# DVI-Ramp2 Firmware Update Guide

## Files Required

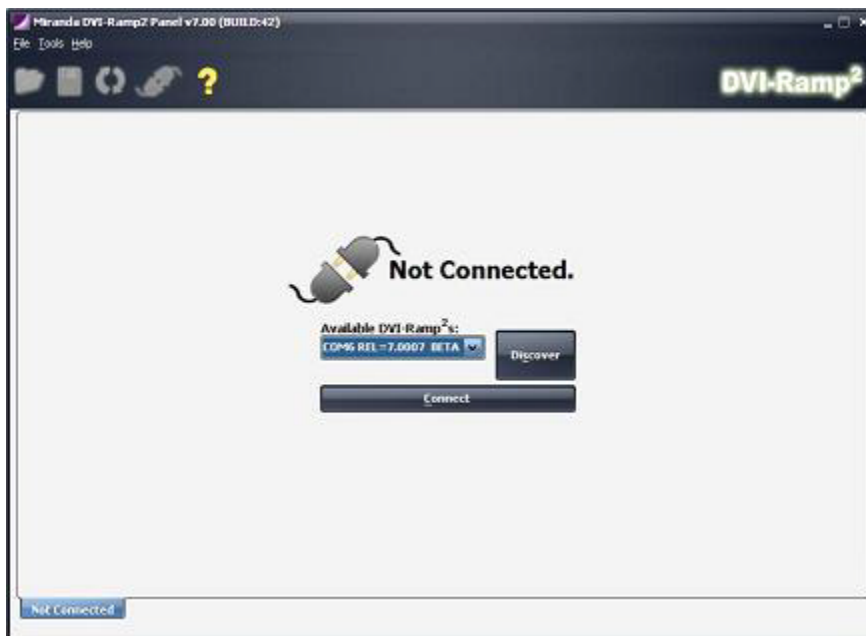[DVI-Ramp2 Control Software](#)

## Notes

- You must use the latest Control Software (version 7.60 and later) to upgrade firmware
- If updating through USB, make sure DVI-Ramp2 unit is connected directly to the PC or to a USB Hub which is connected to the PC directly (not a PCI-USB card). There are reports of firmware update failure caused by PCI-USB cards.
- If updating through USB, make sure no RS232 dongle is connected to the unit. If RS232 dongle was connected during a firmware update, the update application will not be able to communicate through USB with unit.
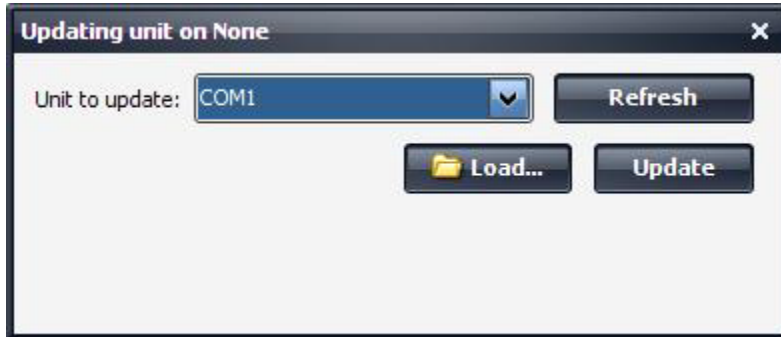
If an RS232 dongle was present, simply unplug the RS232 dongle and reset unit before retrying Firmware Update through USB.

## Instructions

1. Launch DVI-Ramp2 Control Software.

2. Go to menu **Tools->DVI-Ramp2 Updater** (Ctrl+U). You'll get the following screen.



3. Select COM (/dev/ttyS* or /dev/ttyUSB* under linux) port of unit to update.

4. Click on "Load..." to select update package (.zip file) Contact Technical Support for Firmware Updates

5. Click on "Update"

6. Wait for update process to complete - it's a multi-step process.

# SafeBoot Mode

This mode is a fallback in case the unit can't power-up into normal operation mode (e.g. bad firmware was loaded or Firmware got corrupt). In that case, SafeBoot mode will put the unit in Firmware Update state for us to load a new firmware.

Getting into SafeBoot Mode:

- Turn off unit.
- Insert a paper clip through the hole above ETH & USB/RS232 LEDs
- Power on unit.

To get out of SafeBoot Mode, either load a new firmware or simply Power-Cycle the unit.

At this point, the unit will power-up in SafeBoot, USB communications is up, USB/RS232 LED is amber, ETH LED is off and all other LEDs are Red.

At this point, we follow the normal "DVI-Ramp2 Firmware Update" Guide