

Matrox® **Vion™ Series**

Updating Device Firmware

Software version 1.01

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Overview

You can update the Matrox Vion Series device through its web-based user interface (WebUI), or by using the Matrox Unified Utility.



Note: Your Matrox Vion Series product may ship with an older firmware version. Before using your product, you must update the installed firmware version to use the version of your deployed release. All Vion devices on a network must use the same version of the firmware package.

Supported web browsers

- At this time, Matrox Vion supports Google Chrome only.
- Other web browsers may work but have not been officially validated by Matrox.

Obtaining the Matrox Vion Series firmware updater package

- Matrox makes the latest Vion Series firmware and Matrox Unified Utility available on the Matrox [website](#).
- Download the latest firmware files that match your chosen update method, and save them to a folder on your computer.

Updating your Matrox Vion Series firmware

You can update a Matrox Vion Series device using either the device's web-based user interface (WebUI) or the Matrox Unified Utility. Use the WebUI to update a single device, or use the Matrox Unified Utility to update multiple Vion devices simultaneously.

The Matrox Unified Utility is a free application that simplifies the deployment and management of Matrox Video devices on IP networks. The utility reduces setup time and improves efficiency by streamlining key deployment tasks. For more information, refer to the *Matrox Unified Utility User Guide* on the Matrox Video [website](#).

Before you update your firmware

Before updating the firmware on your devices, review the following guidelines:

- Ensure you have an active administrator account for the Vion device(s) you want to update. You are prompted to create an administrator account the first time you log in to the Vion or when you first access the device using the Matrox Unified Utility.
- If you are updating the Vion through its WebUI, you must know the device's IP address to access it.

Update using the Vion WebUI

To update the firmware on your Vion device:

- 1 From your web browser, go to the IP address of the Vion device you want to update.
- 2 Log in as an Admin user.
- 3 From the **Dashboard**, click **Update**.
 - a The **FIRMWARE UPDATE** screen appears.
 - b The current firmware version appears in the **Current software version** field.
- 4 Click **Upload firmware package** field, then select the *.pkg* file for the desired firmware version. You can also drag and drop the file into the upload window.
- 5 Click **Update**.
- 6 When the update is complete, the device automatically reboots. Log in again to continue.

The device firmware is updated.

Update using the Matrox Unified Utility

To update the firmware on your Vion device using the Matrox Unified Utility:

- 1** Go to the Matrox [website](#) and find your Matrox product from the **Driver and Software Downloads** list.
- 2** Download the Matrox Unified Utility.
- 3** Download the firmware for the Matrox Unified Utility. This is the firmware package that the utility needs to update your Matrox product.
- 4** Extract the contents of the package to a local folder on your computer (e.g., *C:\<YourMatroxProduct>FirmwarePackage*).
- 5** Launch the Matrox Unified Utility. The available Vion device(s) will appear in the Device bin.
- 6** Log in to the device(s) you want to update using an Admin account.
- 7** Click on the **Firmware** tab.
- 8** Drag and drop the firmware package you downloaded in [step 3](#) into the indicated area, or click **Browse** to select the file from your local folder.
- 9** Follow the on-screen instructions to complete the update process. The device will restart automatically after the update.

The firmware update is now complete.

For more detailed instructions on using the Matrox Unified Utility to update Matrox device firmware, refer to the embedded help within the utility.

Customer support

Matrox Web

Our website has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit the Matrox Video website at video.matrox.com/en.

Technical support

Matrox values your business and offers professional support for your Matrox product.

If your product was purchased through a Matrox dealer, contact your dealer for product support. This is the quickest and most effective method of technical assistance. Your dealer is familiar with your complete system.

If your product was purchased through Matrox, contact your Matrox representative or visit our technical support web site at video.matrox.com/en/support.

Information we need

Please give a complete description of the problem, and include:

- Matrox product serial number, model number, and firmware revision.
- Audio/video source device brand and model name. If applicable, the computer and graphics card brand and model name, with the system BIOS and graphics driver versions, as well as the operating system and service pack versions.
- Brand and model name of the monitor or monitors.
- Operating system, version, and service pack for the control system as well as the PowerStream Plus version used.

Firmware package

A more recent firmware package may support more features and may offer increased capabilities. To obtain the latest firmware package, see the Matrox [website](#).

View your warranty information

Matrox makes warranty information available on the Matrox site (<https://video.matrox.com/en/support/warranty>).

View the third-party software notices

Matrox makes third-party software notices and/or additional terms and conditions available on the Matrox site (<https://thirdpartylicenses.matrox.com>).

Register your Matrox product

Please register online (video.matrox.com/en/apps/registration) to be eligible for customer support, new product announcements, and information on special offers and upcoming events.

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