



Firmware Upgrade Procedure

For Tango Series Smart Consoles

WARNING:

You must not power off your console during the firmware upgrade process. Powering off the console can result in the firmware becoming corrupted which can require a lengthy rescue process to get your console running again.

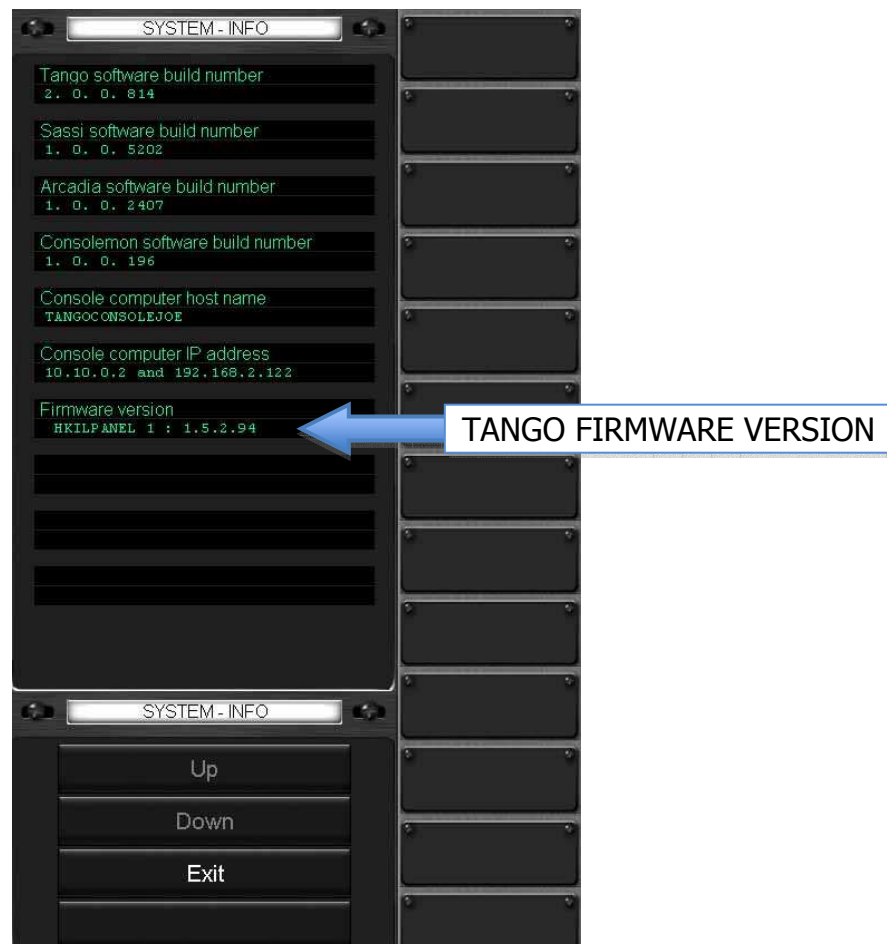
INTRODUCTION

Periodically new firmware will be released by Smart AV to fix bugs or increase the functionality of the console. The following procedure outlines how to download new firmware and program it onto your console.

CHECK CURRENT FIRMWARE VERSION

You can check what version of firmware is installed on your Tango as follows:-

- Select the “System” menu tab on the LHS of the display.
- Select “Info” from the System Menu to access a list of versions. The firmware version will be listed here as shown.



DOWNLOAD FIRMWARE

To download the latest firmware from the Smart AV website, proceed as follows:-

- Go to the website www.smartav.net
- Select “Downloads” and then “Software” from the menus
- Locate the “General – Firmware” category and download the latest file Consolefirm xxx yyy.bin where xxx is the version and yyy is the date.

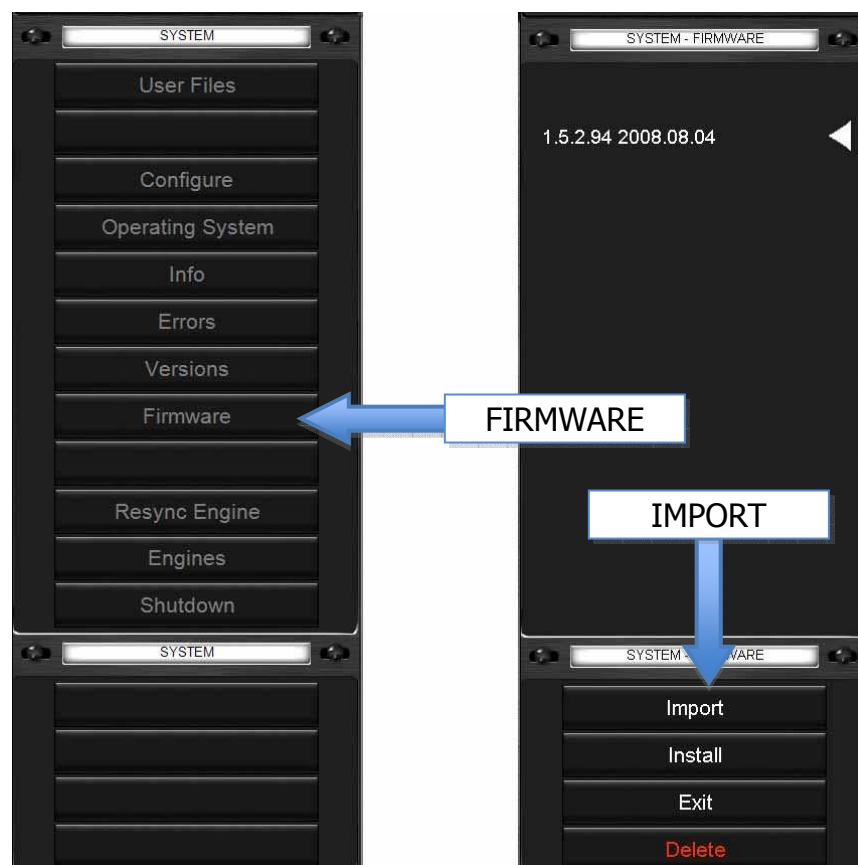
Copy the downloaded file onto a USB memory stick.

If this downloaded firmware is the same version as that already on your console, do not proceed with the upgrade.

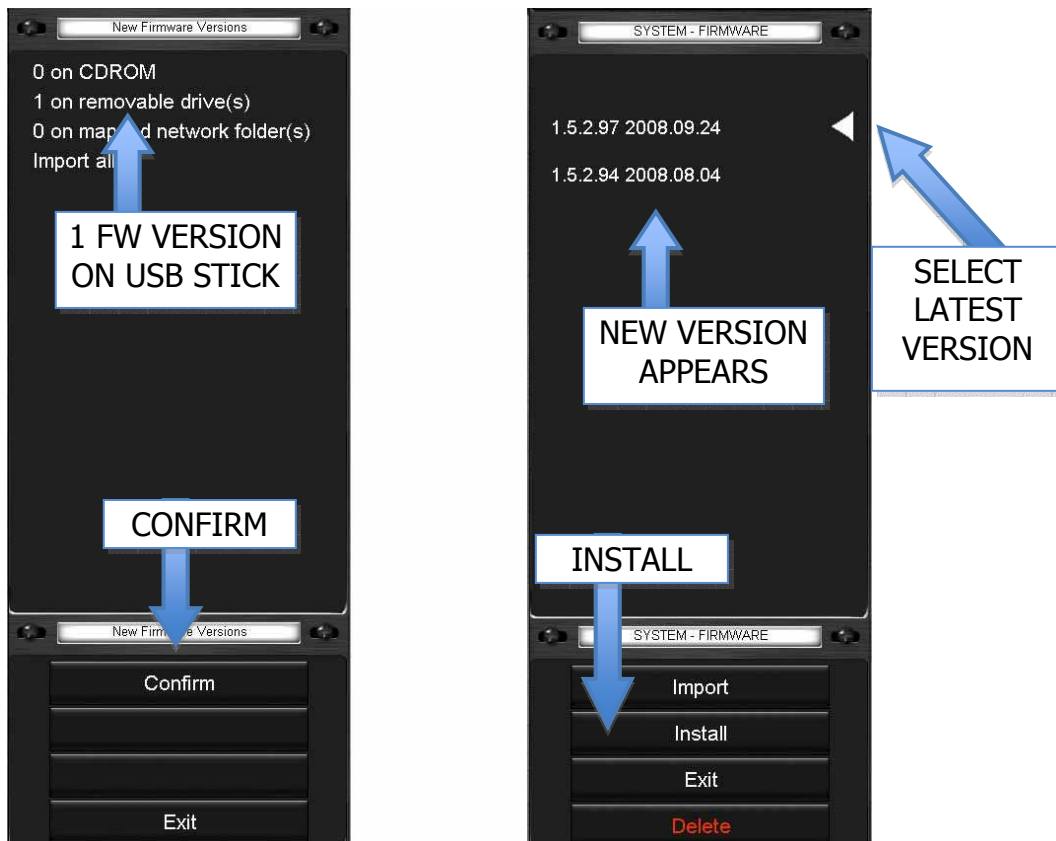
UPGRADE FIRMWARE

To upgrade the firmware on your console, proceed as follows:-

- Insert the USB memory stick into the upper rear USB port (next to the power switch on the rear of the console).
- Select the “System” menu tab on the LHS of the display.
- Select “Firmware” from the System Menu to open the Firmware page. This will show you all the firmware versions which are archived on your console
- Click “Import” to import the new version of firmware from your USB stick.



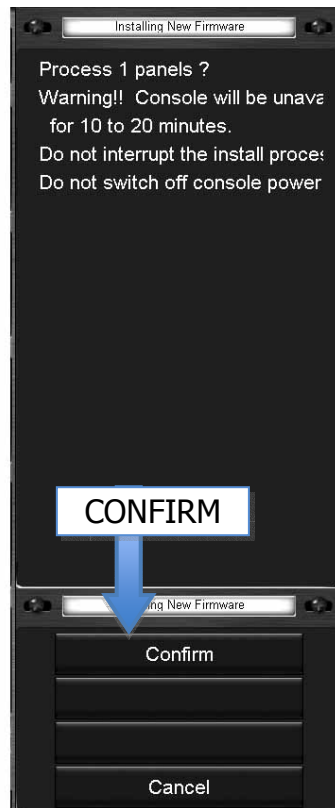
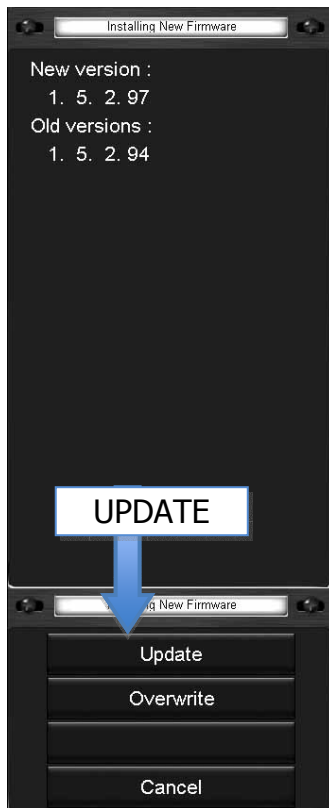
- A window will appear showing the number of firmware versions which are to be imported onto your console. Check that the file from your USB stick has been identified and click “Confirm”. If there are no files detected, wait a few moments, click “Exit” and try again. Your USB stick may take a little longer to be recognized by Windows.
- Once the new version is imported it will appear in the list of versions archived on your console. This will be the file you downloaded and placed on your USB memory stick above. Use the active knob to select this version and click “Install”.



- A window will appear showing the current console firmware version and the new version that is to be installed. Click “Update” to install the new firmware. If you are downgrading your firmware to an older version you will need to click “Overwrite” instead.
- You will now receive a final confirmation message showing the number of panels to be upgraded. This will show 1 for a single Tango or 2 if you have a passive extension bay connected that has older version firmware. Click “Confirm” to start the upgrade.

WARNING:

You must not power off your console during the firmware upgrade process. Powering off the console can result in the firmware becoming corrupted which can require a length rescue process to get your console running again.



- A progress bar will appear after several seconds.
- Once the upgrade is complete you will see a status window showing the number of panels upgraded and the firmware version used. Click “Confirm” to close this window and complete the upgrade.

