

# Update Instructions

The PRO3-series of matrixes can only be updated through the webGUI.

Needed items (webGUI):

- New firmware - Downloaded from [atlona.com](http://atlona.com)
- IP address of the matrix
- Computer on the same network as the matrix
- Username and password to access the webGUI of the matrix

 **IMPORTANT:** Do not change the firmware file name, doing so may result in damage to the unit.

 **IMPORTANT:** You must use only Mozilla Firefox or Microsoft Edge when upgrading the firmware, due to incompatibilities with other browsers i.e. Google Chrome or Internet Explorer.

## Updating

1. Verify that an Ethernet cable is connected between the matrix and the network.
2. Type the IP address of the matrix into a web browser, as shown in the example below.

 **NOTE:** Computer must be on the same network as the matrix to access through IP.



 **IMPORTANT:** If any stability issues are experienced, disable any anti-virus or firewall that may be interfering with network communication to the matrix. Once set up is done and the webGUI is no longer being used, the firewall and anti-virus can be re-enabled. For assistance, refer to the Support section on [www.atlona.com](http://www.atlona.com) and search for article KBO1141.



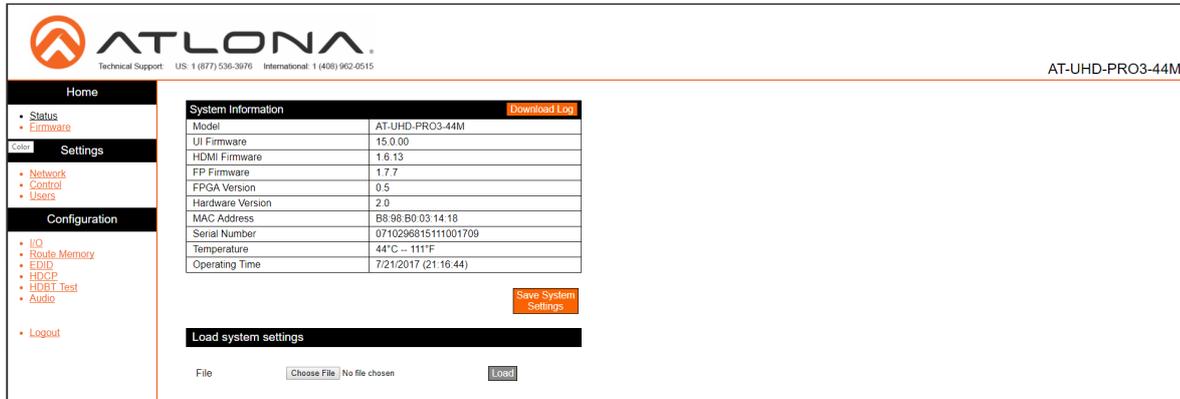
3. The login screen will be displayed. Login using the username and password. The default login credentials are:

Username: root

Password: Atlona

 **IMPORTANT:** Before updating the firmware, perform steps 4 - 6 to save the system settings to a file. Note that if the **UI Firmware** field displays version 1.6.03 (or lower), then the settings file will not be able to be read by version 16 firmware, or higher. In this case, take screenshots of each page in order to save the information.

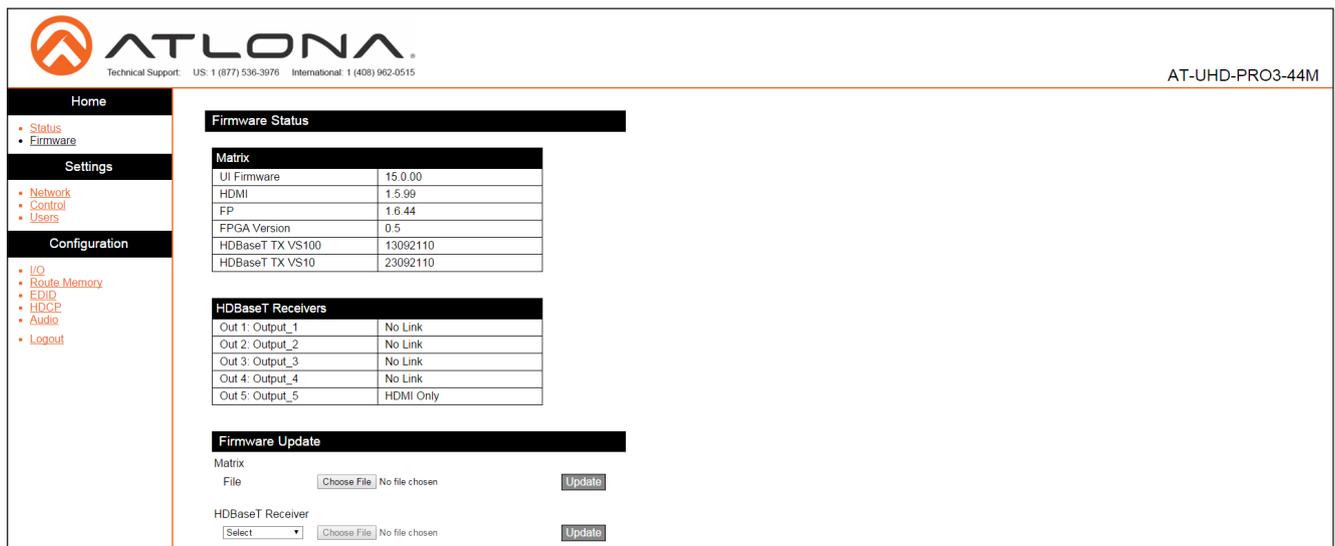
4. Click **Status** on the left side of the screen.
5. Click the **Save System Settings** button.



The screenshot shows the ATLONA web interface for model AT-UHD-PRO3-44M. The left sidebar has 'Status' and 'Firmware' selected. The main content area displays 'System Information' with a 'Download Log' button. Below the table is a 'Save System Settings' button and a 'Load system settings' section with a file upload area.

System Information		Download Log
Model	AT-UHD-PRO3-44M	
UI Firmware	15.0.00	
HDMI Firmware	1.6.13	
FP Firmware	1.7.7	
FPGA Version	0.5	
Hardware Version	2.0	
MAC Address	88:98:80:03:14:18	
Serial Number	071029681511001709	
Temperature	44°C ~ 111°F	
Operating Time	7/21/2017 (21:16:44)	

6. The **Save As** dialog box will be displayed. Select the folder where the file will be saved. The default name of the file is download.json. Click the **Save** button to save the file.
7. Click **Firmware**, on the left side of the screen.



The screenshot shows the 'Firmware Status' section of the ATLONA web interface. It contains three sub-sections: 'Matrix', 'HDBaseT Receivers', and 'Firmware Update'. The 'Firmware Update' section has file upload fields for 'Matrix' and 'HDBaseT Receiver'.

Matrix	
UI Firmware	15.0.00
HDMI	1.5.99
FP	1.6.44
FPGA Version	0.5
HDBaseT TX VS100	13092110
HDBaseT TX VS10	23092110

HDBaseT Receivers	
Out 1: Output_1	No Link
Out 2: Output_2	No Link
Out 3: Output_3	No Link
Out 4: Output_4	No Link
Out 5: Output_5	HDMI Only

8. Click the Matrix File **Choose File** button, to select each firmware file. Select and upload each file in the following order:
  - a. ATLMtxFWpack\_Matrix\_V004\_A.pkg
  - b. ATLMtxFWpack\_Matrix\_V004\_B.pkg

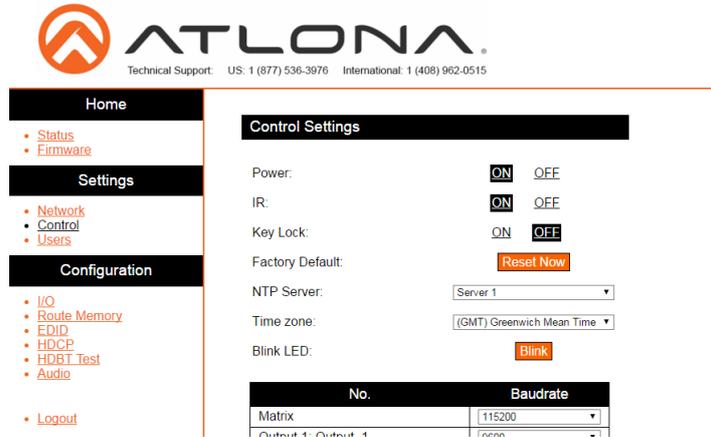


**IMPORTANT:** Always upload the ATLMtxFWpack\_Matrix\_V004\_A.pkg file first. Also note that this file can take anywhere from 5 to 10 minutes to update.

9. Click the **Update** button. A progress bar will be displayed during the update process.
10. Once the update has processed, relogin to the webGUI.
11. Repeat steps 7 through 10 for the ATLMtxFWpack\_Matrix\_V004\_B.pkg file.

## Update Instructions

12. After both files have been updated, click the **Reset Now** button on the **Control** page to complete the upgrade progress and reset the matrix to factory-default settings.



Technical Support: US: 1 (877) 536-3976 International: 1 (408) 962-0515

**Home**

- [Status](#)
- [Firmware](#)

**Settings**

- [Network](#)
- [Control](#)
- [Users](#)

**Configuration**

- [I/O](#)
- [Route Memory](#)
- [EDID](#)
- [HDCP](#)
- [HDBT Test](#)
- [Audio](#)

• [Logout](#)

**Control Settings**

Power:  ON  OFF

IR:  ON  OFF

Key Lock:  ON  OFF

Factory Default:

NTP Server:

Time zone:

Blink LED:

No.	Baudrate
Matrix	<input type="text" value="115200"/>
Output 1: Output 1	<input type="text" value="1000"/>

13. If a system settings file was saved, in Step 6, click the **Status** link, select the settings file, click the **Choose File** button, then click the **Load** button.



**IMPORTANT:** After updating the AT-UHD-PRO3-44M, it is recommended that all receiver units be updated with the latest firmware. Refer to the next page for more information.

## Receiver Updates

It is highly recommended that all AT-UHD-EX-70C-RX and AT-UHD-EX-100CE-RX receiver units, connected to the AT-UHD-PRO3-44M, be updated with the latest firmware. The following provides instructions on performing this convenient procedure using the web interface of the AT-UHD-PRO3-44M.

1. Login to the webGUI of the AT-UHD-PRO3-44M.
2. Click **Firmware**, on the left side of the screen.
3. Verify that the **UI Firmware** version number is **16.1.19**, in the **Firmware Status** table.

 **IMPORTANT:** The UI Firmware version number must be 16.1.19 (or greater), in order to update receiver units with the latest firmware.

Matrix	
UI Firmware	16.1.19
HDMI	2.0.1
FP	1.9.1
FPGA Version	1.0
HDBaseT TX VS100	13136110
HDBaseT TX VS10	23136110

Current UI Firmware



4. Click the **HDBaseT Receiver** drop-down list and select the receiver to be updated.
5. Click the **Choose File** button and select the required firmware. Refer to the table below to identify the receiver unit with the correct firmware file.

Receiver	Firmware File
AT-UHD-EX-70C-RX	ATLMtxFWpack_2-May-19-23131-5.pkg
AT-UHD-EX-100CE-RX	ATLMtxFWpack_2-May-19-13131-5.pkg

6. Follow the on-screen directions, during the firmware update procedure. After a receiver has been updated, it will need to be power-cycled.
7. Repeat steps 5 through 7 for each additional receiver.
8. Inspect the **Firmware Status** table and verify that all 70C and 100CE receiver units are running the following firmware.

Receiver	Firmware Version
AT-UHD-EX-70C-RX	2.31.31.5
AT-UHD-EX-100CE-RX	1.31.31.5

9. The receiver update process is complete.