

MDU Solutions® DVISm Mini Digital Video Insertion System RE-FLASHING PROCEDURE

BEFORE YOU BEGIN RE-FLASHING PROCEDURE:

- **Read and understand every single instruction clearly before you start re-flashing the system**
- **Follow each step carefully!!!**
- **If possible, take records of your system configuration before re-flashing the system. You need the information to re-configure your system**
- **Please understand that this procedure may take up to 20 minutes to complete**

1. Download and save the Flash file from ATX Networks' website. Create a new folder on the Desktop of your host computer (either your laptop or desktop computer) and name the folder as "DVIS-dd-mm-year" (example: DVIS-14-04-2016) or you can choose a convenient name for the folder

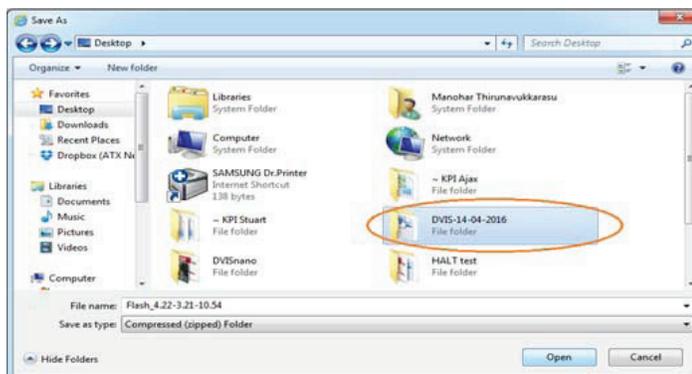
- From the ATX website (atxnetworks.com) download the files from the Resource & Support section, Software Downloads sub-section.
- Select "Flash 4.22-3.21-10.54.zip" from ATX Networks' website

| Current Firmware Version is Between | Remote Upgrade | Flash Update |
|--|--|---|
| Older than 4.21-3.9-10.20 | N/A | Flash_4.22-3.21-10.54.zip |
| Newer than 4.21-3.9-10.20 | Remote_4.22-3.21-10.54_Upgrade.zip | Flash_4.22-3.21-10.54.zip |

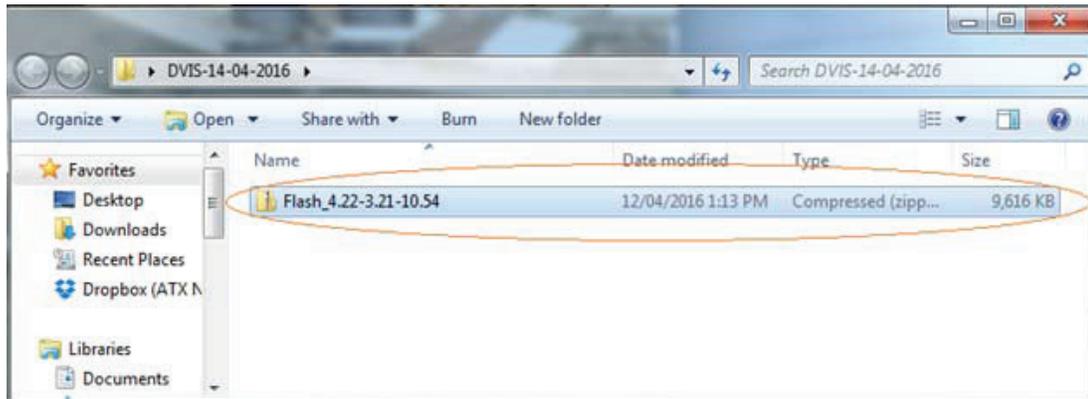
- New window will open and select "Save as" from the new window



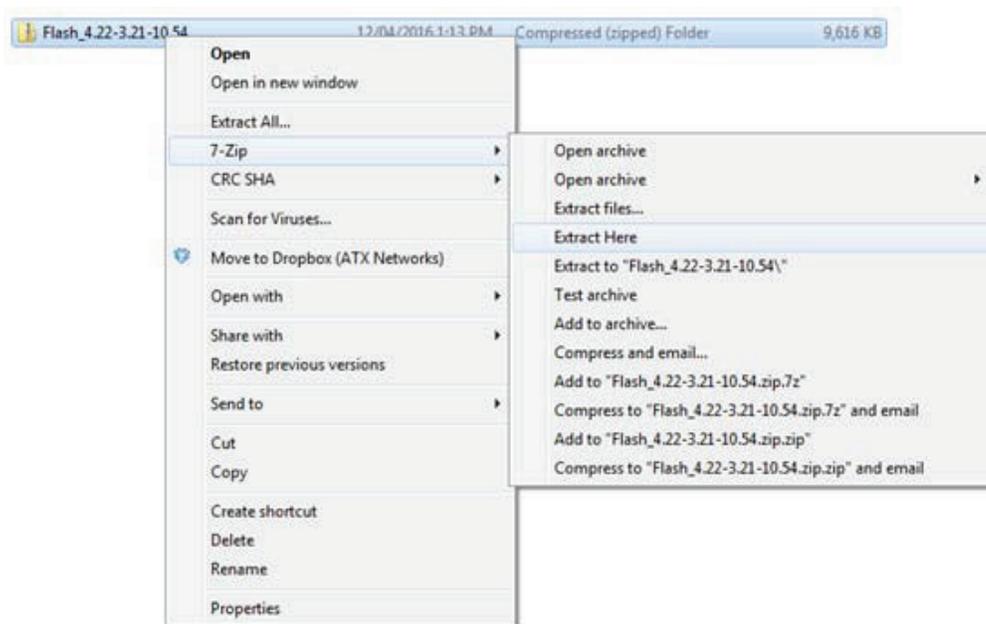
- Save the file in the folder (DVIS-14-04-2016) which was created on the Desktop. Select "Open" and then select "Save" respectively



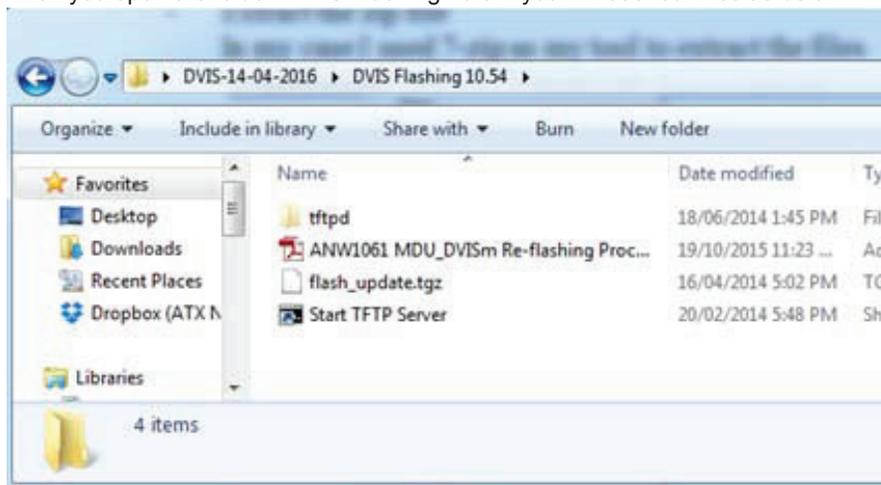
- Open the folder “DVIS-14-04-2016” and you will see the compressed .zip folder as shown below



- Extract the .zip file. Right Click on the .zip file and select your tool to extract the files



- After extraction is completed, you will see the new folder with the name “DVIS Flashing 10.54”.
- When you open the folder “DVIS Flashing 10.54” you will see four files as below



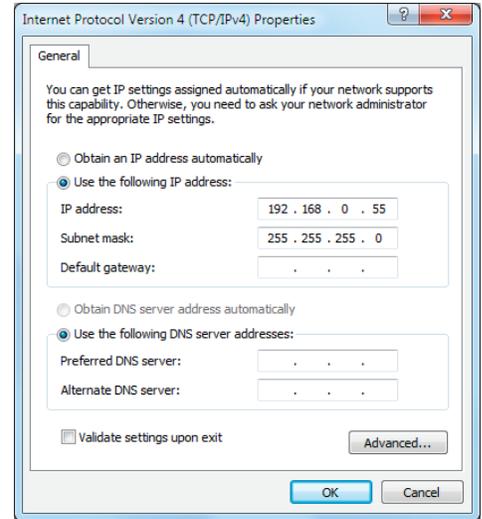
NOTE: If you don't see all of the files (example: tftpd file) do the following steps:

Select "Organize" -> select "Folder and search options" -> select "View" on the new window -> Select "Show hidden files, folders, and drives"

- After downloading the files from ATX Networks' website, your host computer network adapter must be set as below:
IP address: 192.168.0.55

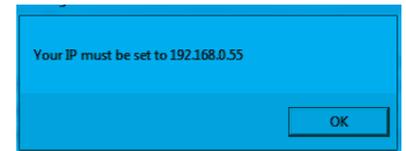
Subnet: 255.255.255.0

NOTE: The DVISm expects the TFTP server to be located at **192.168.0.55**.

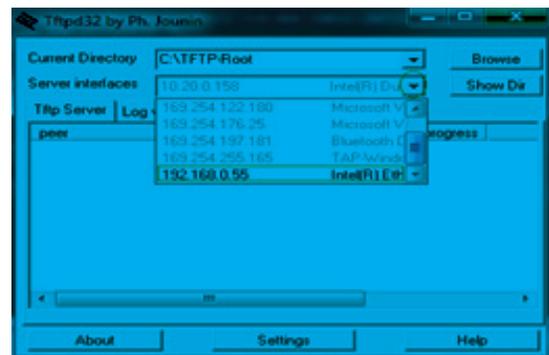
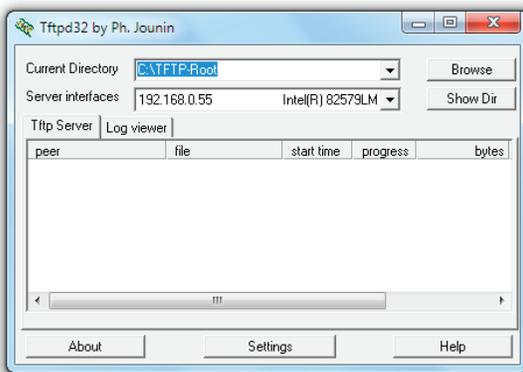


- Start the TFTP Server by double clicking the "Start TFTP Server" shortcut. A command window and the TFTP application should both open.

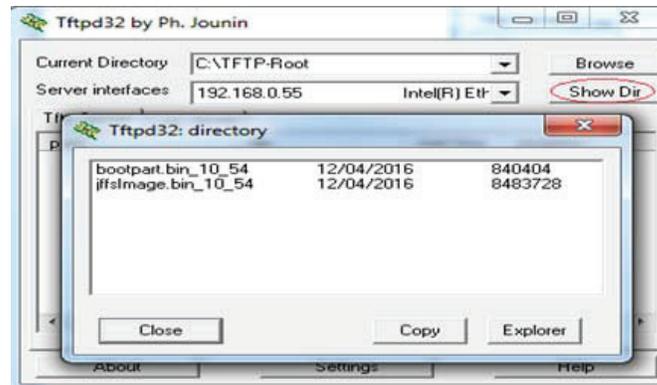
NOTE: An error message will be shown if your host computer IP address was not set to 192.168.0.55.



- If "tftpd32" is configured correctly, the server should look like below. The "Server interface" must be **192.168.0.55** or you can use "drop-down" key to select the IP address.

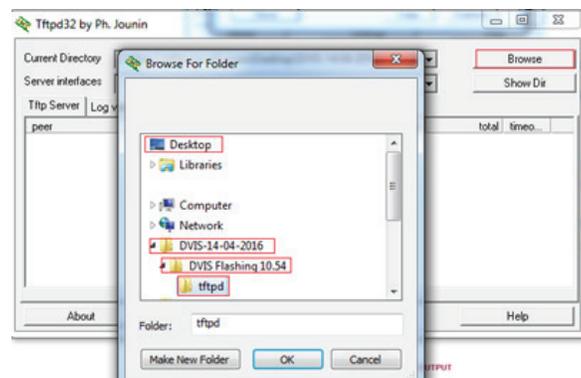


NOTE: Two files for flashing (*bootpart.bin_10_54* and *jffsimage.bin_10_54*) will be saved automatically in the current directory. You can make sure by clicking on "Show Dir" button.



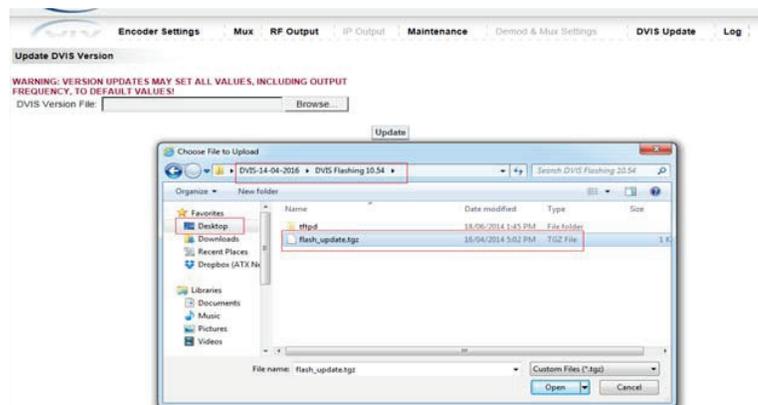
If you don't see both files in the directory, follow the steps to change the current directory:

Click on "Browse" -> Select "Desktop" on new window (browse for folder) -> Select "DVIS-14-04-2016" -> Select "DVIS Flashing 10.54" -> Select "tftpd" and then select "OK".

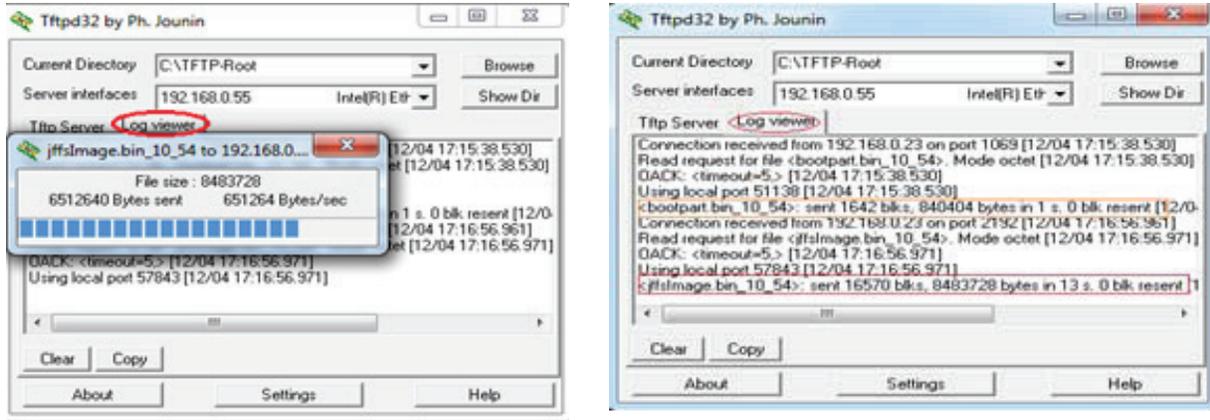


Make sure by clicking on "Show Dir" button again and you will see both files.

5. Re-flashing the system: Log into the DVISm GUI at <http://192.168.0.23/site>.
 - Select the "DVIS Update" tab to re-flash system.
 - Click on the "Browse" button
 - Chose the file "flash_update.tgz" from the folder where we saved the files from the ATX website. Refer to the highlighted area in the picture shown below.
 - Click on the "Update" button



NOTE: You can monitor the activity of the transferring files by selecting "Log Viewer" from your tftpd32 window.



NOTE: If you can't connect with your system (example: no communication between the system and host computer due to unknown IP address of the system) follow these steps below:

- Remove the sticker which covers the “Reset” button
- Push the button with a small screw driver and hold it until the both fans turn OFF
- Wait until the system starts up again
- Log into the DVISm GUI at <http://192.168.0.23/site>.
- You will see “DVIS Recovery” window as shown below



- Click on the “Browse” button
- Choose the file “flash_update.tgz” from the folder where we saved the files from ATX Networks’ website.
- Click on the “Update” button

Once the flashing process has been completed, the DVISm will automatically reboot and both fans will start working again.

IMPORTANT NOTES:

- As soon as you click on the “Update” button, both fans stop working after few seconds
- The entire flashing process will take approximately 6-18 minutes. During this process, power is not removed from the system.
- Once the flashing process has been completed, the DVISm will automatically reboot and both fans will start again.
- After re-flashing the system, all settings will have returned to default values. You should log into the GUI at <http://192.168.0.23/site> to re-configure the DVISm.

Service & Support

Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX 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 ATX.

TECHNICAL SUPPORT

Tel: 289.204.7800 – press 1
Toll-Free: 866.YOUR.ATX (866.968.7289) USA & Canada only
Email: support@atx.com

SALES ASSISTANCE

Tel: 289.204.7800 – press 2
Toll-Free: 866.YOUR.ATX (866.968.7289) USA & Canada only
Email: insidesales@atx.com

FOR HELP WITH AN EXISTING ORDER

Tel: 289.204.7800 – press 3
Toll-Free: 866.YOUR.ATX (866.968.7289) USA & Canada only
Email: orders@atx.com
Web: www.atx.com

Warranty Information

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

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Rev. 01/20 (ANW1061)



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