# MediaWall® 2500

## Updating to Firmware Version 1.0.0

This update will install firmware version 1.0.0 and upgrade the *MediaWall 2500* to support 1920x1200 DVI (EDID) input sources.
The following steps must be followed in order to update the *MediaWall 2500* unit's firmware.

**1.  Download the compressed firmware file**

**NOTE: DO NOT ATTEMPT TO UNCOMPRESS THE FILE ON YOUR COMPUTER.**
**This will be done automatically later on in the MediaWall.**

**2. Setup the telnet session so that it accepts commands without carriage return**
On the computer connected to the *MediaWall 2500*, click **Start**, then **Run**, then enter **telnet** .
In the telnet window, type in:
**> unset crlf**
Close the telnet window.

**3. Save your settings:**
Early firmware releases used to erase presets during updates; it's a good idea to save all of the *MediaWall 2500* settings before you perform the firmware update.

3.1. Open a Telnet session:
Click **Start**, then **Run**, then enter **telnet <IP Address> 8000**
*(Example: **telnet 192.168.1.200 8000** will open a telnet session with a MediaWall 2500 with an IP address of 192.168.1.200)*

3.2. Save your settings:
In the Telnet window, type in:
**> settingsexport all <file_name.txt>**
This will save all of the *MediaWall 2500* settings into a file named "file_name.txt" in the local memory of the *MediaWall 2500*.
**Note:** Do not use special characters such as space, "/", "\" in the file name.
*(Suggestion: use a file name format like "mmddyys.txt", where "mmddyy" is the date, and "s" a suffix of your choice)*

**4. Copy the settings file onto the computer and the compressed file into the MediaWall 2500:**

4.1. Open an ftp session:
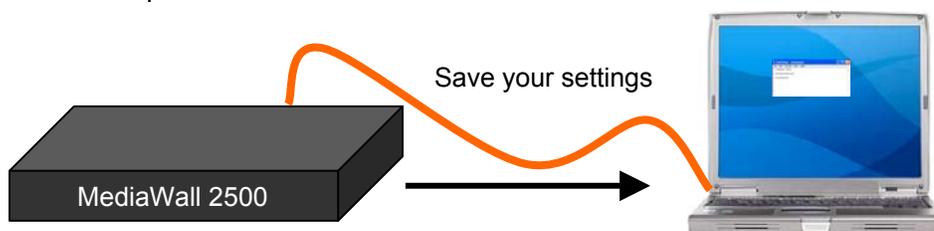Open your web browser, and type **ftp:<IP Address>** in the address field.
*(Example: **ftp:192.168.1.200** will open an ftp session with a MediaWall 2500 with an IP address of 192.168.1.200)*
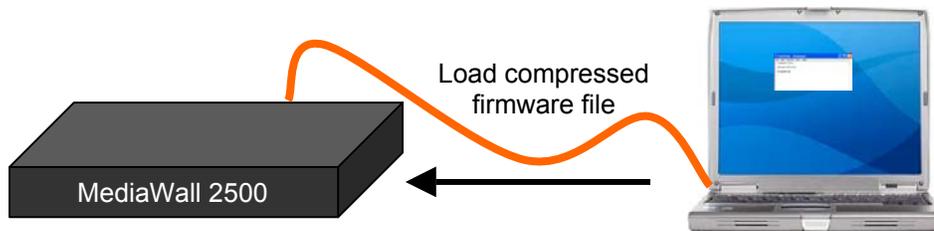The system will ask for a username and password:
>        Username: **rgb**
>        Password: **spectrum**

4.2. Drag the settings file ("**<file_name.txt>**") from the *MediaWall 2500* ftp window into a known directory on the computer.



Save your settings

MediaWall 2500

4.3. Drag the compressed firmware file from your local directory on your computer into the open *MediaWall 2500* ftp window.


Load compressed firmware file
MediaWall 2500

4.4. Close the ftp browser window

**5. Update the MediaWall 2500 firmware**
In the telnet window opened previously (see 3.), type **ufw**, then type **y** when prompted.
When the loading process has completed (may take up to two minutes) you will see a message that you may now restart the system.  Reboot the *MediaWall 2500* (turn power off, using the front panel switch, for at least 5 seconds then back on).

**6. Update the DVI Input timing**

Previous releases of *MediaWall 2500* firmware limited DVI Input resolution to 1600x1200.  The 1.0.0 release of firmware raises the allowable DVI input resolution to 1920x1200.  However, after updating to Version 1.0.0, the 1920x1200 timing will not be supported for the DVI Inputs until the following procedure is performed.
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6.1. Open a telnet session
Click **Start**, then **Run**, then enter **telnet <IP Address> 8000**

6.2 Type 'updateEDID',:

Response is:

> **updateedid**

6.3 Disconnect all graphics inputs**.** (*see Note 3*)

6.4 Reboot the *MediaWall 2500*.

6.5 Wait 3 minutes after seeing the '>' prompt before operating the unit. (*see  Note 2*)


**Note 1**: This command won't show up in the help.

**Note 2**: If the user does not follow the above instructions, and reboots after fewer than 3 minutes after seeing the prompt, the result is that all the upgrade task may not have been completed.  Repeating steps 6.1 through 6.5, following the instructions can fix this with no lasting negative effects.  If you are using Telnet, wait 3 minutes after establishing a Telnet connection and login.

**Note 3**: if the user does not follow the above instructions and reboots without having disconnected the input sources, depending on the type of source, the system may hang on bootup. To get out of this, remove the input sources, power cycle the unit, repeat the steps, following the instructions, and there will be no lasting negative effects.

**7. RESTORING *MediaWall 2500* SETTINGS**
This step is typically not required and is included only in the event that an unexpected error occurs in the upgrade process. If your settings are normal you can ignore this procedure.

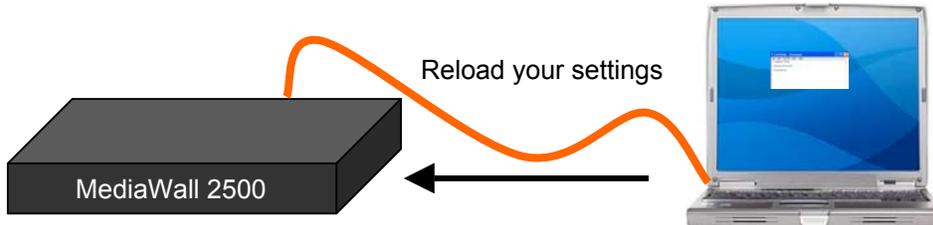7.1. Open an ftp session:
Open your web browser, and type **ftp:<IP Address>** in the address field.
The system will ask for a username and password:
      Username: **rgb**
      Password: **spectrum**

7.2. Drag the settings file ("**<file_name.txt>**") from the local directory on the computer into the MediaWall 2500.

Reload your settings

MediaWall 2500

7.3. Close the ftp browser window

7.4. Open a telnet session
Click **Start**, then **Run**, then enter **telnet <IP Address> 8000**

7.5. Reload your settings:
In the telnet session window, type in
**> settingsimport all <file_name.txt>**

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At this point the *MediaWall 2500* has a new firmware and the settings (presets) that you had prior to the firmware update have been reloaded.

The Update and Upgrade process is complete.


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# Release Notes

| Product | Mediawall 2500 |
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| **VERSION:** | 1.0.0 |
| **PART # / CSUM:** | 369-9003 |
| **COMPATIBILITY:** | No Known Compatibility Issues |
| **NEW FEATURES:** | Integrated Control System with KvM Option |

**CHANGES:** **The following changes are included in this release**.

Support for 1920x1200 DVI input EDID

**BUG FIXES:** **The following bug fixes are included in this release**.

N/A

**KNOWN BUGS:** **The following discrepancies are known in this release**

1. If the cursor mode is active and the layout is changed, the cursor mode must be restarted for KVM to function properly.

2. During loading of a background image the list may disappear or the following message may appear "*Can not establish communication with the unit. make sure the network cable is connected and restart the WCP.*" If the message appears, ignore the message and press OK. If the background list disappears, press the refresh button to restore the list.

3. The following keys do not function within the RDA system: Tab, RMB, start menu keyboard button, print screen/SysRq, Alt+Tab.

4. There is no support for the Windows VISTA operating system.

5. Background images must be saved with the extension .tiff, .jpg, or .jpeg.

6. When the width of a window > output horizontal active, pixel(s) of garbage are visible on the left edge of the window.

# Release Notes

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|---|---|

7. The background color/image of the wall with mullions > 0 peeks through on the right edge of windows aligned against the right edge of the wall.

**RELEASE DATE**      **7/20/07**