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## Firmware Upgrade Instructions

The firmware is like the operating system in your computer—it instructs the RGB Spectrum QuadView Plus in all of its operations.

Firmware can be easily updated in the field via the RS-232 serial port.

If updated firmware has been published, the file can be downloaded from the RGB Spectrum web-site at <http://www.rgb.com>, in the "Support" section. The download file is a .zip archive containing the updated firmware and release notes.

The firmware is also available on floppy diskette or CD directly from RGB Spectrum. Instructions and release notes accompany the update file.

Required for the procedure:

1. A computer or terminal capable of serial communications at 115,200 and baud rate, and serial cable for connection to the RGB Spectrum QuadView Plus.
2. Current firmware update file and update instructions.

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***Do not proceed to update firmware without these two items !***

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### The Upgrade Procedure

- Step 1: For the upgrade procedure, start with the following connections to the QuadView Plus in place:
- Power cord
  - RS-232 connection at the primary serial port
- (The above items are all that is needed for the upgrade process. You may also have video input and output cables connected - these will not interfere with the upgrade process.)

Step 2: Establish serial communications between your computer and the SuperView.

The default baud rate for the QuadView Plus is 9600.

For Windows 95/98/NT/2000/XP computers running HyperTerminal, open up a connection using the following communications parameters: 9600 bits per second, No parity, 8 data bits, 1 stop bit, and XOn/XOff flow control (software handshake). If you already have a connection open, check the parameters by looking in the FILE menu under "Properties". Under the "Connect to" (Win95 "Phone number") tab, select the "Configure" button and verify the parameters.

Check to see if you are now communicating with the SuperView. Type "id". If you see the characters you are typing and get a response from the QuadView Plus, then communications have been established. If you only see the response, but not the characters you typed, type "echo on". If you get no response, try each of the following steps, checking after each to see if communications have been established:

1. From HyperTerminal, under the CALL selection on the HyperTerminal menu bar, first select "Disconnect". Then select "Connect".

(check to see if communications have been established; if not, go to #2 below)

2. If your QuadView Plus has the front panel option,, press and hold the "Shift" and "Identify" keys for 5 seconds. This will reset the SuperView's baud rate to 9600.

With communications established, set the SuperView to a 115,200 baud rate with the command "baudrate 115200". Now the SuperView and your computer are set to different baud rates and you can no longer communicate.

Next, set your computer's communication speed to 115,200. Once again, in the FILE menu, select "Properties". Under the "Connect to" (Win95 "Phone number") tab, select the "Configure" button and set the Bits per second selection to "115200".

Check to see if you are now communicating with the SuperView. Type "id". If you see the characters you are typing and get a response from the QuadView Plus, then communications have been established.

**HYPERTERMINAL USERS:** Whenever you reset the communication speed while a connection is open, you will need to DISCONNECT and then RECONNECT . Use the CALL menu on the HyperTerminal menu bar. First select "Disconnect". Then select "Connect".

Step 3: Type the command "UPDATEFIRMWARE"

Step 4: Refer to your terminal screen. You will be prompted to confirm your request to update the firmware. Type "Y" to continue. Typing "N" will cancel the update process.

Step 5: You should observe the unit erasing all 18 of its Flash EPROM sectors.

You will be prompted to check that your serial communications parameters are set appropriately, Xon/Xoff flow control, no parity, 8 databits, 1 stop bit. Power cycle the SuperView off and then on again.

Next, a message will appear reading "Send S-record data now!" The unit is now ready to receive the firmware upgrade file.

Step 6: Place the RGB Spectrum Firmware Upgrade Diskette in your computer's floppy drive, or navigate to a downloaded or copied instance of the update file on your hard drive. The file name will be "QVPLUSvx.x.abs", where "x.x" is the version number (e.g. QVPLUSv1.02.abs is version 1.02).

From your communications software (i.e. HyperTerminal), upload the firmware file to the SuperView. To upload the file, use your communications program's file transfer feature.

In HyperTerminal, under the TRANSFERS menu, select "Send Text File". This opens the Send Text File dialogue box. Use the "Look In" box to locate the QVPLUSvx.x.abs file. You will need to select the option to view ALL files. Select the file by clicking on it and click on the "Open" button to send. The message "Loading Firmware will appear, followed by many dots, about one dot per second.

THE PROCESS WILL TAKE UP TO 15 MINUTES.

During this time only a few other messages, such as "Found empty Srec", will be echoed to your terminal. These messages are expected and can be ignored. The SuperView will appear dead - all lights will be extinguished.

Step 7: When you receive the messages "Finished loading flash...rebooting" and "Reset your baudrate to 9600" on your terminal console, the upload process is complete.

Reset the terminal baud rate as prompted. Then cycle the power to the unit off and back on for regular operation.

**ERROR MESSAGES:** If you receive error messages during the upload process, you may need to repeat it.

Make sure your communication parameters are set correctly (see Step 2). Then from HyperTerminal, under the CALL selection on the HyperTerminal menu bar, first select "Disconnect". Then select "Connect".

Power cycle the QuadView Plus, and you will be back in the upload process, at Step 5. Continue as instructed.

At the successful conclusion of the update process, the SuperView will be in its factory default state. The baud rate of the unit will be 9600.

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For further questions regarding RGB Spectrum, please send an e-mail to [sales@rgb.com](mailto:sales@rgb.com) or go to [Tell Me More](#).

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