Matrox® **Maevex™ Series**

Firmware Updater

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Contents

Overview 3

Supported operating systems 3

Supported Maevex hardware 3

Obtaining the Matrox Maevex Series firmware updater package 4

Updating your Matrox Maevex Series firmware 5

Before you update your firmware 5

Updating your Matrox Maevex Series firmware 6

Using a custom splash screen 9

Customer support 10

Matrox Web 10

Technical support 10

Firmware package 10

View your warranty information 10

View the third party software notices 11

Register your Matrox product 11

Overview

The Matrox Maevex Series Firmware Updater enables you to update the firmware of your Matrox Maevex 6100 Series and Maevex 5100 Series products, and to use a custom splash screen for your Maevex Series products.

Note: Your Matrox Maevex Series product may ship with an older firmware version. Before using your Maevex Series product, you must update the firmware version installed on your devices to use the version of your deployed release. All Maevex Series devices on a Maevex network must use the same version of the firmware package. The version of your firmware package must match the version of your PowerStream Plus software package. For more information, see "Software versions and mismatches", page 5.

Supported operating systems

The Matrox Maevex Firmware Updater supports the following operating systems:

- Windows® Server® 2019
- Windows® Server® 2016
- Windows® 10 (64-bit)
- Windows® 7 (32-bit, 64-bit)
- Windows® Server® 2008 R2

Supported Maevex hardware

The Matrox Maevex Firmware Updater supports the following Maevex hardware:

Maevex 6100 Series –

- Maevex 6150 encoders
- Maevex 6120 encoders
- Maevex 6100 encoders

Maevex 5100 Series –

- Maevex 5150 encoders
- Maevex 5150 decoders

Obtaining the Matrox Maevex Series firmware updater package

- Matrox makes the latest firmware and updater package for your Maevex Series 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:\MaevexFirmwarePack).

Updating your Matrox Maevex Series firmware

Before you update your firmware

Before you update the firmware on your Maevex Series 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 Series devices, we recommend running only one instance of the Maevex Series firmware updater on your network at a time.
- 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.
- Close any programs that may be running (such as PowerStream Plus).
- 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 Series devices.

Software versions and mismatches

- Make sure you're running the latest version of the Matrox Maevex Series Firmware Updater and all of your Maevex devices are using the latest version of the Maevex firmware. All Maevex devices must use the ***same version*** of the firmware package.
- Make sure to update your PowerStream Plus Software to the same version. The version of your firmware package must match the version of your PowerStream Plus software package. If a mismatch is detected, your device may be listed as **Undetected** (black).

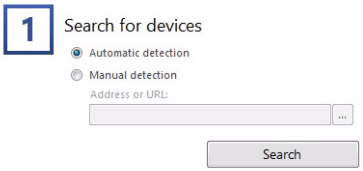
Updating your Matrox Maevex Series firmware

1 Run the Maevex Firmware Updater

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

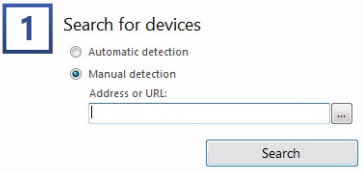
2 Search for available Maevex Series devices

Automatic detection – To search for the Maevex devices on your subnet, select **Automatic detection**.



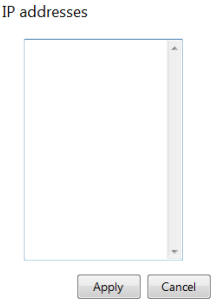
To start searching for devices, click **Search**.

Manual detection – If devices aren't automatically detected, you can manually locate one or more Maevex devices using their IP address. To manually locate the devices, select **Manual detection**, then enter the IPv4, IPv6, or DNS address of each Maevex device you want to locate.



If you're entering multiple addresses, separate each address with a space. (You can also enter the addresses by clicking the browse button (...) and entering one address per line.)

When you're done entering the addresses, click **Apply**. To discard the last changes made, click **Cancel**.



To start searching for devices, click **Search**.

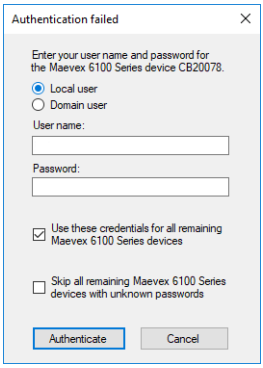
To stop searching for devices, click **Stop**. To resume searching for devices, click **Search** again.

3 Authenticate the devices found

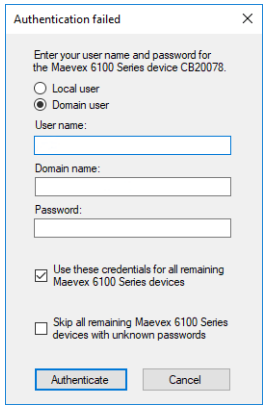
If you provided a password for your Maevex Series devices, you may be prompted to authenticate the devices found.

a **Maevex 6100 Series** – If you're prompted, enter your credentials for the Maevex devices found:

- **Local user** – Enter your user name and password.
- **Domain user** – Enter your user name, the domain name of the server, and your network password.

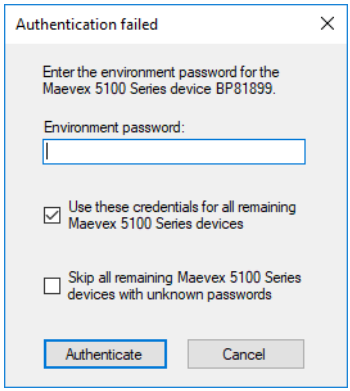


Local user



Domain user

Maevex 5100 Series – If you're prompted, enter the **Environment password** for the Maevex devices found.



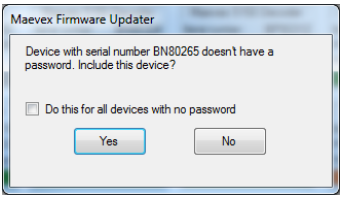
b Set up your credentials:

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

- If you don't know the password of some of the Maevex Series devices on your network, enable **Skip all remaining Maevex Series devices with unknown passwords**. Enabling this option ignores the Maevex Series devices that don't use any of the passwords already entered. Any skipped devices won't be available for update.

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

Note: If the configuration of your Maevex Series device was reset, 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 that don't have a 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.

To change the sort order of the device tiles, right-click the device list box, select **Sort by** and the sorting order to use. To deselect all items, right-click the device list box and select **Unselect all devices**.

5 Enable update options

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

6 Update the firmware

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

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.

Maevex 5100 Series – 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), the device may not be fully updated and will continue to run in maintenance mode. To recover and resume the update, re-launch the firmware updater.

Using a custom splash screen

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

1. Browse to the folder containing the extracted files.
2. Replace the image file:
   - **Maevex 5150** – Replace the *Encoder.bmp* and *Decoder.bmp* files in the folder with your own BMP file. 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*.
   - **Maevex 6150/6120** – Replace the *ssimage.ppm* file in the folder with your own image file. The image must use a resolution of 1280 x 720, 24 bpp. The new image file can be, in order of priority, PPM (ASCII), BMP, JPG, or PNG format and must be named *ssimage* with the correct file name extension. The firmware updater uses the first image file found, in order of priority.
3. Run the *FirmwareUpdater.exe* file.
4. Update the firmware of your devices (see "Updating your Matrox Maevex Series firmware").

Customer support

Matrox Web

Our web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit the Matrox Graphics web site at www.matrox.com/graphics.

Technical support

Matrox values your business and offers professional support for your Matrox product.

If your product was purchased through a Matrox dealer, contact your dealer for product support. This is the quickest and most effective method of technical assistance. Your dealer is familiar with your complete system.

If your product was purchased through Matrox, contact your Matrox representative or visit our technical support web site at www.matrox.com/graphics/support.

Information we need

Please give a complete description of the problem, and include:

- Matrox product serial number, model number, revision number, and firmware number.
- Computer brand and model name.
- Graphics card manufacturer, model number, revision number, BIOS number, driver type and version.
- Monitors brand and model name.
- Operating system, version, and service pack.

Firmware package

A more recent firmware package may support more features and may offer increased capabilities. To obtain the latest firmware package, see the Matrox web site (www.matrox.com/maevexsw).

View your warranty information

Matrox makes warranty information available on the Matrox site (http://www.matrox.com/graphics/en/support/warranty/).

View the third party software notices

Matrox makes third party software notices and/or additional terms and conditions available on the Matrox site (https://thirdpartylicenses.matrox.com).

Register your Matrox product

Please register online (www.matrox.com/graphics/en/registration) to be eligible for customer support, new product announcements, and information on special offers and upcoming events.

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