

1 VIA Connect PRO Upgrade Procedure

1.1 Downloading the Upgrade File

1. Go to http://www.kramerelectronics.com/support/product_downloads.asp to check for the latest firmware upgrades that are available.
2. Select the type of unit you want to upgrade (Collage or Connect PRO).
3. On the same Web page, enter the serial number of your unit.
Once the serial number is approved you will be able to download the upgrade file.



If there was an error in the serial number that was typed, you will be forwarded to the contact page for further support.

4. Save the downloaded file to a USB drive that is connected to your PC.

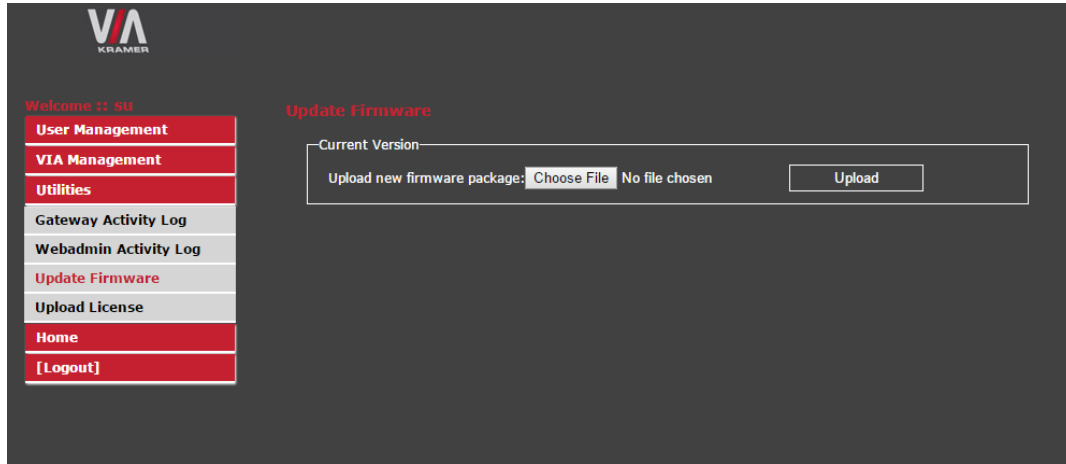
1.2 Upgrading your VIA Connect PRO

1. Make sure that your unit is connected to a display, powered and booted up in the Connect PRO mode.
2. From your PC or Mac connect to the same wireless network as your Connect PRO unit.
3. Open your Web browser and type the IP address of your unit.
4. On the top right side of the Web page enter the following:
 - In the **User Name** box, type “su”
 - In the Password box, type “supass”

You can now access the Web interface to manage your unit.



5. Click on **Utilities** on the left menu and then select **Update Firmware**.
6. Browse your computer to select the correct file downloaded for the VIA Connect PRO and click **Upload**.
The process will start automatically.



7. Upon completion of the process, reboot the unit.

1.3 Making sure that the New Firmware was Correctly Installed

From your VIA Connect PRO unit, click the **Participants** icon and check for that the correct software version appears on the right side of the screen.

1.4 Updating your Client applications for your Computers (Windows and MAC)



It is essential that all users download the new client application from the VIA unit.

To download the new client application, the user should connect to the same Wifi network and browse the IP address of the unit.

The system automatically detects if the user is connected from a Windows PC or a Mac and will direct him to download the Virtual Run or to install the application accordingly.

Once the user has installed the new client App, the version appearing on the top right side of Participants should show the correct version.

This single client application will now be running for both VIA Collage and VIA Connect PRO units.

1.5 Updating the Mobile Applications



It is important to update your mobile units as soon as the mobile apps are available in accordance with the firmware upgrade of the VIA, otherwise you will not be able to use mobile devices with the VIA.