

Steelcase media:scape Digital

BIOS, Bootloader and Firmware Update Guide

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Before You Begin

Requirements

- Windows 7, or Windows 10 compatible device
 - Must have full local administrator privileges
 - Mac OS X is not supported
- Ethernet cable (crossover or straight)
 - Required when
 - Upgrading BIOS
 - Upgrading firmware from 1.x.x to 2.x.x
 - Upgrading firmware from 2.0.6 to 2.x.x using the Direct Connect Method
- Digital media:scape switcher

Get Switcher IP Address, BIOS and Firmware Versions

Before updating the media:scape switcher, check the **on-screen display (OSD)** for:

- IP Address
- BIOS version
- Firmware version

IMPORTANT

If the media:scape switcher is connected to a network and you need to use the [Direct Connect Method](#) for the firmware update, **disconnect the network cable** from the switcher before accessing the OSD. This will give you an accurate representation of what IP address you will need to use when updating the firmware.

To find out if you need to use the Direct Connect Method, review the [Upgrading media:scape Overview](#).

Accessing and Navigating the OSD

1. Press and hold the media:scape power on button until the displays flash and show an on-screen display (approx. 5-6 seconds).
2. The PUCK that is connected to PUCK input 1 on the switcher will illuminate the all 4 icons in white.
3. Use the 2 and 4 icon on the PUCK to navigate right and left through the status pages.
4. Press the media:scape power on button to exit the OSD before starting any firmware updates.



media:scape Switcher On-Screen Display (OSD)

Finding the IP Address



The switcher's current IP address will be displayed in the center of the screen on page 1 of the OSD.

TIP

If the switcher is disconnected from the network and the IP address is 192.168.10.81, then the switcher is configured to receive its IP address from a DHCP server.

Finding the BIOS & Firmware Versions



The BIOS and firmware versions can be found on page 3 of the OSD.

TIP

If the firmware version is v1.1.22 or below then a direct connection is required and the bootloader must be upgraded before upgrading the firmware to v2.x.x.

Downloading and Installing the Latest Software Update Programs

Download

All Steelcase technology product documentation and downloads, including media:scape, can be found at <http://techsupport.steelcase.com>.

On the Steelcase tech support web page, under **Search Downloads**, in the **Product** drop down list, select **media:scape (Digital)** and click **Search**. You will be presented with a list of available firmware, release notes, user guides and other media:scape Digital related downloads.

To download the **Upgrade v2-0-8 Plus** installation program, click the  icon to the right of **media:scape Switcher Firmware Upgrade v2.x.x**.

This will download a zip file containing the software installation package you will need to perform a full update to your media:scape switcher.

Install

After downloading the software update zip file, extract the contents to a folder or location where you can find them easily (Desktop, Documents, etc).

Once extracted, double click the **Upgrade v2-0-8 Plus** installer to install the appropriate update programs on your computer.

TIP

This step only installs the software update program on your computer and does not perform any updates to the digital media:scape switcher.

[Bootloader Updater](#), [Firmware Updater](#), [BIOS Updater](#)



This shortcut will be available on your Desktop after installing the software update program.

Upgrading media:scape

This section assumes that you have successfully [recorded the IP address, BIOS and firmware versions](#) as well as [downloaded and installed the appropriate firmware update programs](#) on your Windows 7, or Windows 10 compatible device.

Overview

BIOS

If this BIOS version is older than 45, a BIOS update is required. This update can correct several undesirable behaviors.

Upgrading the Digital media:scape switcher BIOS is as follows:

1. [Direct Connect to the Switcher](#)
2. [BIOS Upgrade](#)

Firmware v1.1.22 (or below) to 2.x.x

Upgrading a Digital media:scape switcher from firmware version 1.1.22, or below, is a **multi-step process** that involves the following tasks:

1. [Direct Connect to the Switcher](#)
2. [Bootloader Upgrade](#)
3. [Firmware Upgrade](#)

Firmware v2.0.6 (or above) to Firmware v2.x.x

There are two methods for updating firmware if the switcher is already at v2.0.6 or above: The Direct Connect Method or the Over the Network Method.

Direct Connect Method

1. [Direct Connect to the Switcher](#)
2. [Firmware Upgrade \(Direct Connect Method\)](#)

Over the Network Method

1. [Firmware Upgrade \(Network Method\)](#)

Direct Connect to the Switcher

1. Disable all network adapters except for the hardwired network adapter that will be connected to the media:scape switcher.

2. **If the IP address of the switcher is 192.168.10.81**, configure your computer's network adapter to use the following static IP address:

IP Address: **192.168.10.43**
Subnet Mask: **255.255.255.0**
Default Gateway: *can be left blank*

For instructions on how to change the IP address of your computer's network adapter, see [Troubleshooting: Configuring Your Computer's IP Address](#).

If the IP address of the switcher is NOT 192.168.10.81, configure your computer's network adapter to an appropriate IP address and subnet mask.

3. Connect one end of an Ethernet cable (straight through or crossover) to the media:scape switcher's network port and the other end to your computer's network port.

TIP

If the **switcher's** IP address is 10.51.68.147, then set your **computer's** IP address to 10.51.68.146.

Notice how the first three octets (10.51.68.x) match. This allows you to use a subnet mask 255.255.255.0 on our computer if you don't know what the switcher's subnet mask actually is.

If you know the subnet mask of the switcher, use that subnet mask on your computer.

TIP

One solid amber light and one blinking green light on the media:scape network port indicates a successful physical connection. If you do not see these lights, reseal the Ethernet cable or try a different one.

HELP!

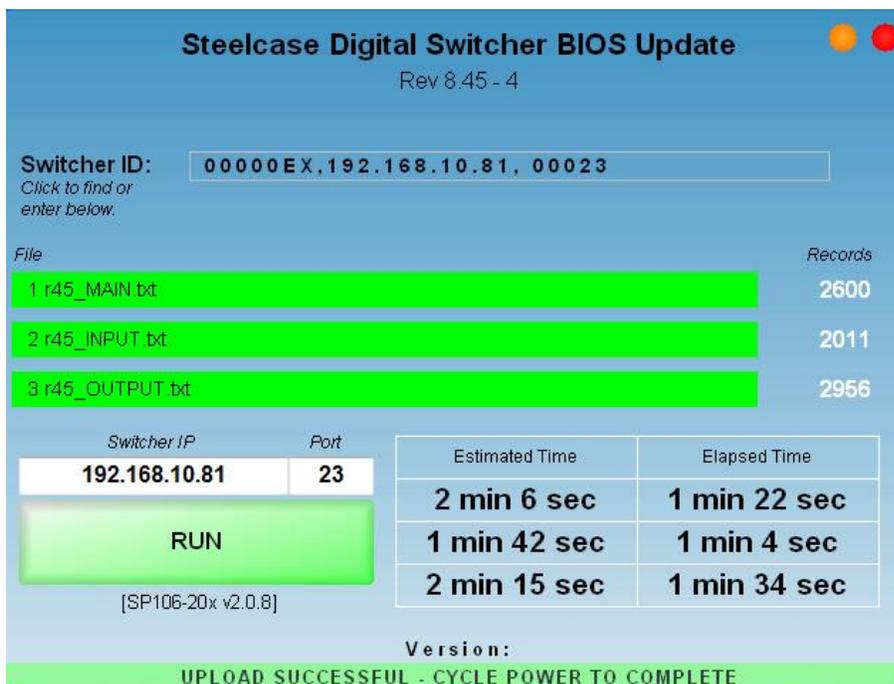
If you believe your settings are correct and you've disabled all network adapters except for the one connected to the media:scape switcher, please contact Steelcase Technical Support.

BIOS Upgrade

1. [Direct connect to the switcher](#) with an Ethernet cable.
2. Double click the  icon to run the media:scape BIOS updater.
 - a. The bottom bar should be green and say **READY**.
 - b. Click **RUN**.

The update should take approximately 7 minutes to complete.

DO NOT POWER OFF, DISCONNECT OR INTERRUPT THE BIOS UPDATE. DOING SO WILL RENDER THE SWITCHER UNUSABLE AND WILL REQUIRE FACTORY REPAIR.



Steelcase Digital Switcher BIOS Update
Rev 8.45 - 4

Switcher ID: 00000EX,192.168.10.81, 00023
Click to find or enter below.

File	Records
1 r45_MAIN.txt	2600
2 r45_INPUT.txt	2011
3 r45_OUTPUT.txt	2956

Switcher IP	Port	Estimated Time	Elapsed Time
192.168.10.81	23	2 min 6 sec	1 min 22 sec
		1 min 42 sec	1 min 4 sec
		2 min 15 sec	1 min 34 sec

RUN
[SP106-20x v2.0.8]

Version:
UPLOAD SUCCESSFUL - CYCLE POWER TO COMPLETE

BIOS update software

3. Once the upgrade is complete, power cycle the switcher by holding down the small white button in the media well for 10 seconds and then release it. Optionally, you can unplug the media:scape switcher's power supply for 10 seconds and plug it back in.
4. Verify the firmware version is correct using the media:scape OSD as described in [Get Switcher IP Address BIOS and Firmware Versions.](#)

Bootloader v2.6 Upgrade

1. [Direct connect to the switcher](#) with an Ethernet cable.
2. Place the switcher into firmware upgrade mode by pressing the media:scape power on button **5 times** at a **pace of 1 press per second**. You should see the text **FIRMWARE UPGRADE** on media:scape display 1.
3. Double-click the  icon on your desktop to run the media:scape **TCP Bootloader Installation** program.



media:scape TCP Bootloader Installer

If everything has been configured and connected correctly, you should see the IP address of your switcher in the **Select** dropdown list.

Note: If 255.255.255.255 in the **Select** dropdown list indicates that the program is not able to communicate with the media:scape switcher. Review [Direct Connect to the Switcher](#) or reboot the switcher and click **Find All Devices** to attempt rediscovery of the media:scape switcher. Make sure **FIRMWARE UPGRADE** is still displayed on media:scape display 1.

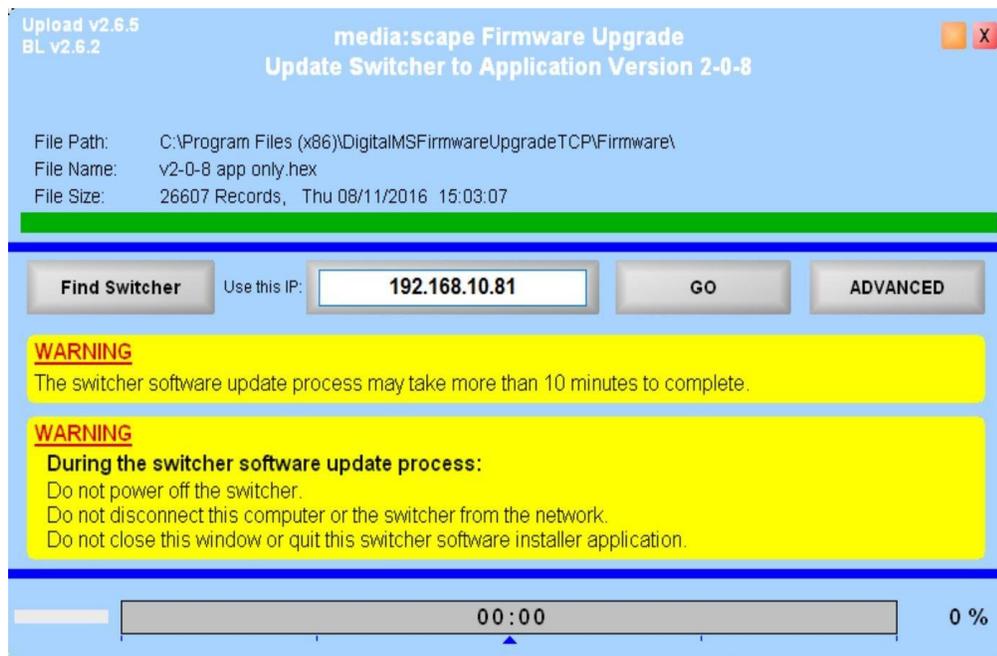
4. Once the TCP Bootloader Installation program is connected to the media:scape switcher, click **Upgrade Now** to begin the bootloader upgrade.

Once the upgrade is complete, the switcher will reboot and the power on button light will alternate between green and white to indicate that it is ready to begin the [firmware upgrade](#). **The media:scape switcher will not be functional until the firmware update is complete.**

Firmware Upgrade (Direct Connect)

1. [Direct connect to the switcher](#) with an Ethernet cable.

2. Double-click the  icon to run the *media:scape Firmware Upgrade* program.



media:scape TCP Firmware Upgrade Program

TIP

If the IP address in the “Use this IP” field is blank, communication with the switcher was unsuccessful.

- Double check that your connection and computer’s network configuration is correct. See [Direct Connect to the Switcher](#) for more information.

3. Once you are successfully connected to the media:scape switcher, click **GO** to begin the update process.
 - Click **ADVANCED** if you wish to see more detailed status of the update process.

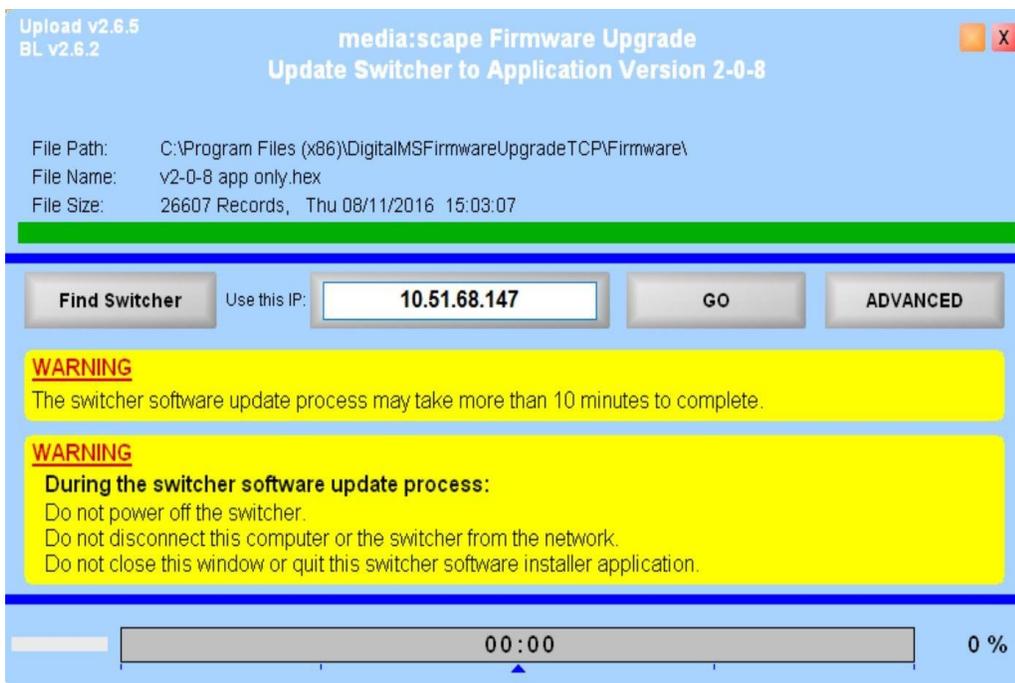
When the upgrade has completed, the switcher will reboot. You should see the media:scape video loop appear on the displays within 10-30 seconds after the reboot.

4. Verify the firmware version is correct using the media:scape OSD as described in [Get Switcher IP Address BIOS and Firmware Versions.](#)

Do not reboot or unplug the switcher during the upgrade process. If the software does not seem to be responding for more than 5 minutes, see [Troubleshooting: Restarting a Failed Firmware Update.](#)

Firmware Upgrade (Over the Network)

1. Connect to the same network that the media:scape switcher is connected to.
2. Double-click the  icon to run the *media:scape Firmware Upgrade* program.



Enter the IP address of the media:scape switcher in the **Use This IP** field.

3. Click **GO** to begin the update process.

4. Click **ADVANCED** if you wish to see more detailed status of the update process.
5. When the update is completed, the switcher will reboot. You should see the media:scape video loop appear on the displays within 10-30 seconds after the reboot.
6. Verify the firmware version is correct using the media:scape OSD as described in [Get Switcher IP Address BIOS and Firmware Versions.Versions.](#)

Do not reboot or unplug the switcher during the upgrade process. If the software does not seem to be responding for more than 5 minutes, see [Troubleshooting: Restarting a Failed Firmware Update.](#)

TIP

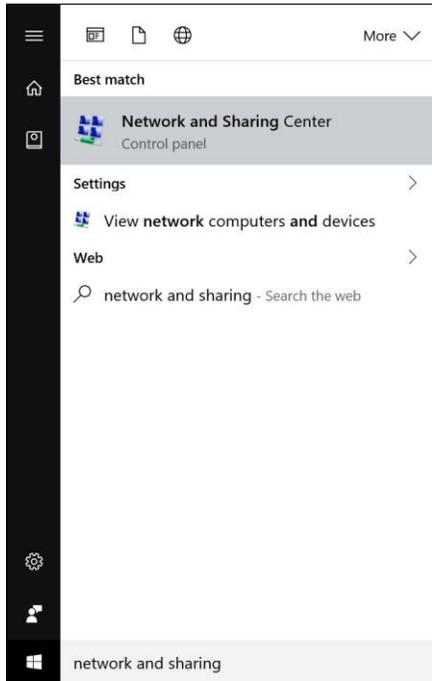
It is **not recommended** to use the **Find Switcher** button with over-the-network firmware updates. This button, simply, finds the first media:scape switcher that replies to the update software and does not present you with a list of available media:scape switchers.

Troubleshooting

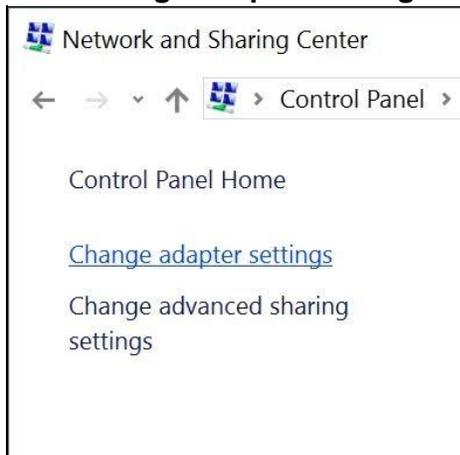
Configuring Your Computer's IP Address

Windows 7 and Windows 10

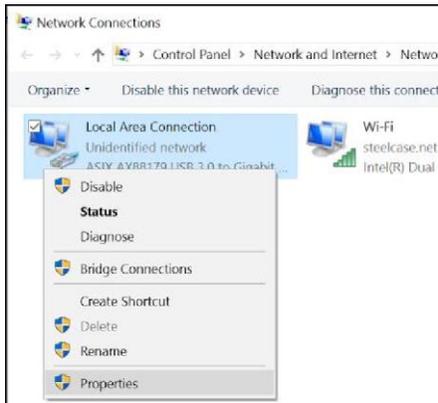
1. From the Windows start menu, search for **Network and Sharing**. Run the **Network and Sharing Center**



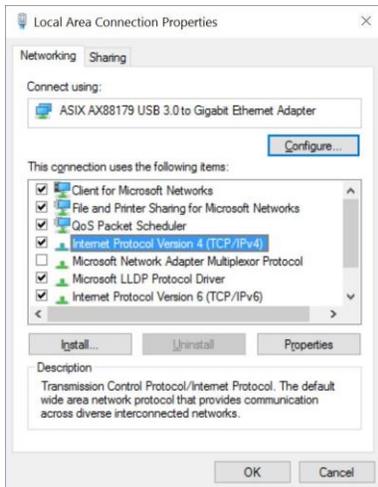
2. Click **Change adapter settings**



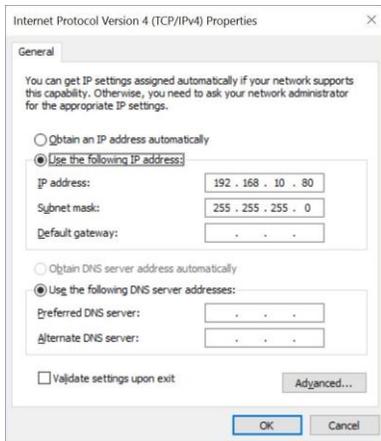
3. Right-click on your Ethernet adapter and select **Properties**



4. In the **Local Area Connection Properties** window highlight **Internet Protocol Version 4 (TCP/IPv4)** then click the Properties button.



5. Select the radio button **Use the following IP address** and enter in the IP address and subnet mask. If you're not sure which IP address and subnet mask you should use, please review [Before You Begin](#).



6. Click **OK** to apply the settings and exit from the **Internet Protocol Version 4 (TCP/IPv4)** properties window.
7. Click **CLOSE** to close the **Local Area Connection Properties** window.

Restarting a Failed Firmware Update

WARNING

Rebooting or interrupting a **BIOS** upgrade will render the switcher unusable and will require sending the device back for service. Contact Steelcase technical support before troubleshooting if you are having problems upgrading the BIOS.

If a firmware or bootloader update fails, a **direct connection will be required** in order to recover the media:scape switcher.

1. Reboot the media:scape switcher
 - a. Press and hold the small white power button inside the media well for approx. 10 seconds then release.
 - b. Unplug the media:scape switcher's power supply for approx. 10 seconds then reconnect.
 2. Close and restart the firmware or bootloader update program on your computer.
 3. Restart the appropriate upgrade process:
 - [Bootloader v2.6 Upgrade](#) (only if necessary)
 - [Firmware Upgrade \(Direct Connect\)](#)
-

IMPORTANT

If the firmware update fails requiring a manual reboot, you will see the following symptoms after rebooting:

- Displays will be blank and appear as if they are off.
 - Power on button will alternate between green and white indicating that the switcher is in bootloader mode and is ready to receive a firmware update.
-

Contact Steelcase Technical Support

On the Web

<http://techsupport.steelcase.com>

USA Technical Support

24-hour support Monday through Friday
English and Spanish

Phone

1.888.783.3522 (Option 2 then Option 1)

Email techsupport@steelcase.com

EMEA Technical Support

Monday through Friday, 7:30 to 18:30 CET
English, French and German

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+33 3 88 13 36 36

Email emea.techsupport@steelcase.com

APAC Technical Support

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