

Firmware Upgrade Procedure

The extender's firmware may be upgraded via USB. In addition, the current extender configuration may be saved and restored.

On entering Upgrade Mode the extender detaches itself from the USB and re-enumerates as a removable disk drive allowing upgrades to be made.

Preparation

The Local and Remote Units must both be connected and powered even if you only wish to upgrade one of them.

Connect a mouse & monitor directly to the CPU as the Remote KB & Mouse will not function in Upgrade Mode. Alternatively, connect the Local Unit to a laptop.

Entering Upgrade Mode

1. From the REMOTE KB first enter Command Mode <Left Control> + <Left Shift> + <F10>

2. Now enter <Left Control> + <Left Shift> + <Right Shift> + <F9>

The yellow LED on both the Local & Remote units will light to indicate Upgrade Mode has been entered.

Your PC should indicate a flash drive called EXTENDER is attached. Under many operating systems a window showing the contents will pop up. If the drive contents window does not appear, then you will need to manually open the drive folder.

Operating Upgrade Mode

When in Upgrade Mode you must use a KB/mouse directly attached to the PC.

You will see four *virtual* files listed:

BOOT Delete this file to return to normal extender operation.

LOC_xx This shows the firmware version in the Local Unit. If the version is reported as LOC_BAD the upgrade was not successful try again

REM_xx This shows the firmware version in the Remote Unit. If the version is reported as REM_BAD the upgrade was not successful try again.

CONFIG This file contains the current extender configuration. You may save this file and use it setup another extender by dragging it onto the file window and overwriting it.

Upgrading a Local Unit

Drag the Local firmware file provided onto the window. After a few seconds the window display should refresh and the new firmware version displayed by file LOC_xx

If the window does not refresh (will not on some OS,) and the dragged upgrade file is still shown, then you may need to re-power the Local Unit (by disconnecting the USB cable) and view the drive folder again.

If the LOC_xx file displays as LOC_BAD the upgrade was not successful. Try again or call technical support.

If the upgrade was successful and you only want to upgrade the Local Unit, delete the file BOOT. The extender drive will disconnect itself and normal extender operation will resume.

Note: If the upgrade was not successful, you will not be able return to normal operation and the extender will remain in Upgrade Mode.

Upgrading a Remote Unit

You need to drag each of the EIGHT the firmware files provided onto the window. Simply highlight them all and drag in one operation. After approx 50 seconds the window display should refresh and the new firmware version displayed by file REM_xx

If the window does not refresh (will not on some OS), and the dragged upgrade files are still shown, then you may need to re-power the Local Unit (by disconnecting the USB cable)) and view the drive folder again.

If the REM_xx file displays as REM_BAD the upgrade was not successful. Try again or call technical support.

If you have finished upgrading both units delete the file BOOT. The extender drive will disconnect itself and normal extender operation will resume.

Note: If the upgrade was not successful you will not be able return to normal operation and the extender will remain in Upgrade Mode.

Important Notes

This upgrade feature is not guaranteed to work correctly with all operating systems. It was designed for Window but has successfully been tested on Mac OS X and some Linux distributions.

The feature functions best if write caching is switched off for flash drives. This done by default on XP SP2, Vista and OS X. If write caching is not disabled then file writes or deletes may take up to 45 seconds to complete. For example, under Windows 2000 or Linux if you delete the BOOT file to return to normal operation, it may take 30 seconds before the file is actually deleted and the EXTENDER drive reported as removed.

Do not attempt to drag any other kinds of file onto the Extender drive. It is a virtual storage device.

Consult Technical Support if you have any issues regarding upgrading.

Upgrading Tips

If you have a number of installed units to upgrade you may not need to move them in order to upgrade.

Example: To upgrade a number of Local Units installed in a rack you may find it much faster to bring a Remote Unit & USB KB into the same room as the Local Units. To upgrade each Local Unit in turn

simply connect a patch cable from the Remote to the Local Unit and then enter the Upgrade Mode entry sequence on the Remote KB. Now, with the aid of a flash drive (or upgrade file located on a shared drive), you may simply upgrade the Local Unit (by dragging the file on to the extender drive) and then delete the BOOT file before moving on to the next unit.

Example: To upgrade a number of Remote Units you may find it much faster to use a patch cable to connect (in turn) each Remote Unit to a nearby notebook which has a Local Unit connected.