgrade File

1. Go to http://www.kramerAV.com/support/product_downloads.asp to check for the latest available firmware upgrades.
2. Select the type of unit you want to upgrade.
3. On the same Web page, register your VIA devices by entering their serial numbers. Once the serial number is approved, an email is sent to your registered address with download links to the firmware.
4. Save the downloaded file to either:
 - a USB drive connected to your PC (for the .exe file)
 - any directories of your PC (for the .zip file, do not unzip it).



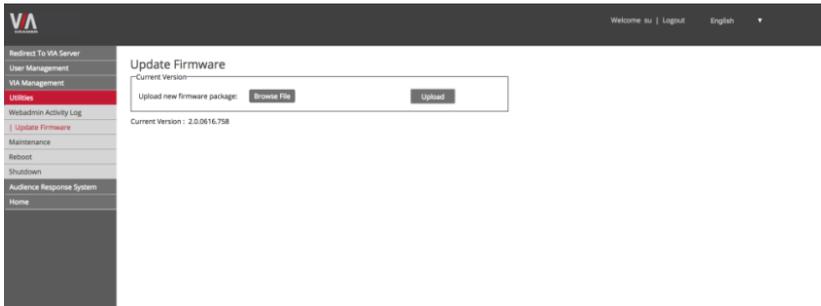
The packages must be uploaded with the exact name as the one provided by Kramer. Our devices cannot accept FW packages with modified names.

Upgrading VIA Collage Using the Web Interface

1. Make sure that your unit is connected to a display, powered and booted up in the Collage mode.
2. From your PC or Mac, connect to the same wireless network as your Collage unit.
3. Open your Web browser and type the IP address of your unit.
The Administrator Login screen appears:



4. Click Administrator Login and enter the following:
 - In the Username box, type “su”
 - In the Password box, type “supass”
 - Type the exact presented Captcha text in the Captcha text box and click “Login”.
You can now access the Web interface to manage your unit.
5. Click **Utilities** on the left menu and select **Update Firmware**.



6. Browse your computer to select the correct file downloaded for the VIA Collage and click **Upload**. The process starts automatically.
7. When the process completes, reboot the unit.



Note: the upload process and the unit reboot may take a few minutes.

Upgrading VIA Collage Using a USB Drive

1. Make sure that your unit is connected to a display, powered and booted up in the Collage mode. A keyboard and mouse must be connected to the device to perform further steps.
2. Insert the USB drive to any of the USB connectors. The Cloud directory of the VIA Collage pops-up automatically.
3. To launch the installer, double-click the firmware file saved on the USB drive.
4. Follow the on-screen instructions. Administrator password is “**viaadmin**”.
5. When the installation is complete, reboot your device.



Verifying a Correct Firmware Installation

From your **VIA Collage** unit, click the **Participants** icon and check that the correct software version appears on the right side of the screen.

Updating your Computer Client Applications (Windows and MAC)



It is essential that all users download the new client application from the VIA unit.

To download the new client application, connect to the same Wi-Fi network and browse the IP address of the unit.

The system automatically detects a Windows PC or a Mac connection and directs the user to download Virtual Run or to install the application accordingly.

After the new client App has installed, the version appearing on the top right side of Participants shows the correct version.

This single client application runs for all VIA units.

Updating the Mobile Applications



It is important to update your mobile units as soon as the mobile apps are available in accordance with the firmware upgrade of the VIA, otherwise you cannot use all new features of your mobile application with VIA.