

# MDU Solutions® DVIS/DVISM Digital Video Insertion System & Mini Digital Video Insertion System FIRMWARE UPGRADE INSTRUCTIONS

## Please Review the Following Information Before Starting the Upgrade Process:

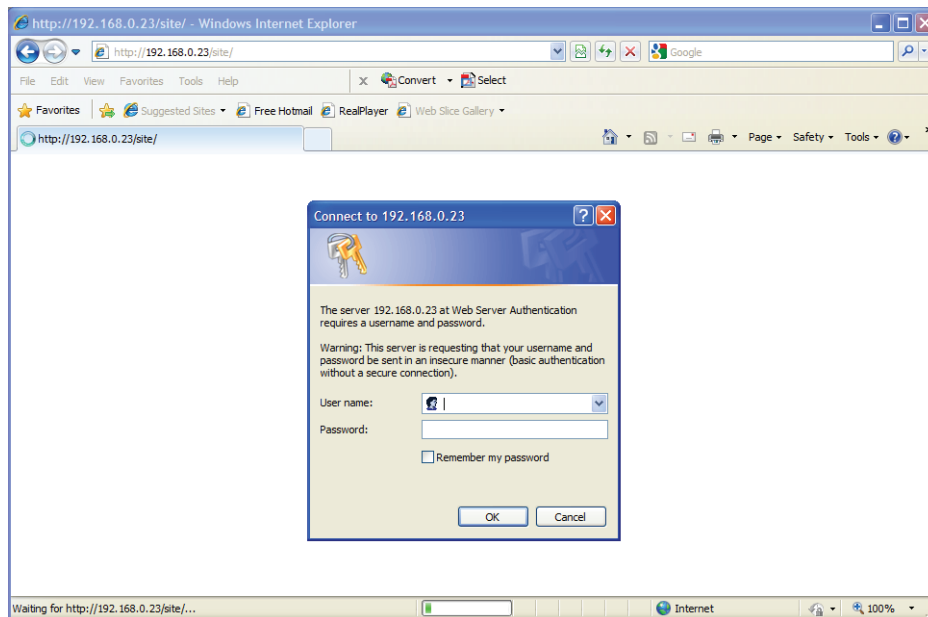
- This procedure assumes that the unit has been installed and is operating properly (if you require set-up or operating instructions, see the Quick Start Guide for your product).
- This procedure requires a PC running Microsoft® Windows® and Internet Explorer® (called the “management computer” in the following procedures). The PC must have an available Ethernet connection to perform the upgrade locally or an Internet connection to perform the upgrade remotely. **Internet Explorer is recommended** as the Add/Drop page may not display properly in other browsers.
- Some upgrades can be performed remotely or locally. **These upgrade files have “Remote” in the file name but there are minimum firmware revisions to which they may be applied.** After the upgrade, all settings will remain as previously configured and because the network settings are left unchanged it is safe to apply this upgrade remotely.
- Upgrades with major revisions, such as the upgrade from firmware version 7.13 to 7.381 sets all operational device parameters to default values. After the upgrade is finished it is necessary to reanalyze the incoming QAM and set appropriate Add/Drop channels, appropriate RF output frequency, output RF level, etc. **These upgrades are not recommended for performing remotely unless you are certain you will be able to access the unit once assigned the default IP address (192.168.0.23). These firmware files have “Major” in the filename and may be applied to any firmware revision. To simplify the configuration of an upgraded unit, it is recommended that you make screenshots of all GUI pages before starting the upgrade process.**
- Do not turn off electrical power to the unit during the upgrade process.

## Upgrade Process:

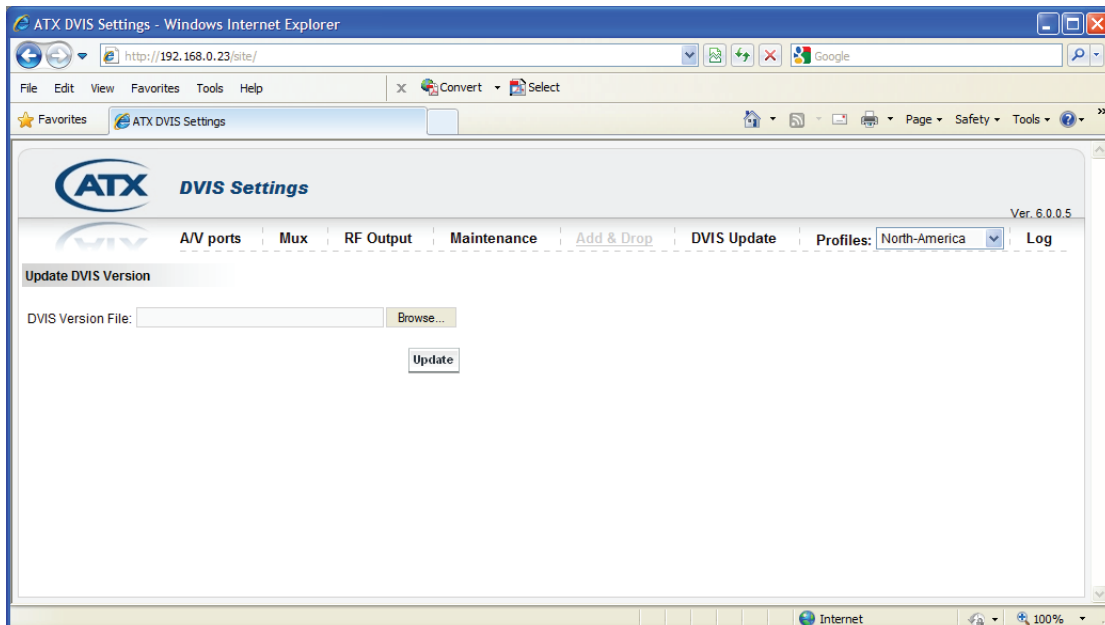
**Before proceeding, determine the current version of firmware installed on the unit to be upgraded (can be found at the top of “Maintenance” page).**

1. Choose a firmware file from the product support page. There are several options depending upon the starting firmware version and whether physical access to the machine is available.
2. Extract the contents of the zip folder (a single file with the same name as the folder and the extension .tgz). You can double-click the folder to open it and drag the file to a different location, or right-click the folder, select **Extract All**, select a destination and click **Extract**.
3. Use the management computer to access the DVIS/DVISM unit’s remote management interface. For example, if the network address for the DVIS/DVISM unit is set to the factory default setting (192.168.0.23) and you are connecting directly to the DVIS/DVISM unit, set the computer’s Ethernet interface to a static IP address on the 192.168.0.x subnet, set the subnet mask to 255.255.255.0, connect the computer’s Ethernet adaptor to the DVIS/DVISM unit’s Ethernet port using a CAT5e crossover cable (supplied with the unit), open Internet Explorer and access address <http://192.168.0.23/site>.

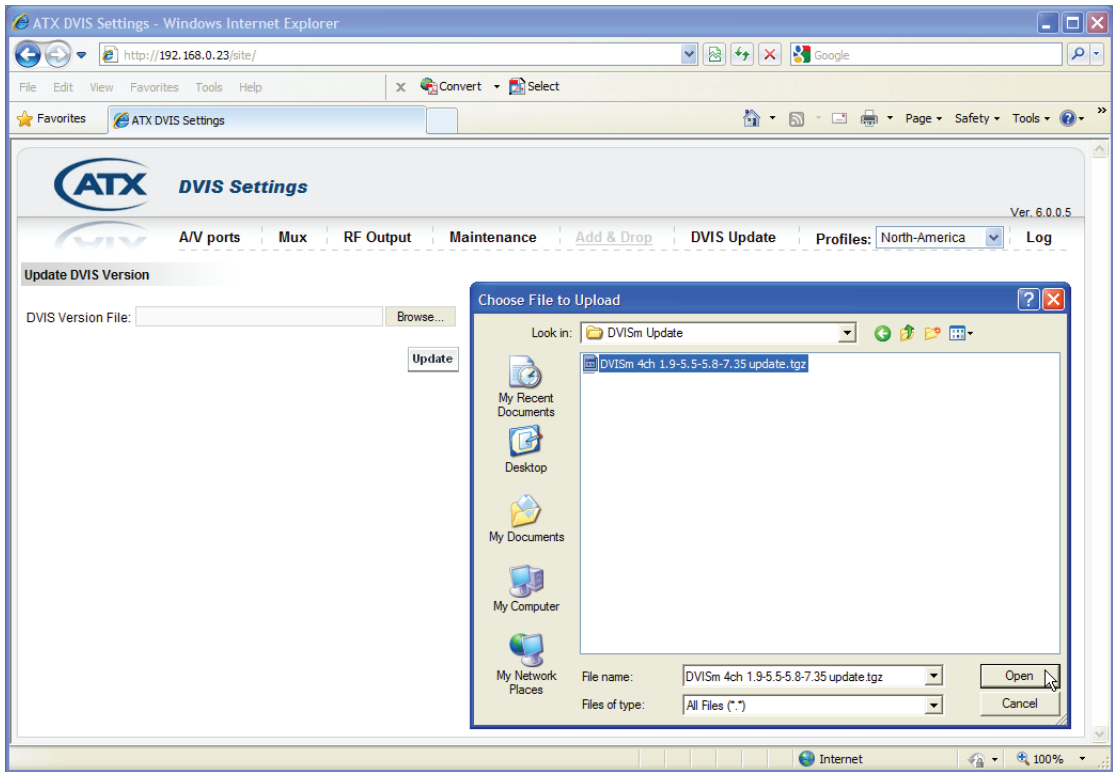
4. Enter the User Name and Password for the unit (factory default for both fields is “atx”).



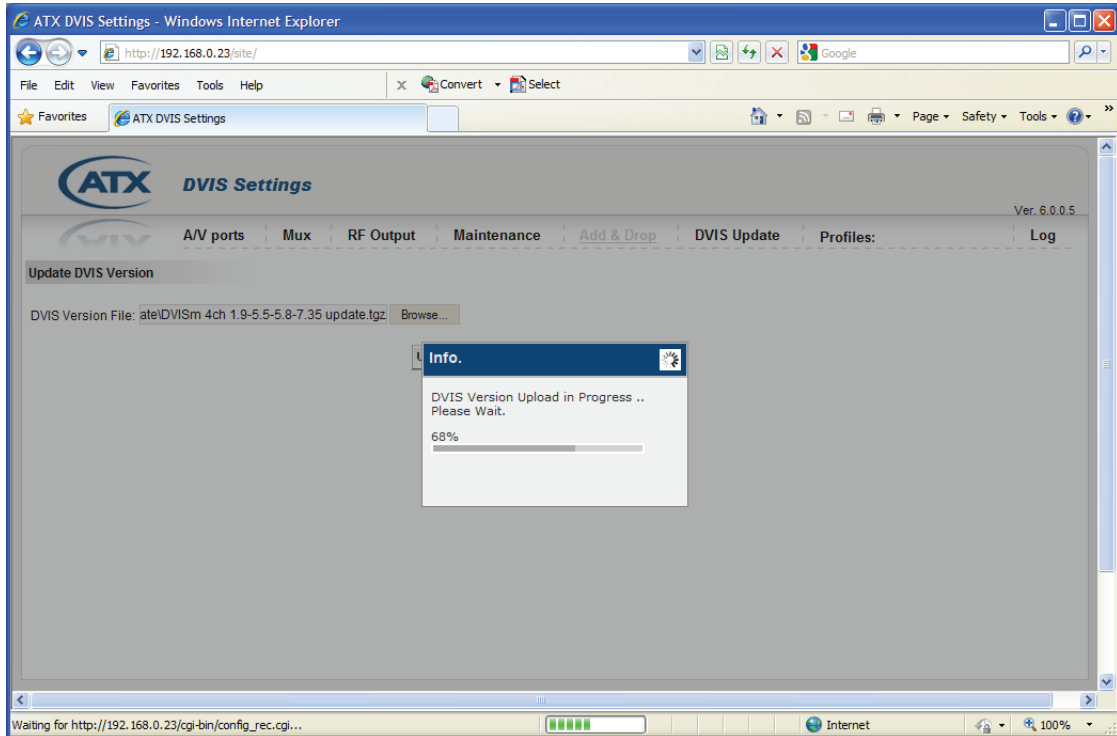
5. Select **DVIS Update** from the menu bar. The Update DVIS Version screen appears.



- Click **Browse**, navigate to the location of the saved .tgz file and click **Open**. The file name and location appear in the selection box.

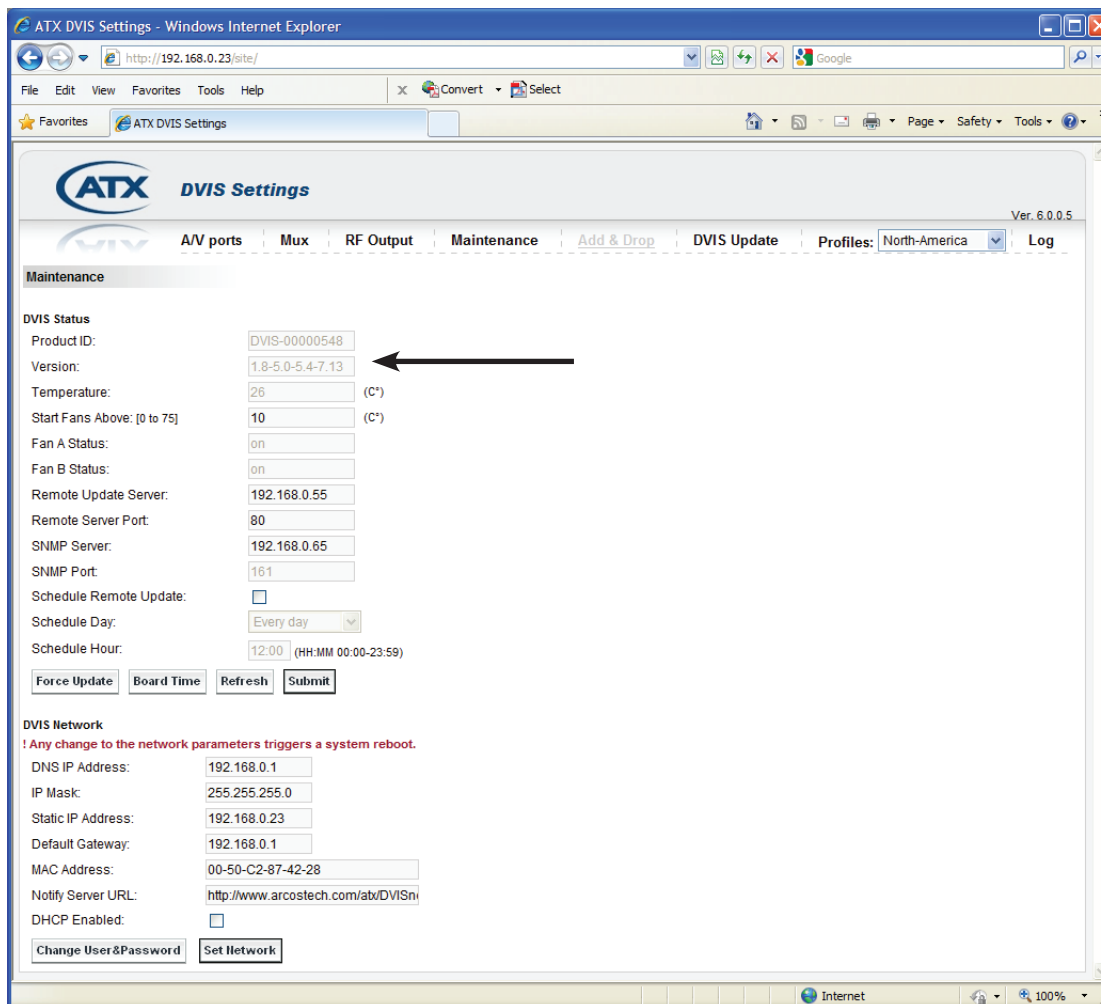


- Click **Update** to begin uploading the file to the unit. A progress bar indicates the percentage completion (0 to 100%).



When the upload is finished, file installation begins automatically. Close the Web browser.

8. When installation has completed (which can take several minutes), the DVIS/DVISM unit reboots (indicated when the fans shut off for a few seconds and then restart). Wait 10-15 seconds after the fan restarts for the reboot to complete.
9. Reopen Internet Explorer and connect to the DVIS/DVISM unit using the same IP address/site as before the upgrade. When a major firmware update is applied, the username and password for logging in to the DVIS/DVISM unit are reset to default values during the upgrade process (Username: atx, Password: atx). For remote updates the user name and password are not modified.



10. After applying a major firmware update, you will need to reanalyze the incoming QAM and set appropriate Add/Drop channels, RF output frequency, output RF level, etc. (for set-up instructions see the Quick Start Guide for your product).



## 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](mailto:support@atx.com)

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### Warranty Information

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

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