

Update Instructions

The following procedure outlines the firmware update procedure for the AT-UHD-SW-510W. This product can only be updated through the web GUI. *It is recommended to review both pages of this document, before proceeding, in order to become familiar with the update procedure.*



WARNING: Do not physically reboot the system during the update process. Doing so may cause firmware file corruption and/or system instability.

Requirements:

- AT-UHD-SW-510W
- Firmware file
- Computer on a network that can reach the network where AT-UHD-SW-510W is connected

Updating from Version 2.0.0 or later



IMPORTANT: This section applies *ONLY* to upgrading from version 2.0.0 or later. The AT-UHD-SW-510W **must** be running Master Firmware version 2.0.0 in order to upgrade to the latest version.

If the AT-UHD-SW-510W is running an earlier version of firmware, then refer to **Updating from 1.2.1-5 or earlier**, on page 3, and complete that procedure before continuing.



IMPORTANT: Note that the firmware update cycle could take up to 10 minutes and the AT-UHD-SW-510W may reboot twice during update process.

1. Download the latest firmware from atlona.com and extract the contents of the .zip file to a folder on the computer.
2. Connect the computer, containing the firmware files, to the same network as the AT-UHD-SW-510W.
3. Press and release the **IP** button on the front panel. The IP address of the AT-UHD-SW-510W will appear on the connected display.



NOTE: If using hardware revision A or B, simultaneously press and hold the **INPUT** and **A** buttons on the front panel for five seconds, then release. The IP address will appear on the connected display. The hardware revision can be found on the label, on the bottom of the unit.

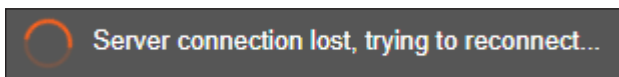
4. Launch a web browser and enter the IP address of the AT-UHD-SW-510W in the address bar.
5. The **Login** screen will be displayed. Enter the login credentials.
6. Click **System** on the side menu bar.
7. Click the **Upload** button and select the SW510_MS52W-[version].bin file. Refer to the illustration on the next page.
8. During the update process, the following message will appear in the upper-right corner of the screen. Note that

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EDID ▶ Administration Logout	Firmware Model Name: AT-UHD-SW-510W Master Version: 2.0.0 Firmware Version: V1.1.05 Firmware Check <input type="button" value="Check"/> Update Firmware: <input type="button" value="Upload"/>
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Note: An orange box labeled "Upload button" with an arrow points to the "Upload" button in the "Update Firmware" row.

the update process may take **up to five minutes to complete**. The unit will automatically reboot as part of the update process.



IMPORTANT: If the “Please Reboot Me” message appears on the connected display, then the AT-UHD-SW-510W must be power-cycled.

9. After the firmware process has completed, the AT-UHD-SW-510W will automatically reboot and the following message will appear at the top of the screen:

Communication problem Take note of any unsaved data, and click here or press ESC to continue.

10. Click the message or press the ESC key to return to the **Login** screen. Enter the login credentials.
11. The firmware update is complete.

Addendum for updating to firmware version 2.9.2:

Firmware version 2.9.2 includes a Valens firmware update to 7.5.4. Since the Valens update is part of the normal 2.9.2 firmware update, the update process is more time-consuming. The following table provide a general time line that can be used as a metric, to estimate the completion of the 2.9.2 firmware update.

Estimated Time (min:sec)	Event
4:00	Video output will stop
4:20	Output 1 LED begins to cycle slowly between input LEDs
5:00	Output 1 LED HDMI 3 blinks rapidly (Valens update begins)
6:10	Output 1 BYOD blinks quickly (Valens update)
7:45	Output 1 LED begins to cycle (Valens update complete)
8:15	Atlona Splash Screen will be displayed
10:30	AT-OME-MS52W power-up sequence
11:00	Output 1 LED begins to cycle quickly/BYOD screen comes up
12:00	Firmware/Valens update complete

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Updating from Version 1.2.1-5 (or earlier)

1. Download the firmware file from <https://atlona.com/product/at-uhd-sw-510w/>.
2. Connect the computer, containing the firmware files, to the same network as the AT-UHD-SW-510W.
3. Press and release the IP button on the front panel. The IP address will appear on the connected display.

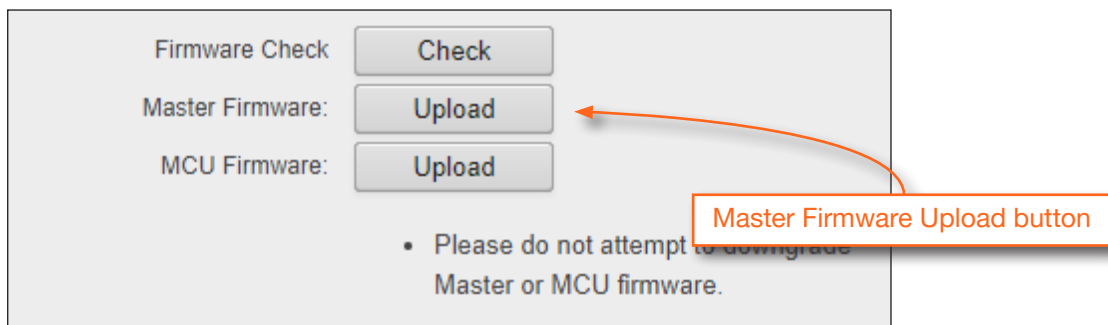


NOTE: If using hardware revision A or B, simultaneously press and hold the **INPUT** and **A** buttons on the front panel for five seconds, then release. The IP address will appear on the connected display.

4. Launch a web browser and enter the IP address of the AT-UHD-SW-510W in the address bar.
5. The **Login** screen will be displayed. Enter the login credentials. The default username and password are listed below:

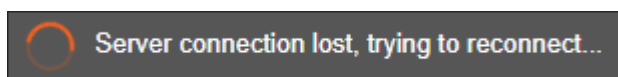
User	admin
Password	Atlona

6. Click **System** on the side menu bar.
7. Click the **Upload** button next to **Master Firmware** and select the SW-510W_MASTER_2.0.0-A.war file.



WARNING: Do not physically reboot the system during the update process. Doing so may cause firmware file corruption and/or system instability.

8. During the update process, the following message will appear in the upper-right corner of the screen. Note that the update process may take **up to five minutes to complete**. The unit automatically reboots.



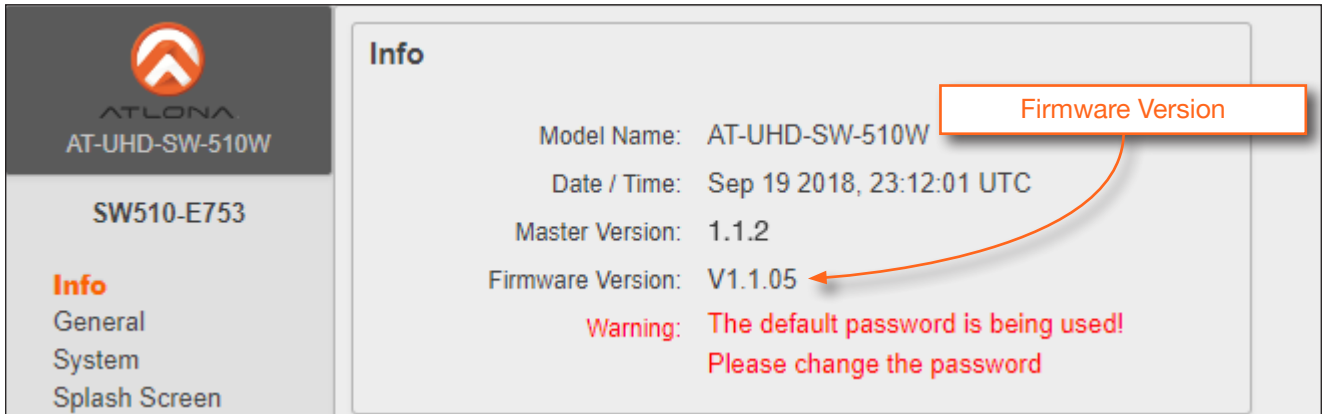
NOTE: Depending upon the currently-loaded firmware, a “hard reboot” may be required in order to reestablish communication with the webGUI. To perform a hard reboot, disconnect the power cord, wait 10 seconds, then reconnect the power.

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9. The following message will appear at the top of the screen. Click the message or press the ESC key to return to the **Login** screen. Enter the login credentials.

Communication problem Take note of any unsaved data, and click here or press ESC to continue.

10. Click **Info** on the side menu bar and check the **Firmware Version**.



Info

Model Name: AT-UHD-SW-510W

Date / Time: Sep 19 2018, 23:12:01 UTC

Master Version: 1.1.2

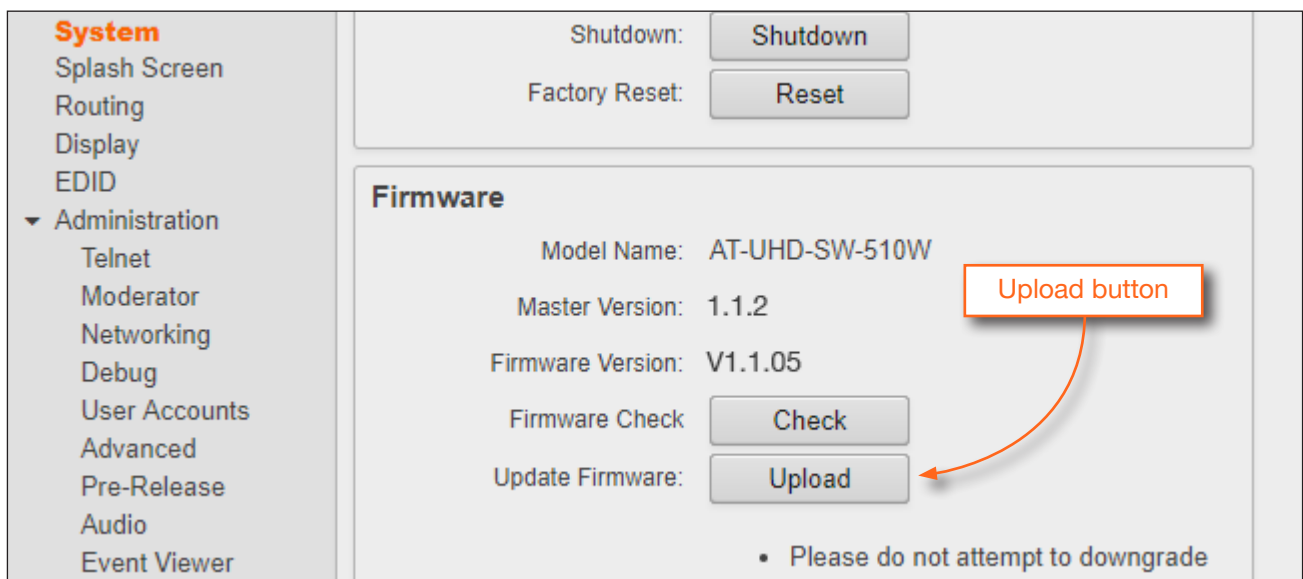
Firmware Version: V1.1.05

Warning: The default password is being used!
Please change the password

- If the Firmware Version reads **1.1.05**, then the firmware update process is complete. No additional steps are required.
- If the Firmware Version is an *earlier* firmware, then continue with Step 11.

11. Click **System** on the side menu bar.

12. Click the **Upload** button, next to **Update Firmware** and select the SW510_MS52W-[version].bin file.



System

Splash Screen

Routing

Display

EDID

▼ Administration

Telnet

Moderator

Networking

Debug

User Accounts

Advanced

Pre-Release

Audio

Event Viewer

Shutdown: **Shutdown**

Factory Reset: **Reset**

Firmware

Model Name: AT-UHD-SW-510W

Master Version: 1.1.2

Firmware Version: V1.1.05

Firmware Check: **Check**

Update Firmware: **Upload**

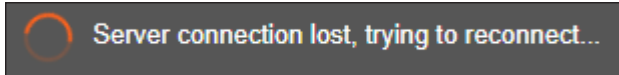
• Please do not attempt to downgrade



WARNING: Do not physically reboot the system during the update process. Doing so may cause firmware file corruption and/or system instability.

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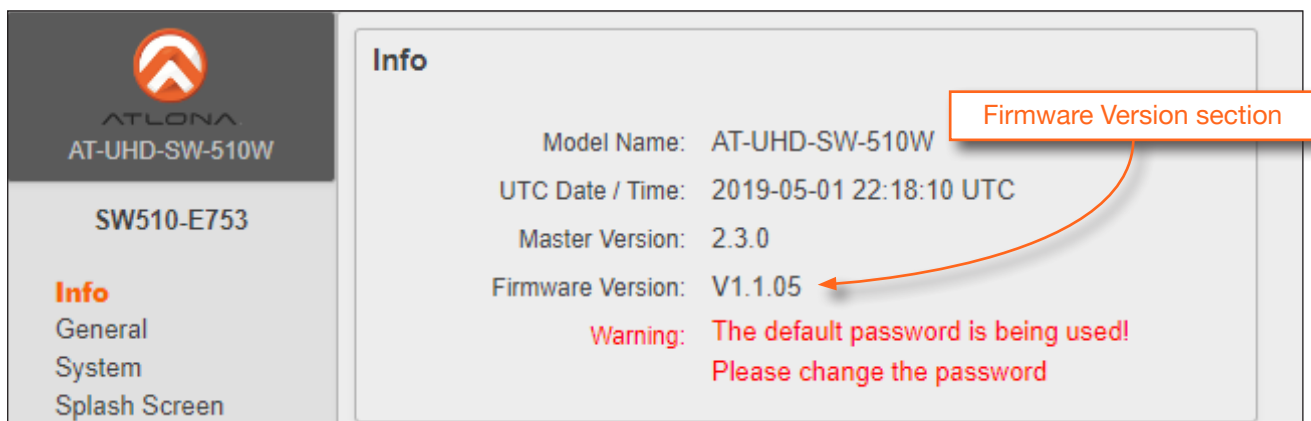
13. During the update process, the following message will appear in the upper-right corner of the screen. Note that the update process may take **up to five minutes to complete**. The unit automatically reboots.



14. After the firmware process has completed, the AT-UHD-SW-510W will automatically reboot and the following message will appear at the top of the screen:

Communication problem Take note of any unsaved data, and click here or press ESC to continue.

15. Click the message or press the ESC key to return to the **Login** screen. Enter the login credentials.
16. Click **Info** on the side menu bar and check the presence of the **Firmware Version** section. It should read V1.1.05.



17. If there is no **Firmware Version** section, then do the following:
- Click **System** on the side menu bar.
 - Click the **Shutdown** button.
 - Wait one minute, then power-on the unit.
18. The firmware update process is complete.