

Prima KVM Switches

Firmware Upgrade Operation Guide

Prima KVM allows its user to upgrade firmware contents whenever is needed to enhance its compatibility to other devices or its functionality and performance. With the firmware upgrade feature, your investment on the KVM Switch is further ensured and its life-time value just maximized, since you don't have to change your KVM Switch to solve compatibility problem whenever you can solve it with an easy firmware upgrade! The correct Firmware upgrade procedure is described below. Please follow the instructions to complete your firmware upgrade.

Firmware Upgrade

Before you can perform a firmware upgrade, you should have (1) a powered-on PC that is connected to the Daisy-chain IN port of the Firmware-upgradeable KVM Switch [If you have multiple cascaded units, you should connect it to the Daisy-chain IN port of the master (first) unit] using (2) the Firmware Upgrade Cable that comes with your KVM switch package ...

AND also.....

Please be sure to have (3) your firmware upgrade utility, *Uniloader.exe*, and (4) the latest firmware upgrade file (u088-dd-mm-yy) ready on that PC. You can copy them from the diskette/CD-ROM provided by the technical support or downloaded from available support website.

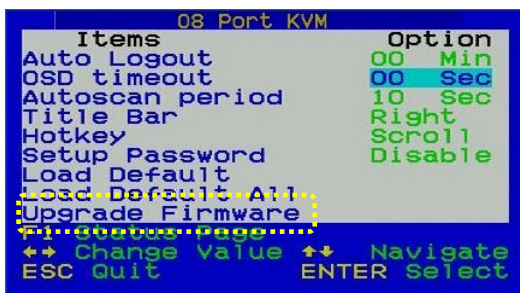
The firmware upgrade can also be applied to multiple daisy-chained KVM Switch units. Once it is done, all daisy-chained units are upgraded all at once.

Make the Prima KVM switch ready for firmware upgrade

Step 1. Call the OSD Menu on the KVM switch by hitting *ScrollLock – ScrollLock – Space*.



Press F1 to go to *Setup Page* ...



Step 2. Navigate to the *Upgrade Firmware* option, and hit *Enter* to set the KVM switch to *Firmware Upgrade mode*, which will make the KVM switch ready for the subsequent upgrade process performed on the host PC.



⚡ Note that during the firmware upgrade process, you should never turn off the power of the KVM switch.

Check the connection between KVM Switch and the host PC

Step 3. Check whether your KVM Switch is in the powered-on state. If not, you should connect the power adapter to power on your KVM switch. Likewise, if you have multiple daisy-chained KVM switch units, you should also checked whether the daisy-chain units are properly initialized. Just check the bank numbers shown forth on the numerical LED displays to be in sequence, i.e. with 01, 02, 03, etc for the first (master) KVM switch and the second, third KVM switch, etc. If not, just reinitialize the daisy-chain manually by power-cycling the disconnected KVM switch.

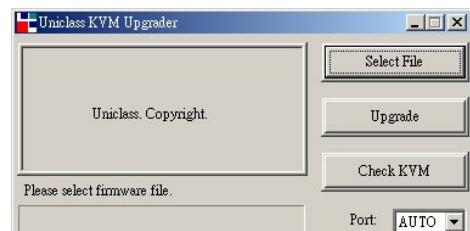
Step 4. Prepare a host PC which has a RS-232 port (COM port), which will be used for connection with the daisy-chain IN port of the (master) KVM switch. Just copy the firmware upgrade program, *uniloader.exe*, and the firmware upgrade file, *u088-dd-mm-yy*, to the local hard disk of the host PC.

Step 5. Use the Firmware upgrade cable (M-DB15-to-DB9-F) to connect the RS-232 port (COM port) of the host PC to the Daisy-chain IN port of the (master) KVM switch.

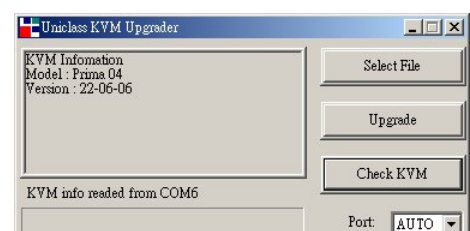
Activate the firmware upgrade utility program

⚡ You should close those unnecessary running programs such as anti-virus program, system monitoring program or automatic update program on the host PC; otherwise, the stability of the system during firmware upgrade might be undermined.

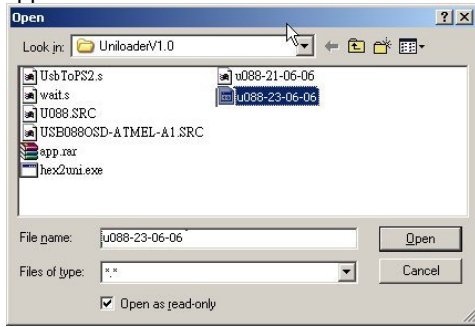
Step 6. Double-click the icon of firmware upgrade program, *Uniloader.exe*, and an Upgrader box appears.



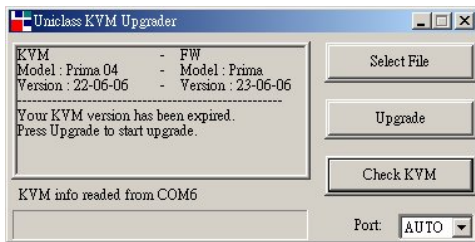
Press the *Check KVM* button to check your current firmware version information on the KVM switch, such as model name and firmware version number.



Step 7. Hit the Select File button and the file selection box appears.



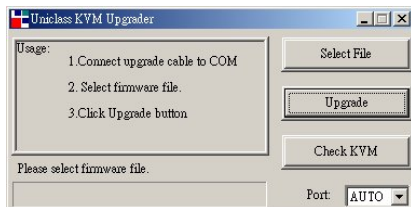
Browse to the correct upgrade file and select it. Click *Open*.



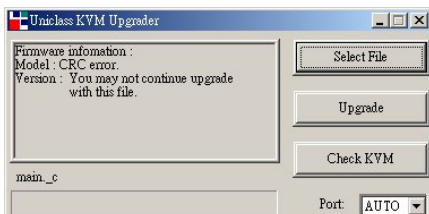
The Upgrader program will compare the firmware upgrade file you have selected with the current resident version on the KVM switch. And if the firmware upgrade file you have selected is newer than the resident version on the KVM switch, it will show forth the messages:

Your KVM version has been expired. Press Upgrade to start upgrade.

⚡ If you haven't select any file before you click the Upgrade button, a warning message will appear to call your attention to the prior steps that you should take before finally hitting the Upgrade button.



⚡ If the firmware upgrade file you have selected is corrupted, it will give forth CRC errors while the upgrader performs checking on it. If this is the case, that means you should forsake the firmware upgrade file and obtain an intact file for upgrade use.

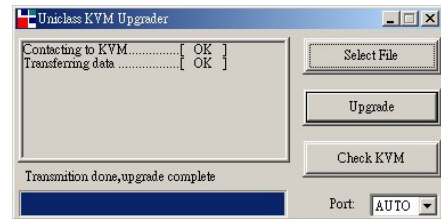


Begin the file upload

Step 8. Then just go forth with the upgrade by clicking the *Upgrade* button. There will be an advancing progress bar to indicate the current upgrade process... Just wait until the bar has run to the end for the upgrade completion.

⚡ Meanwhile, be careful not to power off the computer or disconnect the USB cable connection. Otherwise, the file download will be interrupted and the upgrade process will be

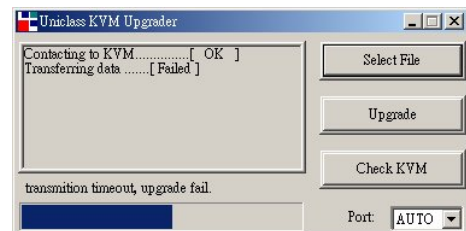
aborted. If that does happen, please refer to the *Troubleshooting Q & A* section.



After you have completed the firmware upgrade process, the KVM switch(es) will automatically restart and immediately ready for operation.

⚡ If the upgrade process does not succeed, either due to human intervention, or other unexpected causes, the message will appear such as:

Transmission timeout. Upgrade fails.



Just disconnect the Firmware upgrade cable and connect it again. Then start the firmware upgrade process again.

💡 After you have finished firmware upgrade, try the port switching and other functionalities of the KVM Switch to see whether it work fine with the new firmware. If yes, then you have this upgrade process successfully done. Congratulations!


If the file upload process encounters error and can not complete successfully, please reference the troubleshooting Q & A.....

Trouble Shooting Q & A

Q 1: What to do next when the progress bar has stopped somewhere for an unduly long time without any advancement?

A: Normally, after you have click the Upgrade button on the Upgrader program, the firmware upload will begin, and you can see the progress bar advances gradually to the end. However, if the progress bar just stops somewhere in the middle and goes no further for very long time, there might be some problem happening during the firmware upgrade process. If so, simply plug off all the cables from the KVM Switch and then start the whole firmware upgrade procedure again as described in the aforementioned step-by-step instructions.... However, if you find that the mouse and keyboard no longer working from the console of your KVM switch, you can connect keyboard and mouse directly to the host PC [yet the USB cable still has to be re-connected to the KVM Switch] and do the rest of the firmware upgrade procedure as documented previously.

Also you have to make sure that, on the host PC, those unnecessary running programs such as anti-virus program, system monitoring program or some automatic update program should be closed before you perform the upgrade procedure.

 The resident firmware on the KVM switch is crash-proof. If the upgrade has failed before its completion, it won't affect the functionality of your current resident firmware on the KVM switch. You could always have another chance to repeat the upgrade procedure again for another try.

Q 2: In the middle of the firmware file transfer, my PC was shut down by an unexpected power failure or the Firmware Upgrade Cable connection was broken, so what should I do now to restart the whole firmware upgrade procedure?

A. (Just do the same as described in previous question)



Check Firmware version

To check the firmware version on your current KVM Switch, just run the firmware upgrade utility, *uniloader.exe*, and press the **Check KVM** button on the utility window to show the resident firmware version ...

