

Software Upgrades

Introduction

This chapter describes how to download a software update file to your computer, transfer it to a USB flash drive and install the update to an iAM-12G-SDI unit.

Download the Software

Software updates can be found at <https://www.wohler.com>, within the Support section, or contact Wohler Customer Support for more information.

Unzip and copy the update file(s) from your computer to the root directory (not inside of a folder) of a USB flash drive. It must be FAT32 file type, and does not need to be empty.

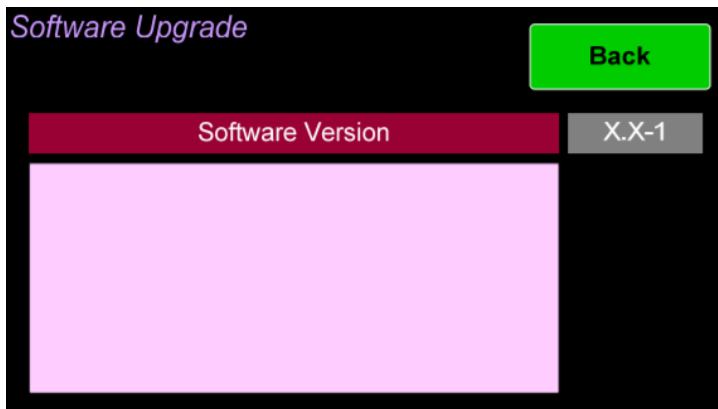
The USB flash drive, with Wohler Update Package(s) installed on it, must be inserted into the front panel USB jack of the iAM-12G-SDI unit.

Installing the Software

Use the following steps to install a new software package into the iAM-12G-SDI unit:

1. Insert the USB flash drive with iAM-12G-SDI update package(s) into the front panel USB jack of the unit. Refer to the [Download the Software](#) section for the specifics of download and file transfer to the USB flash drive.

2. From front panel, go to Main Menu → System Options → System Update. You will see Software Upgrade screen as below:



Current version of installed software get displayed in Grey box, next to Software Version label.

A list of update file packages present on the USB drive will appear in the area below Software Version label.

Note: If USB drive consists of update file whose version is lower than the currently installed software, then that update file will not appear on the screen.

3. Click on the one you want to use and a confirmation message box will pop up with Yes & No buttons. Press Yes to proceed to upgrade.

***Important:** *Do not interrupt or remove power to the iAM-12G-SDI unit, or remove the USB drive during the installation process.*

4. The iAM-12G-SDI unit will display a message when the upgrade is complete and then reboot itself.

Note: Due to any reason if the software upgrade process fails then reboot the unit & try once again to update. If upgrade process fails consistently then kindly contact Wohler Support.

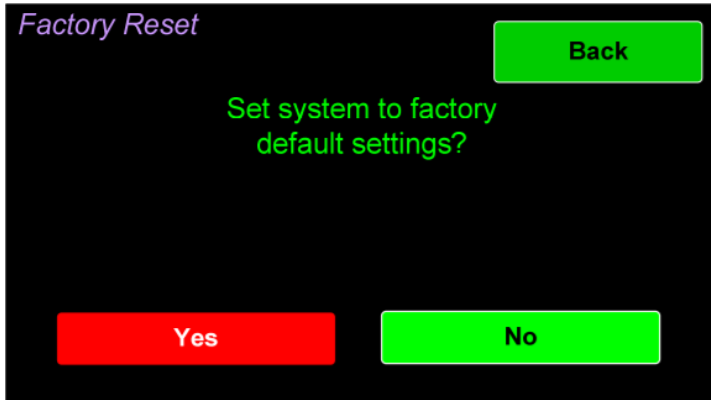
5. Remove the USB drive any time after upgrade is complete.

6. The iAM-12G-SDI unit is finished upgrading and rebooting after the Power indicator returns to its green color and the front panel display is back to normal.

This completes the software upgrade.

Factory Reset

The **Factory Reset** function should be used with caution. It deletes all of the settings you have programmed into the iAM-12G-SDI unit. It returns the unit to the way it was when received new from the factory. After using this function, you will need to reprogram everything from the start or else import a Database or the Presets that you had previously saved.



If you have any doubt as to whether you should perform a Factory Reset, **do not** click the **Reset** button. Contact Wohler Technical Service for advice.

Note: **Factory Reset** will reset your IP address to the default one and clear the database of Presets.

After a Factory Reset, the IP Settings will need to be updated. The default IP address for the unit is determined based upon the Mac address. It is 169.254.1.xx where xx is the last octet of the management Mac address. For example, if the Mac address is b4:ed:54:d0:04:28 then the IP address would be 169.254.1.40 (40 is the decimal equivalent for the last octet of Mac address 28.)