Matrox™ Maevex™ Series Firmware Updater

(Firmware package version 2.00 or newer)

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1 Overview

The Matrox Maevex Firmware Updater enables you to update the firmware of your Matrox Maevex products and to use a custom splash screen for your Maevex products.

Note: Your Matrox Maevex product may ship with an older firmware version. Before using your Maevex product, you must update the firmware version installed on your devices to use the version of your deployed release. All Maevex devices on a Maevex network must use the same version of the firmware package. The version of your firmware package must also match the version of your PowerStream or PowerStream Plus software package.

Maevex 5100 Series only – The latest PowerStream API is fully compatible with the firmware version provided in this package. Using PowerStream API requires the installation of PowerStream (v1.05.03 or newer). For more information, see "Matrox PowerStream API Programming reference."

1.1 Supported operating systems

The Matrox Maevex Firmware Updater supports the following operating systems:

- Windows® 10 (64-bit)
- Windows® Server® 2012 R2
- Windows® 8.1 (32-bit, 64-bit)
- Windows® 7 (32-bit, 64-bit)
- Windows® Server® 2008 R2

1.2 Before you update your firmware

Before you update the firmware on your Maevex devices, read the following guidelines:

- Make sure you have at least 1 GB of free disk space available.
- To avoid possible problems with your Maevex devices, we recommend running only one instance of the Maevex firmware updater on your network at a time.
- Make sure you're running the latest version of the Matrox Maevex Firmware Updater.
- Make sure Microsoft .NET Framework version 4.5.x is installed on your system.
- Make sure you have a DHCP (Dynamic Host Configuration Protocol) server on an established network. The firmware updater requires constant IP addresses to update the devices properly. As the firmware updater requires a

device to reboot multiple times, make sure your DHCP server maintains the IP address of a device when it reappears on the network. Otherwise, we recommend assigning fixed IP addresses to your devices.

- Make sure the latest version of Matrox PowerStream software is installed on your system.

- Close any programs that may be running (such as PowerStream).

- If your system doesn't have access to a DNS server, configure your system to use a fixed IP address (such as local host – 127.0.0.1) as its DNS server. Otherwise, the firmware update process may take a long time to complete. For more information, see your Matrox Maevex Series User Guide.

- Stop all encoding and decoding processes on your Maevex devices.

1.3 Obtaining the Matrox Maevex firmware updater package

- Matrox makes the latest firmware and updater package for your Maevex products available on the Matrox Web site (www.matrox.com/maevexsw).

- Download the latest firmware package and extract the files to a local folder on your system (for example, C:\MaevexFirmwareUpdate). If you don't select a local folder, the files will automatically extract to C:\Matrox.

## 2   Updating your Matrox Maevex firmware

1   **Run the Maevex Firmware Updater**

Browse to the folder containing the extracted files, then run the *FirmwareUpdater.exe* file. This opens the Matrox Maevex Firmware Updater.

2   **Scan for available Maevex devices or locate your Maevex device using its IP address**

To scan for Maevex devices on your subnet, click **Start UPnP detection**.

To locate a single Maevex device using the IP address, enter the IP address of the Maevex device you want to locate. To locate multiple Maevex devices, separate each IP address with a space. Then, click **Contact device**.
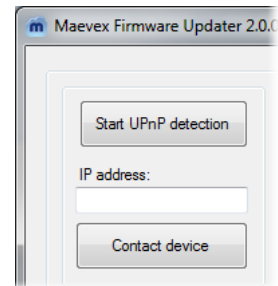
You can also locate multiple devices by entering the IP address of each device and clicking **Contact device**.

3   **Authenticate the devices found**

If you provided a password for your Maevex devices, you may be prompted to authenticate the devices found. If you're prompted, depending on the device type, enter your **User name** and **Password** or the **Environment password** for the Maevex devices found.

Maevex 6100 Series device authentication   Maevex 5100 Series device authentication
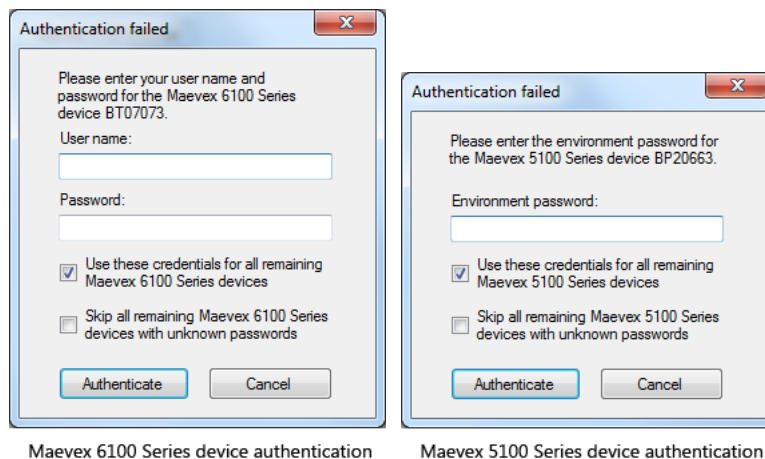
- If you're updating multiple Maevex devices, enable the **Use these credentials for all remaining Maevex devices** check box.

- If you don't know the password of some of the Maevex devices on your network, enable **Skip all remaining devices with unknown**

passwords. Enabling this option ignores the Maevex devices that don't use any of the passwords already entered. Any skipped devices won't be available for update.

When you're done, click **Authenticate.**

Note: If a factory reset was performed on your Maevex device, the password of your device was reset and the device will be detected as having no password. In this case, you'll be prompted to include that device in the list of devices to update. Clicking **Yes** updates the firmware of devices with no password.
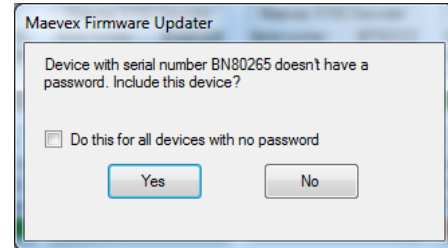
4 **Select the devices to update**

Select the devices you want to update. Devices with an older firmware version are automatically selected.

You can only select devices for which you have been authenticated. Boxes for these devices have a green status bar. Boxes for devices that are **View only** have an orange status bar.

5 **Enable update options**

To reset device settings, including the IP address and password, while updating the firmware, enable **Restore default settings**.

6 **Update the firmware**

When you're done adding Maevex devices to the list of devices you want to update, click **Update selected devices**.

Updating devices may take up to 20 minutes. For more information on the process of a firmware update, click **Show log** at the bottom of the program window.

If you're updating a Maevex 5100 Series device and the firmware update is suddenly interrupted (for example, in the event of a network interruption or system crash), a Maevex device not fully updated will continue to run in maintenance mode. To recover and resume the update, re-launch the firmware updater.

3   Using a custom splash screen

The Firmware Updater enables you to use a custom splash screen for your Maevex products with output support.

1   Browse to the folder containing the extracted files.

2   Replace the *Encoder.bmp* and *Decoder.bmp* files in the folder with your own BMP file.

   Note: The image must use a resolution of 720 x 480, 24 bpp. The new image files must be BMP format and must be named *Encoder.bmp* and *Decoder.bmp*.

3   Run the *FirmwareUpdater.exe* file. This opens the Matrox Maevex update utility.

4   Update the firmware of your devices (see **Updating your Matrox Maevex firmware)**.

4 Disclaimer

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