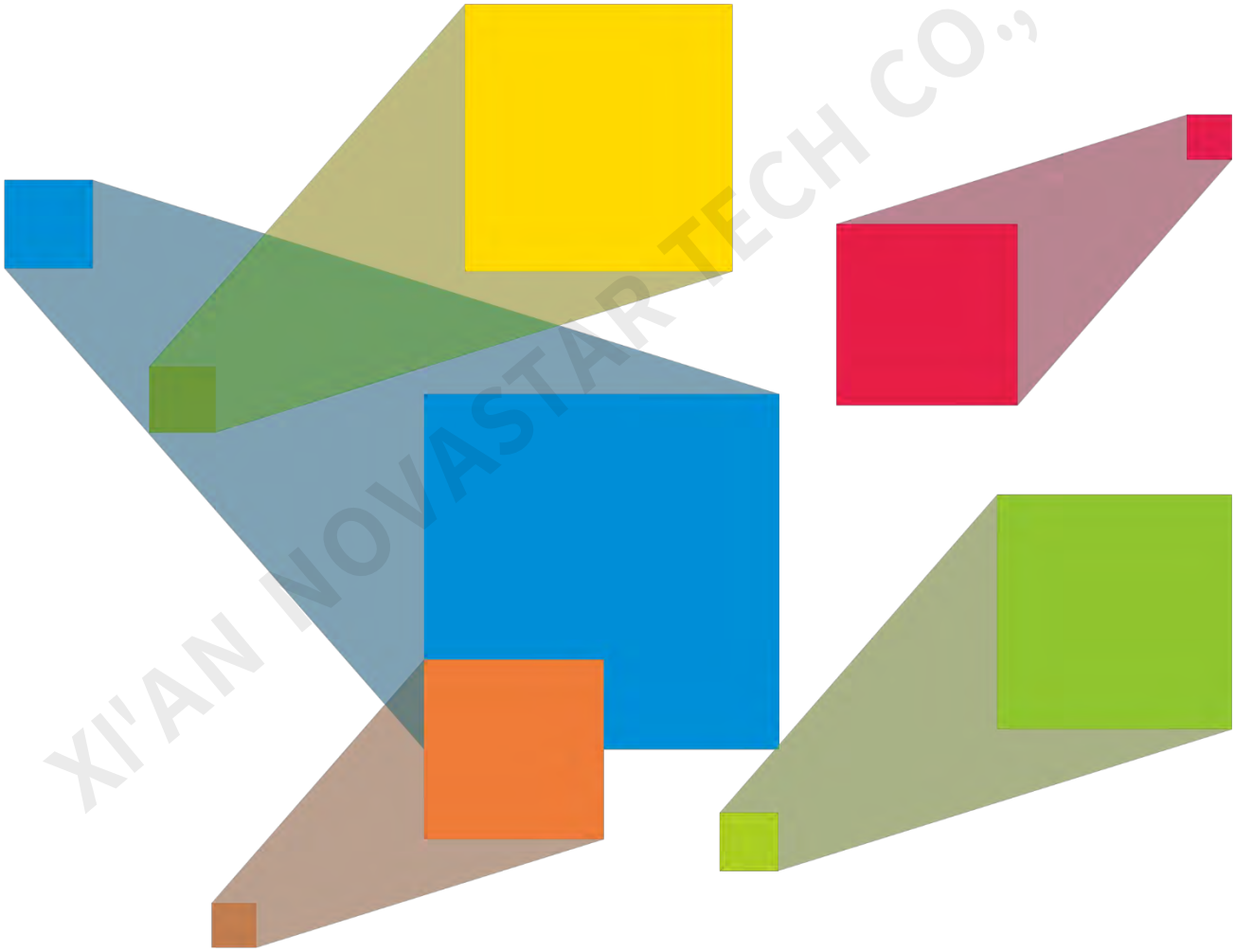
MX40 Pro V1.0.0



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Upgrade Manual

Change history

Version	Release time	Description
V1.0.0	2022-06-30	First release

Symbols

Icon	Description
Danger	It is used for warning emergent hazards, if there are no measures taken, serious consequences jeopardizing personal and environmental safety may happen due to mis-operation.
Warning	It is used for warning potential hazards, if there are no measures taken, major accident (for example, device damaging) or personal injury may happen due to mis-operation.
Caution	It is used for marking device warning and prompting. If there are no measures taken, it may cause device damage, data loss or other results that cannot be foreseen, and it is very troublesome to solve the problems.
Note	It is used for highlighting important or key information, know-how, etc., without involving device and personal safety.

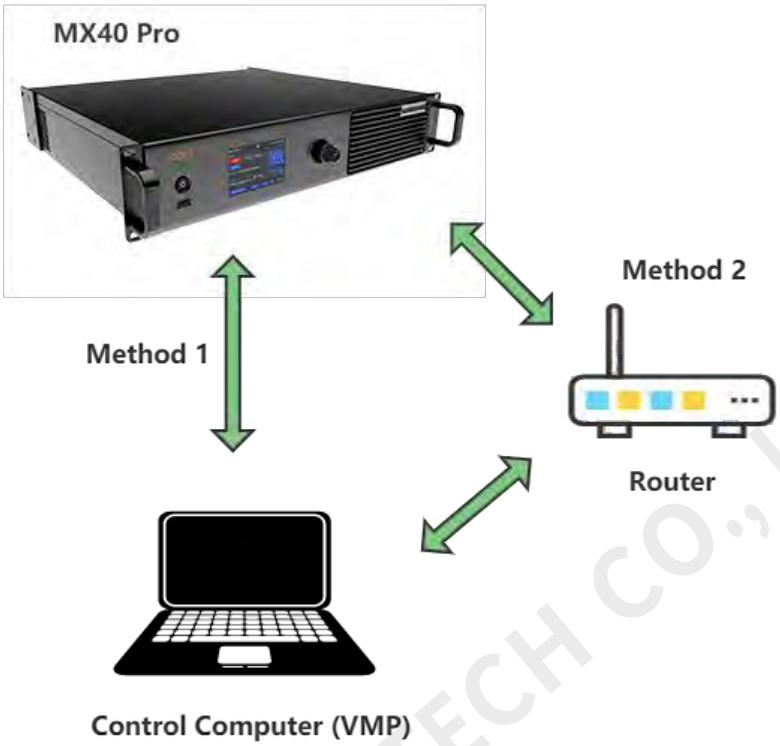
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1 Device connection



Caution

Do not upgrade under wireless network or the circumstance of high network delay, in view of uploading the upgrade image file, otherwise, which may cause slow upgrading or upload failure of the upgrade package.

Method 1: Device-to-device connection

Connect the ETHERNET control port of the MX40 Pro with Ethernet cable to the Ethernet port of the control computer.

Method 2: Connection through router or exchanger

Connect the ETHERNET control port of the MX40 Pro to the Ethernet port of the router or switch and connect the control computer to the Ethernet port of the router.

Note

In case of device-to-device connection or connection through a switch, ensure the control computer and controller are on the same network segment.

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2 Description of upgrading/reverting version

Note

This section only describes the versions of the sending card and VMP software under upgrading/reverting. Please refer to the follow-up sections for detailed upgrading steps.

2.1 Upgrade (B14 to V1.0.0)

1. Use the B14 VMP software to discover the device.
2. Download the V1.0.0 sending card upgrade package and upgrade the sending card in VMP.
3. After upgrading succeeded, re-install the V1.0.0 VMP software, re-discover the device and use it.
4. Upgrade completed.

2.2 Revert (V1.0.0 reverting to B14)

1. Use the V1.0.0 VMP software to discover the device.
2. Download the B14 sending card upgrade package and upgrade the sending card in VMP.
3. After upgrading succeeded, re-install the B14 VMP software, re-discover the device and use it.
4. Reverting completed.

Caution

After the sending card is upgraded/reverted, for the purpose of normal functions of the sending card, please be sure to use the VMP software of version corresponding to the sending card.

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3 Upgrading firmware program of single device

Firmware upgrading means upgrading the version of firmware program from B14 to V1.0.0.

Caution

Do not directly upgrade the whole device when upgrading the firmware program from B14 to V1.0.0. Please upgrade according to the following steps.

3.1 Upgrade preparation

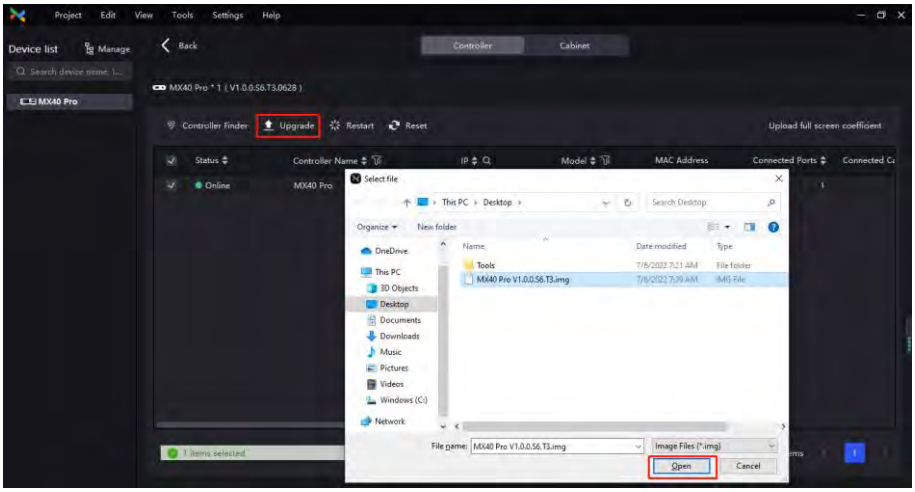
1. Please refer to the exporting steps in the section of exporting project file of a single device to export one copy of the project file of the current version and save it to a local directory, in case of need for reverting to the current version after upgrading.
2. Download the firmware package to be upgraded from the official website to a local directory and decompress it.

3.2 Upgrade operation

1. Select the device on the left and click **Maintain** in **Tools** on the top of VMP software to enter the maintenance interface.



2. Select the device to be upgraded, and click **Upgrade** above.
3. Select the upgrade package file uncompressed just now, and click **Open** to start upgrading.



4. After the progress bar is loaded, the device will automatically restart and the upgrading is completed.

4 Upgrading firmware program of grouped devices

4.1 Upgrade preparation

1. Please refer to the exporting steps in the section of exporting project file of grouped devices to export the project file of the current version and save it to a local directory, in case of need for reverting to the current version after upgrading.

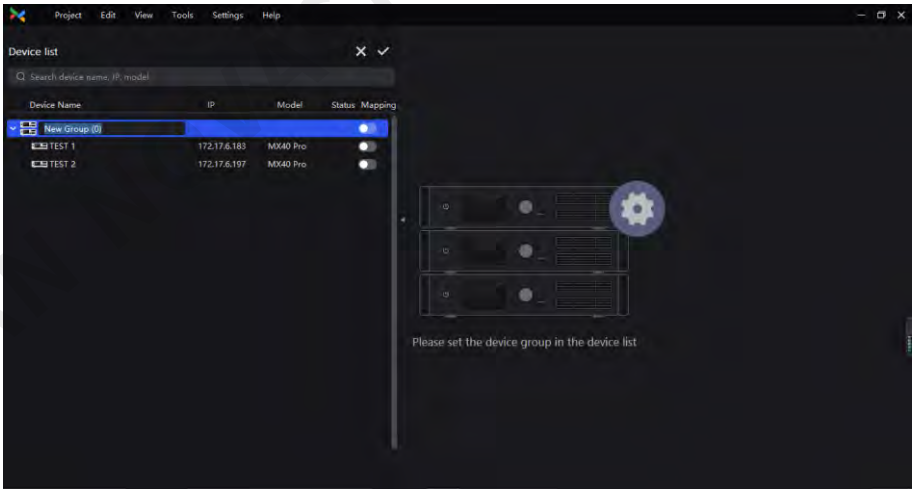
2. Download the firmware package to be upgraded from the official website to a local directory and decompress it.

4.2 Upgrade operation

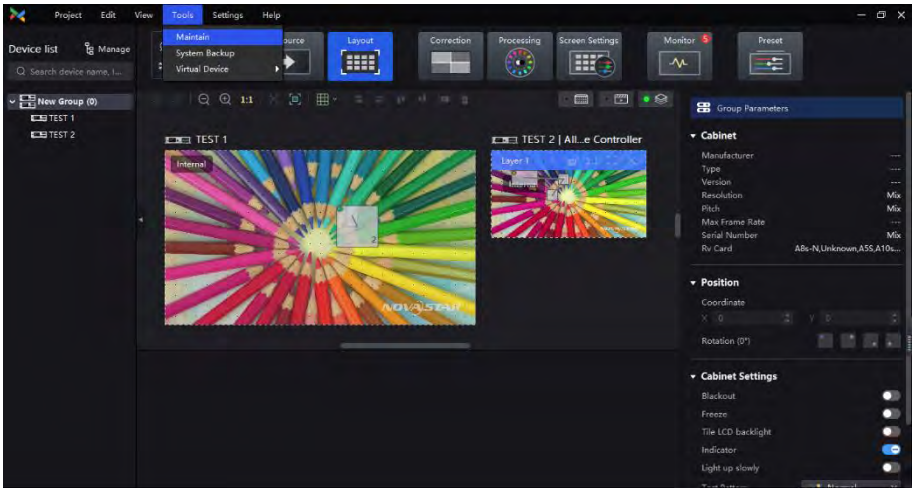
1. Open VMP, select **Manage** on the upper left corner of the left device list.



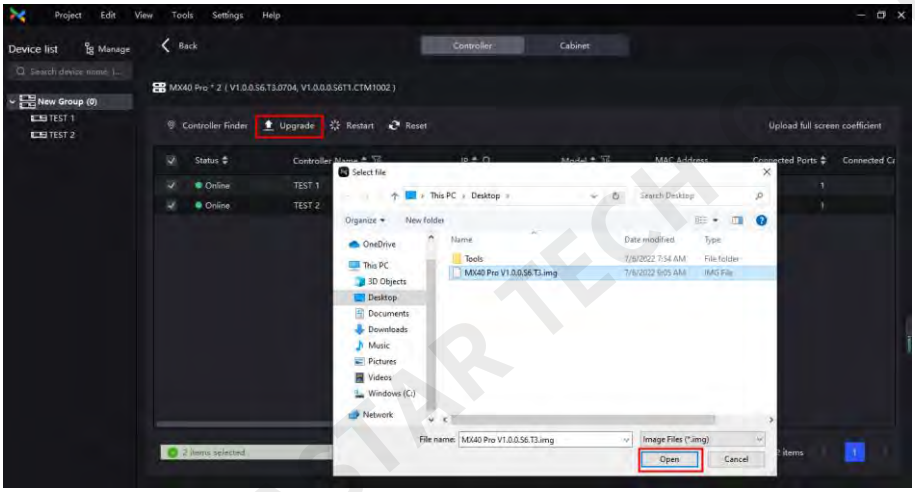
2. Drag the devices to be upgraded into the same device group.



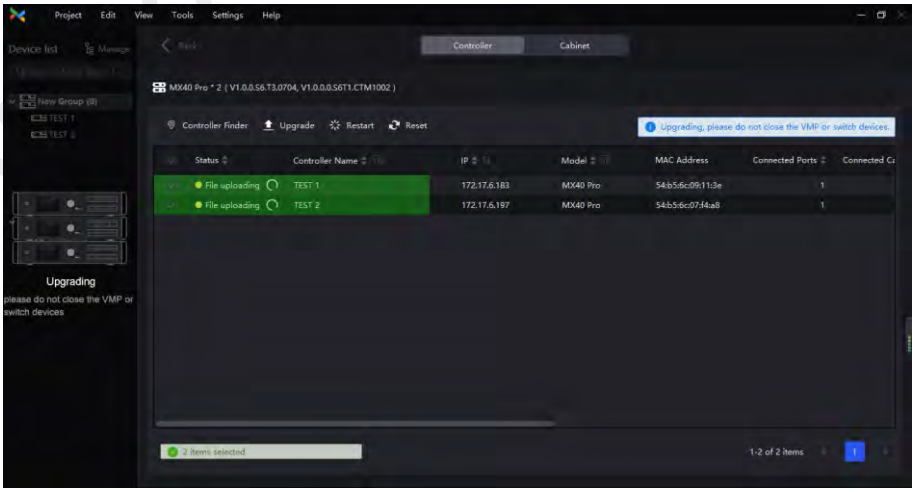
3. Select **Maintain** in **Tools** on the top of VMP software to enter the maintenance interface.



4. Select all the devices in the group, click **Upgrade**, select the upgrade package decompressed just now and click **Open**.



5. Start upgrading. After the progress bar is loaded, the device will automatically restart and the upgrading is completed.



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5 Version reverting of firmware program of a single device

Version reverting means reverting the version of firmware program from V1.0.0 to B14.

Caution

When reverting version, the program has not yet fully supported the one-key reverting to version B14 on the maintenance interface, so please revert prudently in accordance with the following steps.

5.1 Preparation for reverting version

Export B14 project files

Caution

Before upgrading from old version to new version, export the project files of the old version for the use of reverting version afterwards

Please export project files by reference to the section of exporting project file of a single device.

5.2 Version reverting

Firmware program

1. Download the needed firmware program from the official website and decompress it.

2. Download the VMP software corresponding to the version of the firmware package, and install the VMP following the instruction.

Operation for reverting in VMP on computer

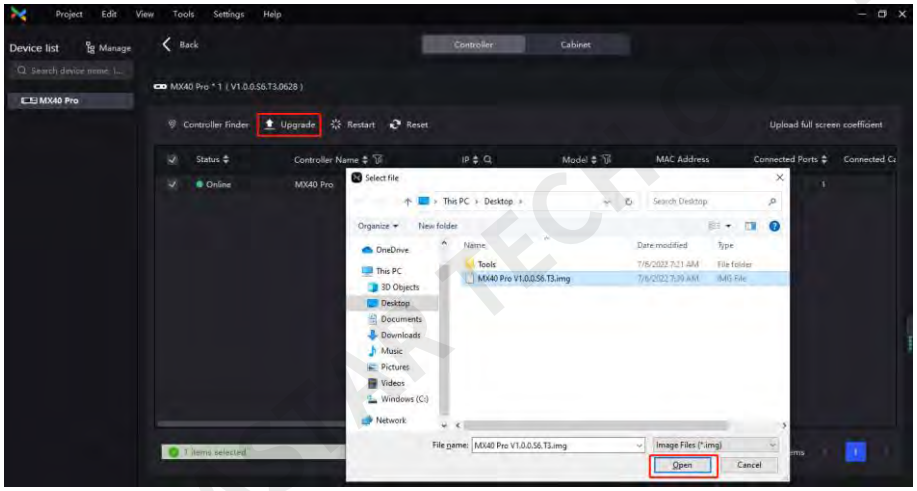
1. Open VMP and select the device to be reverted in the left device list.

2. Select **Maintain** in **Tools** on the top of VMP software to enter the maintenance interface.

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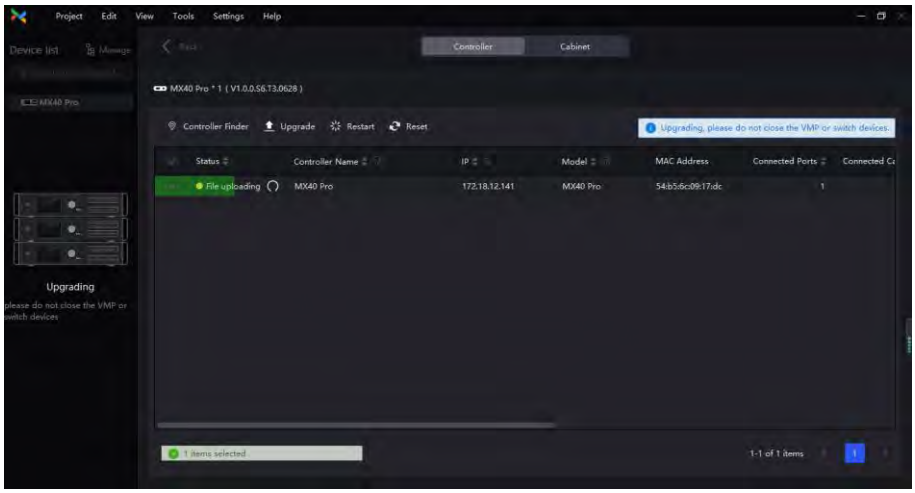
3. Select the device to be upgraded, and click **Upgrade**.
4. Select the package decompressed in step 1 and click **Open** to start upgrading.



5. Wait for a while and the device will automatically restart. The program upgrading completes after restart.

Caution

Do not close the software or device during the process of upgrading.



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Import project file

After the upgrading completed, import the project file exported previously to the device, and then the reverting of the whole version succeeds. Please import project file by reference to the section of importing project file of a single device.

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6 Version reverting of firmware program of grouped devices

6.1 Preparation for reverting

Before upgrading from old version to new version, export the project file of the old version, for which, please refer to the section of exporting project file of grouped devices.

6.2 Version reverting

Firmware program

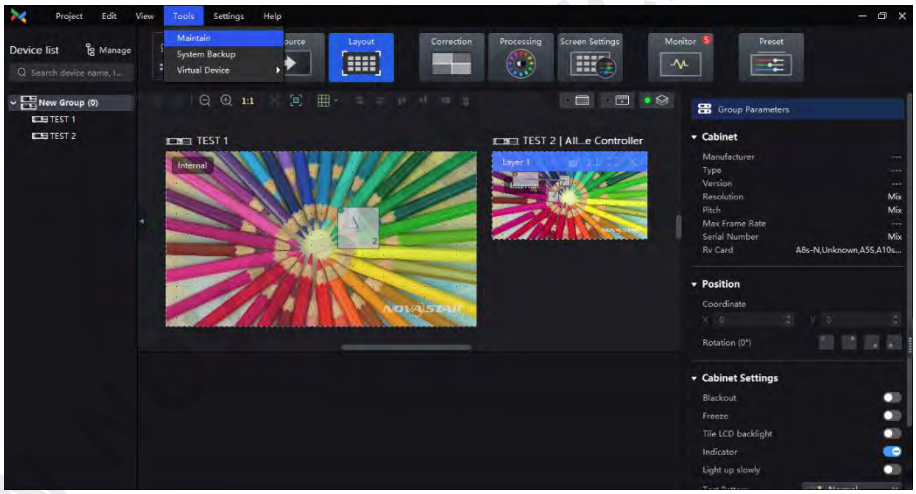
1. Download the needed firmware program from the official website and decompress it.

2. Download the VMP software corresponding to the version of the firmware package, and install the VMP following the instruction.

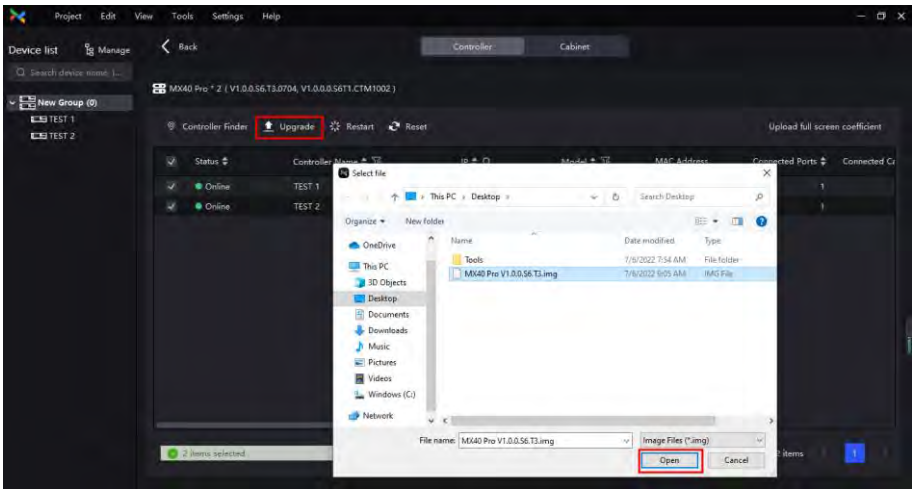
Operation for reverting in VMP on computer

1. Open VMP, select the device group to be reverted in the left device list (refer to the section of "Upgrading firmware program of grouped devices" for the steps of creating a group).

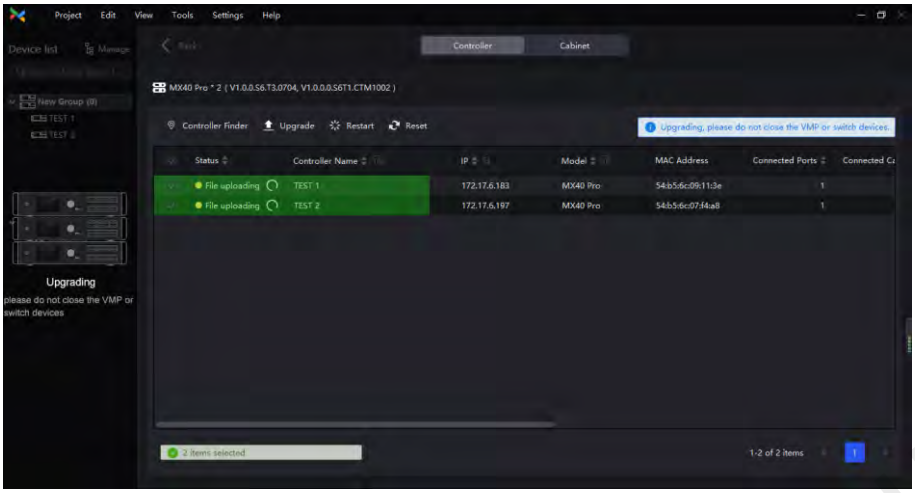
2. Select **Maintain** in **Tools** on the top of VMP software to enter the maintenance interface.



3. Select all the devices to be reverted, click **Upgrade**, select the upgrade package decompressed just now and click **Open**.



4. After the progress bar is loaded, the devices in the group will automatically restart, which means they have been reverted to the corresponding version.



Import project file

After the upgrading succeeds, import the project file exported just now, for which, refer to the section of importing project file of grouped devices, and then the reverting of the whole version is completed.

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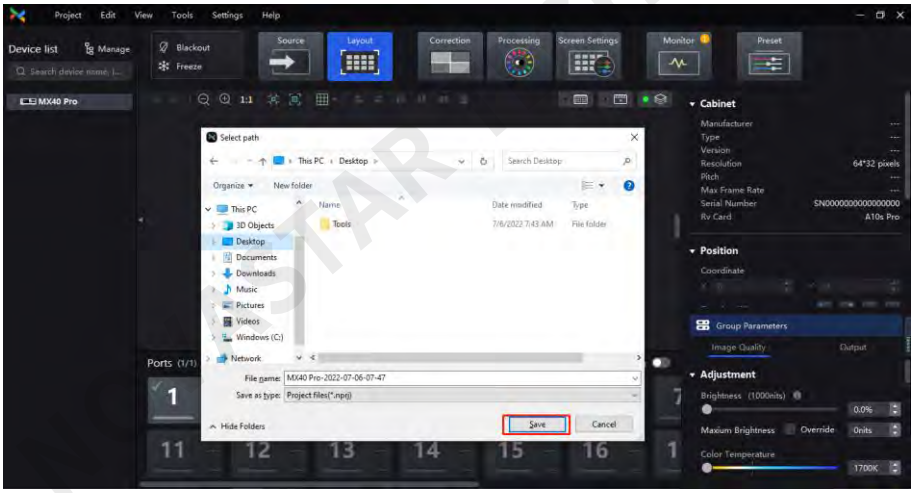
7 Project file exporting/importing of a single device

7.1 Export

1. Right click the controller, and select **Export**.



2. Save the exported project file to the specified directory for convenience of importing afterwards.



3. Exporting completed.



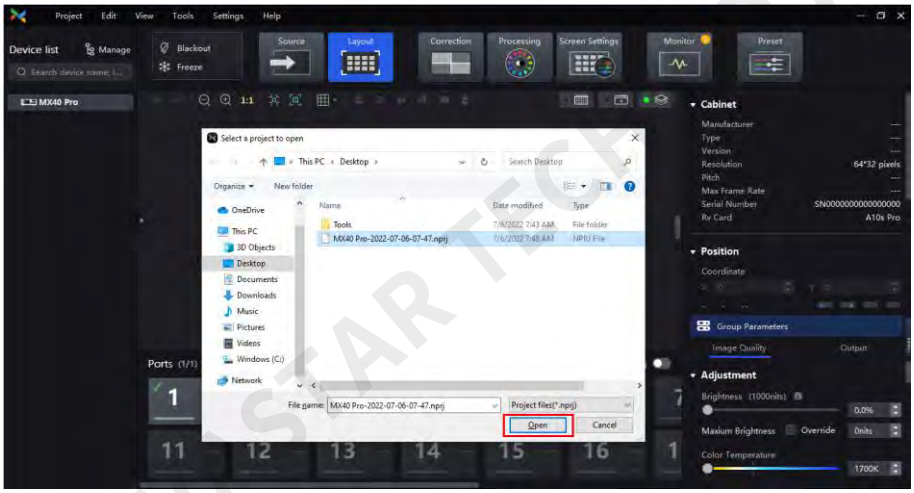
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7.2 Import

1. Select device in the left list, right click the device and select **Import**.



2. Select the project file imported on the old version, click **Open**, and then click **OK**.



3. The importing of project file starts, and VMP would re-discover the device after importing completed.

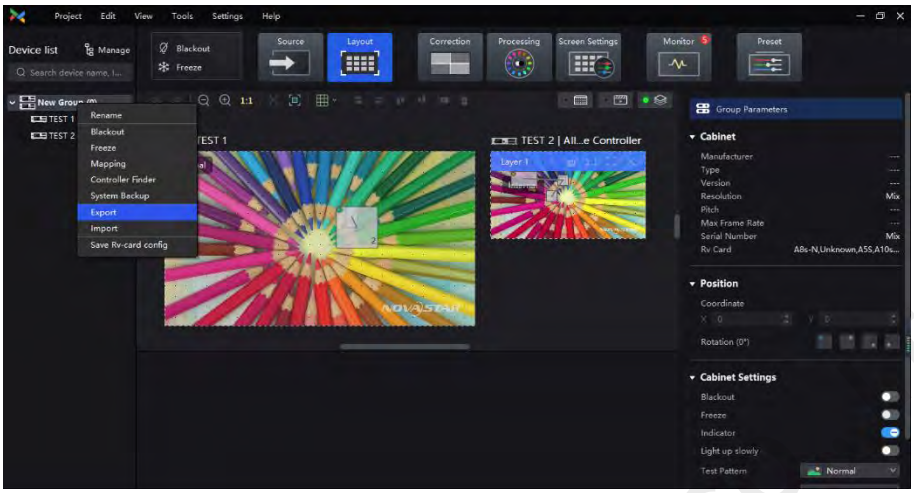


4. Import completed.

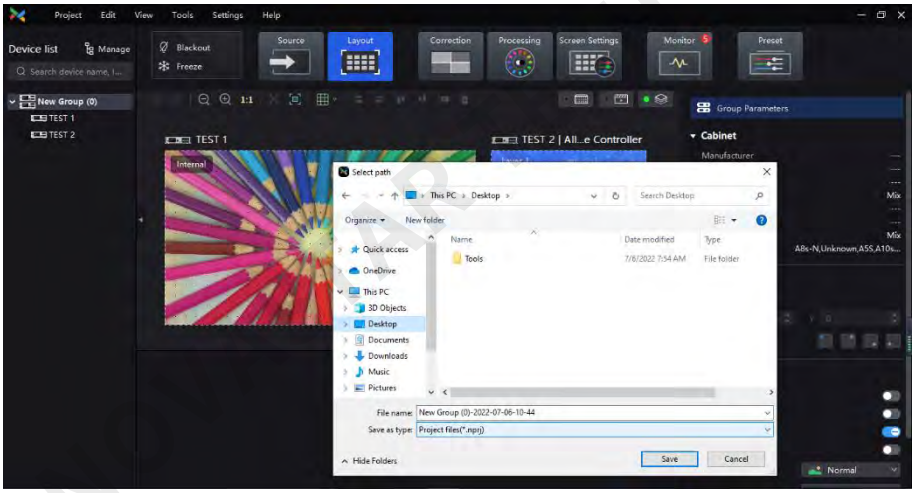
8 Project file exporting/importing of grouped devices

8.1 Export

1. Select the device group on the left, right click the group and select **Export**.

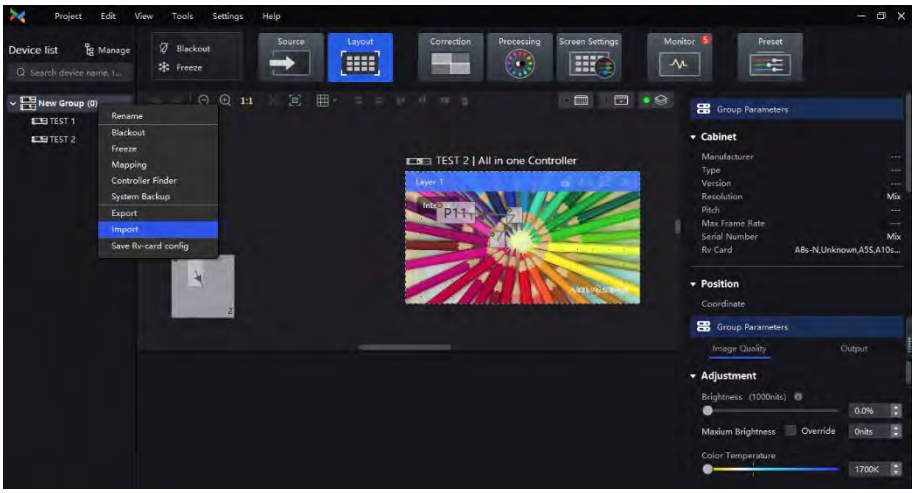


2. Save the exported project file to a local directory for reverting after upgrading new software package.

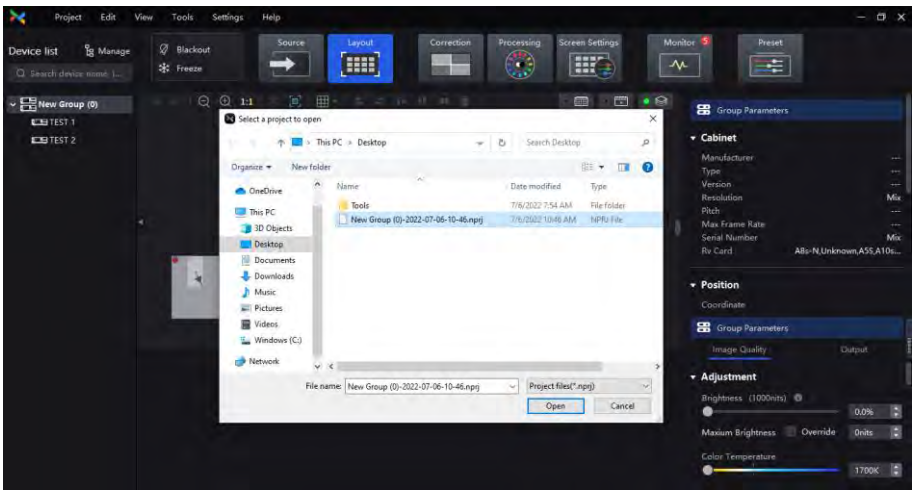


8.2 Import

1. Select the device group on the left, right click the group and select **Import**.



2. Select the project file saved previously, click **Open**, and start importing.



3. Import completed.

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9 Description of common upgrade problems

9.1 Upgrading/reverting of a single device

Q: After the upgrading/reverting of the sending card, the relation of Ethernet port backup to device backup is eliminated.

For the sending card for which Ethernet port backup and device backup had been done before, in order to ensure the normal functions of the backup, it is necessary to use VMP software corresponding to the version of the sending card to re-enable backup after successful upgrading/reverting of the whole version.

Q: The sending card is upgraded, however, the IP address is changed, and VMP is unable to discover the sending card device.

On the LCD, manually set the IP address of the sending card to the old IP address before the upgrade.

Q: The sending card is upgraded, but the effect of screen is not right.

1. Restore the effect through format painter.
2. If the restoration through format painter fails, contact FAE to handle it.
3. If FAE is unable to handle it effectively, consider the reverting operation.

Q: The upgrading of sending card succeeded/failed, but the LCD screen is frozen with the LOGO screen always displayed.

Contact FAE to handle it. The FAE will log in to the device background and contact development engineer to handle it

9.2 Upgrading/reverting of grouped devices

Q: Upgrading of some devices failed.

1. Conduct upgrading for the single sending card whose upgrading has failed.
2. To upgrade a single device, follow the steps of upgrading a single device.

Q: All devices are upgraded, but the effect of the screen loaded by one sending card is not right.

1. Fixe the screen effect of the receiving card connected to the single sending card device.
2. To fix the screen effect of the single device, please refer to the steps for upgrading a single device.

Caution

In case of being unable to fix the problem, revert the version. Before upgrading every time, export the project files, and import the project files saved previously after reverting.

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