

FALCON IP SOFTWARE UPGRADE

This document explains how to upgrade your Falcon IP to the latest software version. The utility is called the Falcon IP Upgrade program, and is run from a remote PC. The new utility enables up to 5 simultaneous upgrades.

The latest software version is available from VCON's website (www.vcon.com>**Products**>**Falcon**).

- ❑ Before you begin an upgrade, make sure that you initiate it during a quiet period of the network. Heavy network traffic may interfere with the procedure and cause upgrade failures.
- ❑ Make sure that the possibility of electrical failure is at a minimum.
- ❑ Make sure that the computer from which the upgrade will run (referred to throughout this document as **the remote PC**) fills the following requirements:
 - Windows 95, 98, 2000, ME, or NT. If it uses Windows NT, Service Packet 5.0 is necessary as well.
 - Microsoft Internet Explorer 5.0 or later must be installed.
 - It should not run other programs at the same time as the Falcon IP upgrade program.

1 **Downloading the Upgrade Utility**

First, you must download the Falcon IP Upgrade utility to your remote PC.

► **To download the Upgrade utility**

1. On the **www.vcon.com>Products>Falcon** page, click the link for downloading the utility. The file's name is *Upgrade [version number].exe*.
2. Download the file to your PC.
3. Double-click the file to install the utility on the remote PC. Perform the steps in the Upgrade utility's installation wizard. Click Finish when the process is complete.

2 **Downloading the New Software Version**

After downloading the Upgrade utility, return to the VCON website to download the new software version.

► **To download the new Falcon IP software version**

- ❑ On the **www.vcon.com>Products>Falcon** page, click the link for downloading the new software version. The file's name is [version number][date].zip.

For example, *0200.M11.D08.H20.zip*.



Do not extract the contents of the zip file. The Upgrade utility will perform that task.

3 Running the Upgrade Program



Falcon IP User Instructions

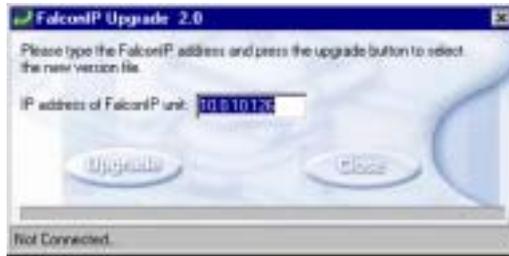


Remote PC User Instructions

1. Set up Falcon IP for remote access.

1. Click **Start/Programs/FalconIP Tools/FalconIP Upgrade**

The upgrade program starts.



Falcon IP Upgrade Program Window on the Remote PC

2. To see the IP address of the Falcon IP unit, press <Status> and open the **LAN** tab.

2. In the **IP Address** box in the Falcon IP Upgrade program window, enter the IP address of the Falcon IP.

3. Click **Upgrade**.

4. Browse and double-click the zip file containing the new version. When asked to confirm, click **Yes**.

The upgrade process begins. The bar at the bottom of the window shows the actual progress of the upgrade.

The Falcon IP monitor displays a progress bar after the upgrade begins.



To perform simultaneous upgrades (up to 5), perform the above Remote PC User Instructions as many times as needed.



Version Update Progress Bar on the Falcon IP TV Monitor



CAUTION The entire procedure takes about 30 minutes. During the upgrade, the remote PC will not respond to other programs. Do **not** restart Falcon IP until the upgrade process is complete!

4 Applying the New Upgrade



Falcon IP User Instructions and Screens

1. When the progress bar shows that Step 4 of 4 is complete, wait for the remote PC user to inform you that the upgrade is complete, and then restart Falcon IP.
2. When the system restarts, a message appears.



Press <OK> to accept the upgrade.
 Falcon IP now transfers your old configuration parameters and Phone Book to the new version and starts the Post-Upgrade procedures.



Remote PC User Instructions

1. When the process is complete, a message appears, saying that the upgrade is complete.



Click **OK**. Restart the Falcon IP unit, or tell the Falcon IP user to restart it.

2. Wait for confirmation from the Falcon IP user that upgrade was successful; that Falcon IP passed through the Post-Upgrade procedures without problems and that the Guide Screen opened.

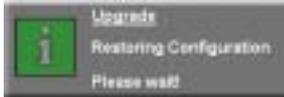


CAUTION If you do not press <OK> now on the Falcon IP unit, the system will restart in Installer Mode (see “Installer Mode” on page 6).

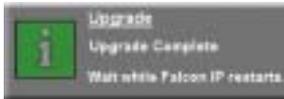
5 *Post-Upgrade Procedures*

The upgrade process from the remote PC has been successfully completed. Now Falcon IP begins the Post-Upgrade procedures.

After you press the OK button on the remote control, a message appears on the TV monitor.



Do not turn off, restart, or use Falcon IP at this point. Wait a few minutes until the next message appears.



Falcon IP then restarts itself and runs through the usual opening process. Wait until the Guide Screen appears.

After the Guide Screen appears, Falcon IP is ready for use!

6 *Installer Mode*

If for some reason the upgrade was not successfully completed, Falcon IP enters Installer Mode after it restarts. This mode allows you to rerun the upgrade process until it is successfully completed. You will know that you are in Installer Mode because the TV monitor displays a different background.



Installer Mode Background

A possible reason for unsuccessful installation is a mistaken IP address for the Falcon IP.

1. Press <Menu>. The Set Network - LAN dialog opens.
2. Keep the same IP address or assign another static IP address. Press <OK>.
3. Rerun the upgrade process from the Falcon IP Upgrade Program. Be sure to enter the correct IP address for the Falcon IP.

7 Software Key Upgrade

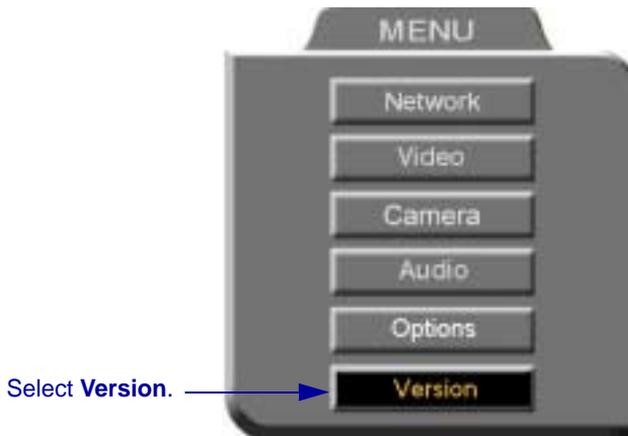
To upgrade from Falcon IP Model 1 to Model 3, contact your local reseller for details on purchasing a software key.

► To change Models with the software key

1. Contact your local VCON reseller with a request to purchase the software key for a Model upgrade.

After VCON processes your order, you will receive the new software key.

2. Turn on Falcon IP and press <Menu>. The Menu opens.



Falcon IP Menu

3. Select **Version**. The Version dialog box appears.
4. Press the down arrow key until **Software Key** is highlighted.
5. Enter the software key that you received.
6. Press <OK> to apply the changes and then restart Falcon IP.