Firmware Update Procedure for Customer

Datavideo usually releases new firmware containing new features or reported bug fixes from time to time. Customers can either download the firmware as they wish or contact their local dealer or reseller for assistance.

This section outlines the firmware upgrade process which should take *approximately few minutes to complete*.

The existing settings should persist through the *firmware upgrade process, which should not be interrupted once started* as this could result in a non-responsive unit.

Firmware Upgrade Requirements

- PC or Laptop
- Ethernet connections with access to the Internet (For firmware downloads)
- Latest firmware files
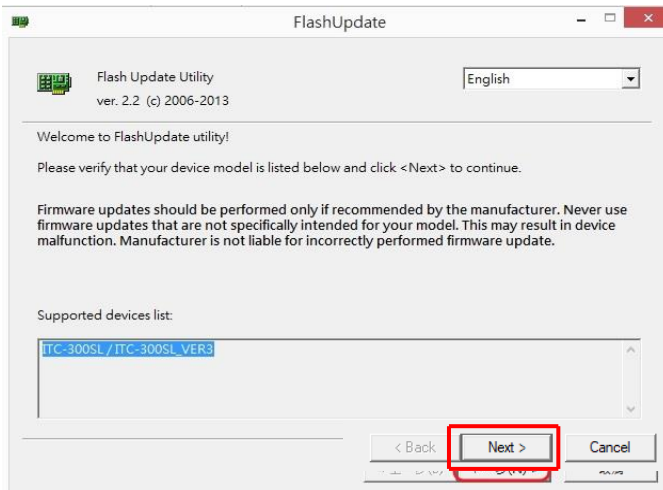
    FlashUpdate_MB_Vxx (ITC-300)

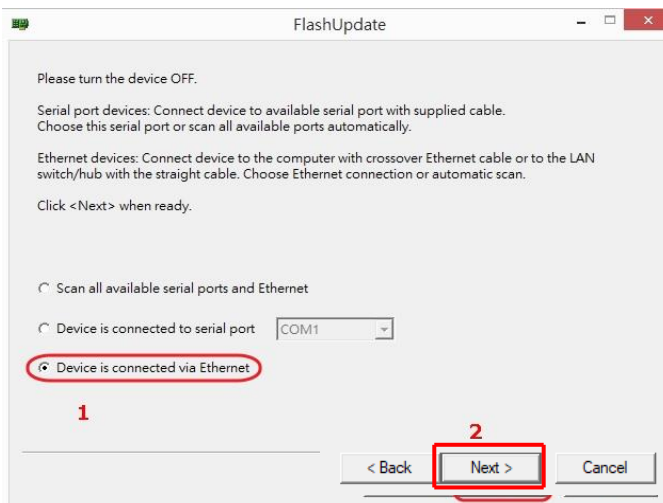   *FlashUpdate_SL_Vxx (ITC-300SL)*

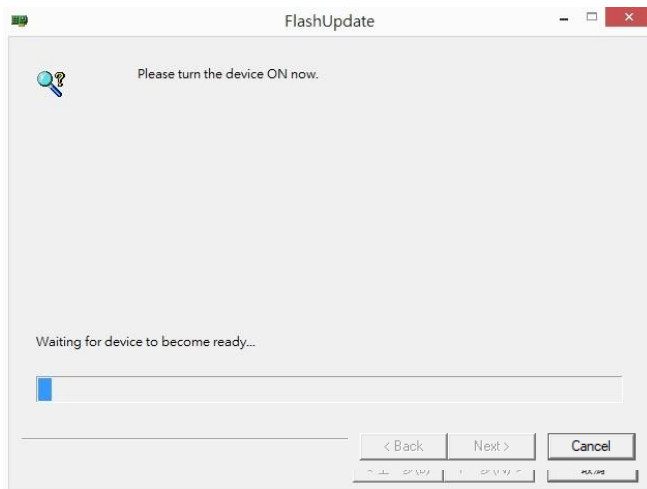### *System Connections*

Upgrade Procedure

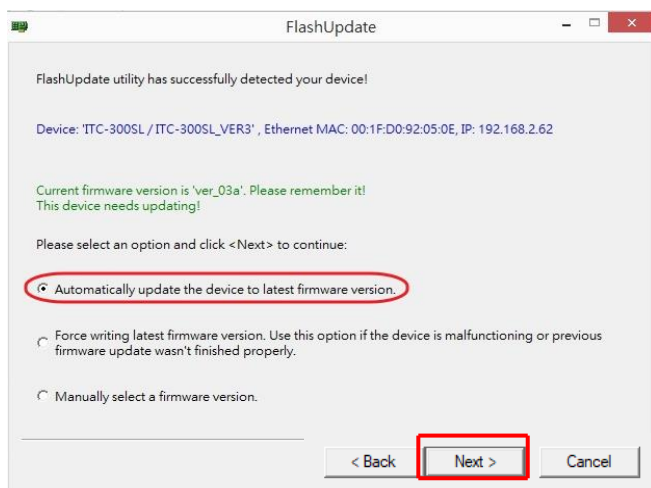1. Run **FlashUpdate_SL_Vxx** to update the ITC-300SL firmware and **FlashUpdate_MB_Vxx** to update the ITC-300 firmware.

2. Turn the ITC-300 base unit off and on the PC, select "**Device is connected via Ethernet**."
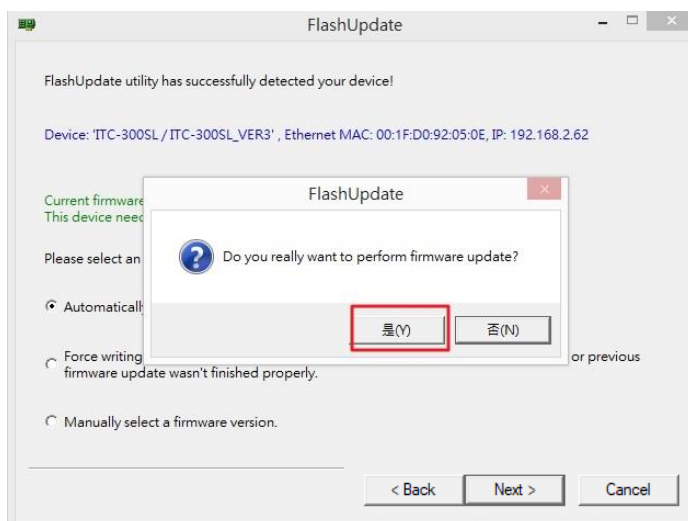

3. Turn the ITC-300 base unit back on again.

    - If you are upgrading the ITC-300SL, press the **CALL** button before turning on the ITC-300.

    - If you are upgrading the ITC-300, press the **SHIFT** button before turning on the ITC-300.
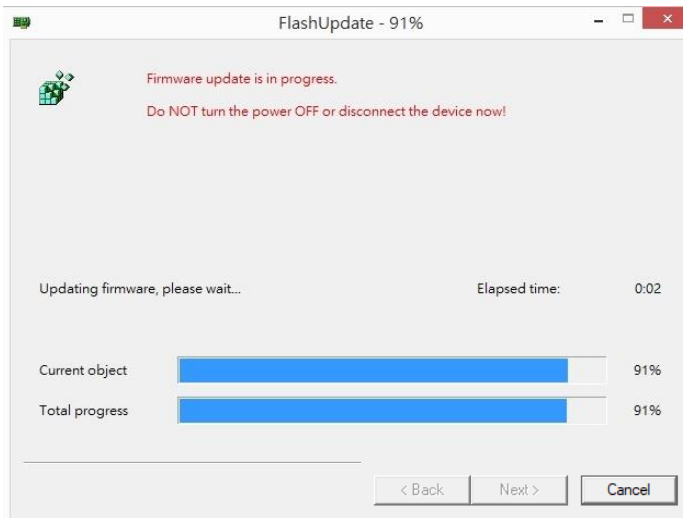
4. Select "**Automatically update the device to latest firmware version**" then click **NEXT**.

5. Click **Yes** to start the firmware upgrade.

6. If you see the screen below, it means the firmware upgrade is in progress.

7. After the firmware is successfully upgraded, click **Finish** and shut down the ITC-300 base unit.