



## **AVM/TVM/VTM Series Flash Update from USB Instructions Rev F**

If any problems or questions arise due to the items listed below, contact Customer Service for further clarification. Imagine Communications has office locations around the world. For domestic and international location and contact information, visit our Contact page (<http://www.imaginecommunications.com/company/contact-us.aspx>).

### ***IMPORTANT! PLEASE READ:***

Before installing new hardware, the AVM/TVM/VTM Series unit must be updated to the latest firmware.

Equipment Required To FLASH Update AVM/TVM/VTM Series Unit:

- PC with a USB communications port
- One 32MB (or larger) USB memory stick.

Download the latest firmware package from the Customer Community website: <https://community.imaginecommunications.com/customerCommunityLogin>

Extract the files from the zipped folder to your local directory.

- ❖ If the current TVM/VTM Series Firmware version is between “0.93” and “3.65” then Parts 1 and 2 of this procedure must be performed.
- ❖ If the current TVM/VTM Series Firmware version is “4.05” or higher then only Part 2 of this procedure must be performed.

### **Part 1**

#### **Update Procedure:**

1. Obtain a USB memory stick.
2. Load the file “vtx\_rlibs\_0405.flu” ONLY onto the root directory of the USB memory stick using a PC with a USB port. No other flu file should be on the memory stick.
3. Apply power to the TVM/VTM unit to be updated. Verify the TVM/VTM Series has booted and operating properly.

**Warning: It is extremely important that power is not removed from the TVM/VTM Series unit when the “vtx\_rlibs\_0405.flu” file is loading. A “FLASH UPDATE DONE” message on the LCD indicates when the update is complete. If power is interrupted during the loading process the unit will fail to boot and must be returned to the factory.**

4. Install the USB memory stick containing the “vtx\_rlibs\_0405.flu” file into the USB port located on the TVM/VTM Series.
5. Push the SETUP button and go to System -> Flash Update from USB -> ENT to begin the FLASH UPDATE. **DO NOT REMOVE POWER!** (If the unit fails to find the .FLU file on the USB memory stick, cycle power and repeat step 5).



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**It is normal during a flash update for the front panel function buttons to flash and the FAULT indicator to illuminate.**

6. The unit is finished updating when the message "FLASH UPDATE DONE" is displayed. Remove power from unit only after the "FLASH UPDATE DONE" message is displayed.
7. Remove the USB memory stick and apply power. Verify the TVM/VTM Series has booted and operating properly.
8. Remove "vtx\_rlibs\_0405.flu" file from the USB memory stick using a PC.

### **Part 2**

#### **Update Procedure:**

**Note: FLASH version 7.40 has 17 ".flu" files in the folder "0740" which is found in the zipped package. Older versions may have fewer files.**

1. Copy the 17 files "vtx\_xxx\_rXXXX.flu" (XXXX represents the ".flu" file version) onto the root directory of a memory stick using a PC with a USB port. Only the flu files with the same version number should be on the memory stick.  
**Ensure the "vtx\_rlibs\_0405.flu" file is not on the USB stick.**
2. Install the USB memory stick containing the "vtx\_xxx\_rXXXX.flu" files into the USB port located on the rear panel of the TVM/VTM Series.
3. Push the SETUP button and go to System -> Flash Update from USB -> ENT to begin the FLASH UPDATE (If the unit fails to find the .FLU file on the USB memory stick, cycle power and repeat step 3 of Part 2).

**It is normal during a flash update for the front panel function buttons to flash and the FAULT indicator to illuminate. The unit is finished updating when the message "FLASH UPDATE DONE" is displayed.**

Once the FLASH UPDATE is complete, perform a "Cold Start" as per below:

- a. Unplug the power to the VTM/TVM device and wait 30 seconds.
- b. Plug the power back into the device while pushing and holding the SETUP button, up/down knob, and right/left knob. Hold the buttons until the display appears and you see a message saying cold start complete. Note that this could take up to 60 seconds.
- c. Once the quad display appears, the cold start is complete.

After the unit has booted, press the SETUP button and go to "About" to check the firmware versions. The CPU Firmware version should read "XX.XX" of the FLU file used in step 2 of Part 2. Other devices listed were also updated.

**Note:** The TVM/VTM-Opt JEM input board may require two FLASH updates of the same .FLU files if the proper revision levels are not displayed in the ABOUT box after the first FLASH update.