

Registering & Upgrading FW VIA GO

Registering VIA GO

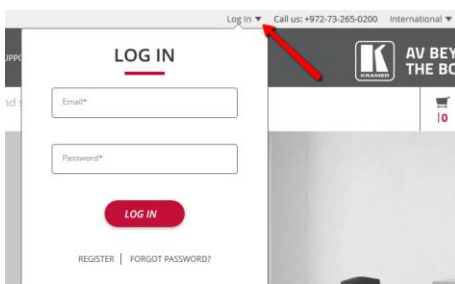


You must install version 2.0.0716.788 before upgrading your VIA device to the latest patch/ firmware.

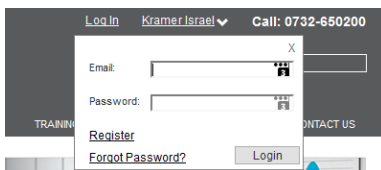
This one-time registration procedure is required for downloading these and future authentication files used to upgrade your VIA devices.

A. Register / Create New Account

1. Go to www.kramerav.com.
2. Click **Log In** in the upper right corner of the Web page:



Or



If you are a registered user, renew your password by clicking the following link:

<http://k.kramerav.com/products/forgotpass.asp>

If you are a new user, [click here](#) and fill out the Kramer Registration form.

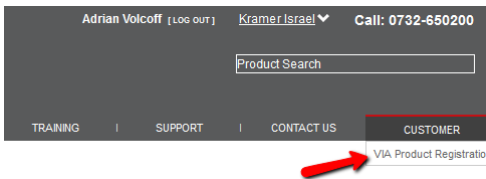
Verify that you change the contact type to **VIA Owner**.

3. Enter your email and password and click **Login**.
The Customer tab appears in the main menu of the Web page.



B. Register your VIA Devices

1. Hover over the Customer tab and click **VIA Product Registration**:



2. Register your VIA devices according to the information displayed in the VIA Product Registration Web page. Note the following:
 - Your VIA device serial number is displayed on the silver sticker at the rear of your VIA device. The device serial number has 14 digits.
 - Alternatively, you can use the software serial number of your **VIA GO** to register the device. It has 12 alphanumeric characters.
 - If you enter an incorrect device serial number/software serial number, the system displays these devices as unknown:

UNKNOWN (1)

Software SN	Device SN	Dealer	Warranty	Status	
	40:8D:5C:D6:06:1G		1/1/1900	Invalid Serial Number	Edit Delete

- All registered devices with correct serial numbers are arranged by product group (VIA Collage / VIA Campus / VIA Connect PRO / VIA GO), as shown below:

VIA GO (1)

Software SN	Device SN	Dealer	Warranty	Status	
1C1B0D2E00BA	09160070400015	Kramer Electronics KAP	12/15/2017	Under warranty	Delete
* Download the authentication file					DOWNLOAD

VIA CAMPUS (2)

Software SN	Device SN	Dealer	Warranty	Status	
A3C4-34B9-AE-41CC-8B12	04168021000005	Kramer Electronics Israel	10/9/2017	Under warranty	Delete
AB3C-1CDC-35-5760-2AC7	07158098100299	Kramer Electronics Israel	12/27/2017	Under warranty	Delete
* Download the authentication file					DOWNLOAD

UNKNOWN (1)

Software SN	Device SN	Dealer	Warranty	Status	
	40:8D:5C:D6:06:1G		1/1/1900	Invalid Serial Number	Edit Delete

VIA CONNECT PRO (1)

Software SN	Device SN	Dealer	Warranty	Status	
FCAA14DAC96E	07150614800053	???? ???????? ????	8/14/2017	Under warranty	Delete
* Firmware upgrade only available for products under warranty with an authentication file					REQUEST FILE

VIA COLLAGE (1)

Software SN	Device SN	Dealer	Warranty	Status	
0EC5-5D66-86-F59C-C3A9	05140000000020	Kramer Electronics Israel	1/17/2018	Under warranty	Delete
* Download the authentication file					DOWNLOAD

C. Download your Activation Files

1. Click **REQUEST FILE** for each product group for which you require an authentication file. The download button appears:

VIA GO (1)

Software SN	Device SN	Dealer	Warranty	Status	
1C1B0D2E00BA	09160070400015	Kramer Electronics KAP	12/15/2017	Under warranty	Delete
* Download the authentication file					DOWNLOAD

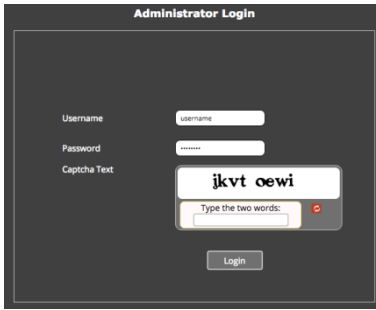


The activation file is only valid for VIA devices that are both registered and under warranty.

2. Click **download**.
The authentication file is downloaded and stored on your PC / Mac.
3. Repeat this process for each product group, as necessary (VIA Collage / VIA Campus / VIA Connect PRO / VIA GO).

Upgrading Firmware VIA GO

1. Connect your PC / Mac to the same network on which your VIA device is connected.
2. Open a Web browser and enter the IP address for your VIA device.
The VIA Web interface appears.
3. Login as administrator: Enter user name “**su**” and password “**supass**”.
4. Insert the exact text presented in the Captcha text field in the text box and click **Login**:

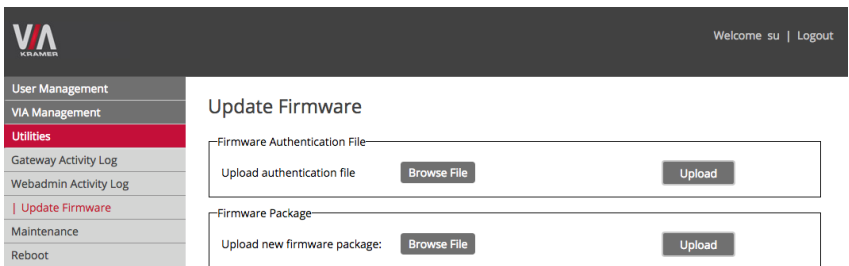


The image shows the Administrator Login page of the VIA web interface. It has a dark grey background. At the top, it says "Administrator Login". Below this, there are three input fields: "Username" with the placeholder "username", "Password" with the placeholder "*****", and "Captcha Text" with the text "ikvt oewi". Below the Captcha Text field is a smaller input field with the placeholder "Type the two words:". At the bottom, there is a "Login" button.



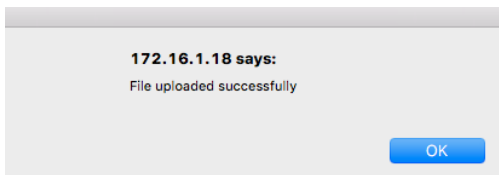
The process for upgrading all your VIA devices with VSM (VIA Site Management) is the same as the process defined below.

5. Click **Utilities > Firmware Upgrade**.
The Update Firmware page is displayed:



The image shows the "Update Firmware" page in the VIA web interface. The top header is dark grey with the VIA logo on the left and "Welcome su | Logout" on the right. A sidebar on the left contains a menu with "User Management", "VIA Management", "Utilities" (highlighted in red), "Gateway Activity Log", "Webadmin Activity Log", "Update Firmware" (with a red arrow), "Maintenance", and "Reboot". The main content area is titled "Update Firmware" and contains two sections. The first section is "Firmware Authentication File" and has an "Upload authentication file" label, a "Browse File" button, and an "Upload" button. The second section is "Firmware Package" and has an "Upload new firmware package:" label, a "Browse File" button, and an "Upload" button.

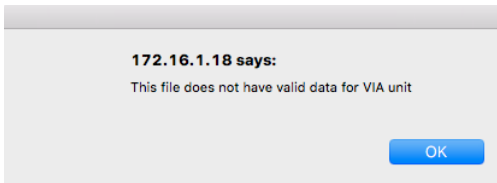
6. In the Firmware Authentication File area, click **Browse File** to locate the authentication file (downloaded in [Section C](#)), then click **Upload** to install the authentication file to your VIA device.
A success message is displayed:



The image shows a success message box. It has a light grey background. At the top, it says "172.16.1.18 says:". Below this, it says "File uploaded successfully". At the bottom, there is a blue "OK" button.



If the following error message is displayed, contact your Sales representative or Kramer Tech Support:



7. In the Firmware Package area, click **Browse File** to locate the firmware upgrade file for your VIA device (available on the VIA Product Registration page), then click **Upload** to install the firmware.



The firmware installation process may take a few minutes to complete. Do not disconnect or power off your VIA device or your PC / Mac during this process. Upon completion, the VIA device reboots automatically.

Verifying a Correct Firmware Installation

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

Updating your Computer Client Applications (Windows and MAC)



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

- To download the new client application, connect to the same Wi-Fi network and browse the IP address of the unit.
- The system automatically detects a Windows PC or a Mac connection and directs the user to download Virtual Run or to install the application accordingly.
- After the new client App has installed, the version appearing on the top right side of Participants shows the correct version.
- This single client application runs for all VIA units.

Updating 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 cannot use all new features of your mobile application with VIA.