

# Telepresenter M3S2 Revision 5.0 Upgrade

## Upgrade Procedures

### *Important – Review Carefully Before Proceeding*

This Tech Tip covers procedures for upgrading a Telepresenter M3S2 to Revision 5.0 level software. This is a major upgrade to the unit and these instructions must be followed carefully for the upgrade to be successful.

To upgrade a Telepresenter M3S2 to 5.0, you must first purchase an Upgrade License and NCast will need to know the Serial Number and MAC address of the unit to be upgraded. This information is easily found on the Unit Options tab of the Configuration screen. After NCast enters this information into the Upgrade database you may proceed with the upgrade.

### **SAVE YOUR ARCHIVES!**

First, you must make sure that all archives stored on the unit are downloaded and saved. The upgrade repartitions and reorganizes the hard drive, so all files will be erased. The Telepresenter's software is stored on the hard drive, and the release is downloaded there. Erasing the hard drive is the first action during the upgrade. The entire upgrade procedure may be rolled back - just by powering up the Telepresenter with original Flash Disk connected.

Attach a keyboard and local display to the Telepresenter. To begin, select the 5.0 release on the Software Update tab and click "Update". The upgrade procedure will reorganize the hard drive, download the new software and install it. Progress and error messages will only appear on the local display and not on the web page.

If the entire operation is successful the Telepresenter will be powered off. If the Telepresenter reboots, then an error occurred during the upgrade process and the previous M3S2 release will be restored. Progress bars and messages describing the operations are displayed on-screen during the entire upgrade process.

When the power supply is off, open the Telepresenter's cover, find the SATA Compact Flash drive and disable it by removing it from the adapter or by disconnecting the SATA cable and power connector to the drive.

Replace the cover and turn the Telepresenter on. It will boot the new software release. If the Telepresenter fails to boot, check the BIOS settings. The correct hard disk drive must be selected as the boot device (it should switch automatically). Press the DEL key during boot and select the disk drive as the main boot device. Save your new BIOS settings on exit.

If for some reason the Telepresenter fails to perform as expected, you can roll back to the previous software by:

- plugging in the SATA Compact Flash as it was
- changing BIOS settings to boot from Compact Flash

After power up, the Telepresenter will boot from Flash and will detect that there were changes made to the hard drive. It will reformat the drive again to work as an Archive disk.

NCast hopes you enjoy the many new features of Revision 5.0.

