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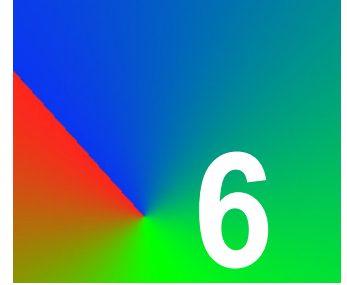
Product QuadView HD

VERSION: 1.1 Early Release without Manual

Please Note: Save your settings using “settingsexport” before performing update procedure.

When update is complete. Via Tenet, enter the command “RFD” to perform a return to factory default settings. Then follow the “importsettings” procedure to return you system to its previous operational settings

Please refer to the QVHD Firmware Update procedure included here.



FIRMWARE UPDATE

From time to time, new features or improvements are made to the *QuadView HD* firmware. Please visit our website (<http://www.rgb.com>) and click on **Support** for information about recent changes and firmware version numbers.

You can identify the current firmware version numbers from the **System Tab** of the *QuadView HD* WCP or use the command **VERSION**.

DOWNLOADING NEW FIRMWARE

Firmware updates are posted in the Support section of the RGB Spectrum web site at the following URL:

<http://www.rgb.com/en/Support>

Download the file to the PC used to communicate with the *QuadView HD*.

Note

The download file is in compressed form. The file will be uncompressed automatically by the *QuadView HD*. Do not uncompress or rename the file.

UPDATING SYSTEM FIRMWARE NOTES

The firmware version in the *QuadView HD* can updated only via the Ethernet port. This means that the PC will need to be connected to the *QuadView HD* directly or through a network connection.

The following two items are required for this procedure:

- Computer configured for a 10/100 BASE-T network connection.
- Current firmware update file and update instructions.

Important

Do not update the firmware without these two items. To update using a direct connection from a PC to the *QuadView HD* (not using a network) a crossover cable must be used.

SAVING SYSTEM SETTINGS

It is advised that a copy of the system settings be saved before beginning the upgrade procedure. This is not a requirement of the upgrade process but is a useful precaution in case there is an unexpected glitch in the upgrade process that affects the internal storage of settings.

Use the following procedure to save the current settings to a PC.

1. Open a Telnet session. See [Telnet Control](#) on page 46 for detailed instructions.
2. Export the current settings by typing:

```
settingsexport all <filename.txt>
```

where **<filename.txt>** is the name of the settings file that will be used to save the *QuadView HD* settings to the PC. Upper and lower case letters and numbers may be used in the filename, but avoid the use of spaces or characters /, \, or #. Use the underscore character instead of a space).

3. Launch the Windows Explorer and type the following into the address bar:

```
ftp://rgb:spectrum@<ip address>
```

where **<ip address >** represents the IP address of the *QuadView HD* to be upgraded. The file created in Step 1 will be displayed.

4. Copy and paste, or drag and drop, the exported settings file from the *QuadView HD* to the PC.

Keep the Telnet and FTP sessions open to perform the upgrade as described below.

UPGRADE PROCEDURE

The upgrade procedure is a two-step process.

1. Transfer the new firmware to *QuadView HD*.

Using the FTP connection described in [Saving System Settings](#) above, copy and paste or drag and drop the upgrade file **FMXL_x.xx.tgz** from the PC to the *QuadView HD* (where x.xx represents the version number). This is the same file previously downloaded to the PC. Check that the file is now displayed in the *QuadView HD* Explorer window. The window may need to be refreshed to see the newly transferred file.

2. Upgrade the firmware.

From the Telnet command line type the command **ufw** and press **ENTER**. The *QuadView HD* displays a message telling you to transfer the upgrade file to the *QuadView HD* via FTP. If

the firmware upgrade file has been transferred, press **y** to continue. Or press **n** to exit the upgrade process.

When **y** is pressed, the *QuadView HD* will proceed to load the file. The status is displayed in the Telnet window as the upgrade process backs up current firmware, extracts new firmware and shuts down the system.

Note

This process can take 1-2 minutes. Check the Telnet screen for status.

When the loading process has completed a message will be displayed indicating the connection to the *QuadView HD* has been lost.

3. Cycle the power.

Use the front panel power switch to turn off the power, wait for five seconds, and reapply power to the unit.

Wait a few seconds for the system to start.

4. Verify that the update was successful by viewing the **System** tab of the **Setup** window of the WCP or by entering **ver** at a command line prompt.

RESTORING SETTINGS

This step is typically not required and is included only in the event that an unexpected error occurs in the upgrade process.

1. Launch the Windows Explorer and initiate an FTP session as described in the [Saving System Settings](#) section above.
2. Copy and paste, or drag and drop the exported settings file from the PC to the *QuadView HD*.
3. Open a Telnet or USB port control session.
4. Restore the saved settings by entering the command:

```
settingsimport all <filename.txt>
```

where **<filename.txt>** is the name of the settings file created as described in the [Saving System Settings](#) section on page 81.