USB KVM Switch

FIRMWARE UPGRADE OPERATION GUIDE

This **Firmware Upgradeable USB KVM Switch** allows its user to upgrade firmware contents whenever is needed to enhance its compatibility to other devices or its functionality and performance. With the firmware upgrade feature, your investment on the KVM Switch is further ensured and its life-time value just maximized, since you don't have to change your KVM Switch to solve compatibility problem whenever you can solve it with an easy firmware upgrade! The correct Firmware upgrade procedure is described below. Please follow the instructions to complete your firmware upgrade.

Please plug off any KVM cables and peripheral cables connecting the KVM switch to your computers or peripherals. However, you can leave the power cable and also the keyboard, mouse and monitor connected to the KVM Switch ...

Upgrade Using Windows Version Utility

Prepare your KVM Switch and the host PC

Step 1. Connect the power adapter to your KVM Switch. And before performing the firmware upgrade, you should have a PC that can offer one free USB port. You should also connect a set of keyboard, mouse and monitor to the PC, so that you can control the PC.
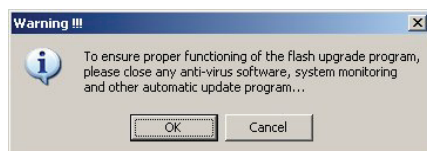
Step 2. Power on that host PC and copy/download the firmware upgrade utility, ***Uniloader.exe***, and the firmware upgrade file, ****.uni***, to it.

💡 If you have connected the KVM Switch to the host PC for the first time, it will first recognize the USB KVM Switch as a set of USB mouse and keyboard upon connection, and then begin installing its USB driver. You have to wait until it finishes its driver installation before you can go forth with further steps.
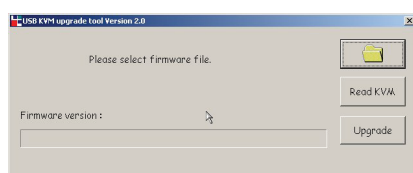
Activate the firmware upgrade utility program

✎ You should close those unnecessary running programs such as anti-virus program, system monitoring program or automatic update program; otherwise, the stability of the system during firmware upgrade might be undermined.

Step 3. Double-click the icon of *Uniloader.exe,* the firmware upgrade utility program, and a warning message box appears.

Read it carefully for information. (And try to close unnecessary programs before upgrading.)

Click *OK*…. A firmware file selection dialog box appears …

Connect your KVM Switch to the host PC

Step 4. Now press the first front-panel button on the KVM switch till you hear two beeps. **Now the KVM switch has entered into the upgrade mode**.

Step 5. Now take the upgrade cable (either the KVM cable or a standard USB cable depending on the different model) to connect the KVM Switch (either the HDB 15 connector or the USB type B connector of KVM PC port 1) and the USB port of the host PC.
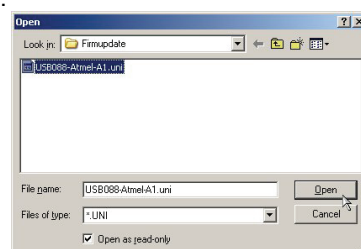
💡 A special upgrade cable is not needed since you can use the same KVM cable or USB cable that you use for connection with computer. However, depending on the different models, KVM cables use will vary. For examples:
DVI – Models – use standard USB cable to connect the USB Type B connector of KVM PC port 1 and the USB connector of host PC for upgrade.
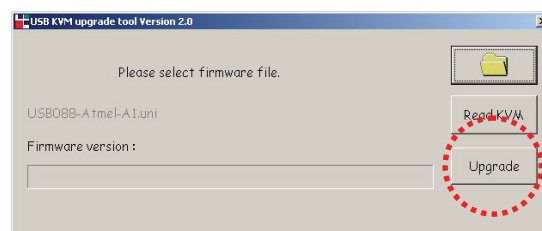U – model – use VGA USB KVM combo cable to connect the HDB connector of KVM PC port 1 and the USB connector of host PC for upgrade
T-model – use VGA USB PS/2 KVM combo cable to connect the HDB connector of KVM PC port 1 and the USB connector of host PC for upgrade. (Note that you have to connect the USB connector instead of the PS/2 one)

Step 6. Click the *browse folder* button and locate the firmware upgrade file, which is with a file extension such as **.uni*.

Select the upgrade file, for example: *UCF-30-11-07.uni*, and click *Open* to load the file and then click *Upgrade* to make it ready for upload….
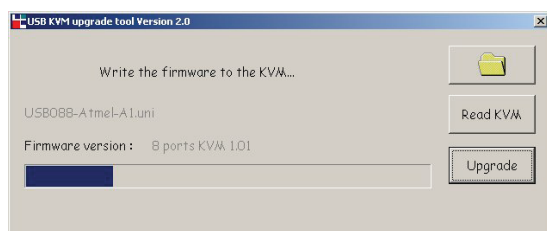

Begin the file upload

✎ Before hitting the *Upgrade* button on the utility program, you should make sure that you have already switched to the host PC (Somehow we suggest you use the PC on Port 1 of the KVM Switch as one that is to perform the firmware upgrade), from which you intend to perform the firmware upgrade. If not, switch to that computer before hitting the *Upgrade* button.

Step 7. After you click the *Upgrade* button, the file transfer progress will begin in seconds and can be monitored through the advancement of the progress bar …. Wait

till the progress bar runs to its full length for the upgrade process to be completed.

⚡Meanwhile, be careful not to power off the computer or disconnect the USB cable connection. Otherwise, the file download will be interrupted and the upgrade process will be aborted. If that does happen, please refer to the *Troubleshooting Q & A section.*

Now the file upload is finished as the progress bar is 100% run through and a prompt appears to remind you that the upgrade is OK!

Click *OK*. Now the firmware upgrade process is completed.

Step 8. *Now, please try to plug off the Power cable and all other cables from the KVM and perform a cold reset ….. Then connect those cables again to the KVM switch….*

Now you can enjoy the newly added functionality and compatibility of the new firmware version.

💡After you have finished firmware upgrade, try the port switching and other functionalities of the KVM Switch to see whether it work fine with the new firmware. If yes, then you have this upgrade process successfully done. Congratulations!

If the file upload process encounters error and can not complete successfully, please reference the troubleshooting Q & A…….

Trouble Shooting Q & A

Q 1: What to do next when the progress bar has stopped somewhere for an unduly long time without any advancement?

A: Normally, after you have pressed and held the first front-panel button till two beeps are heard, the firmware upload will begin just within seconds, and you can see the progress bar advances gradually to full length. However, if the progress bar just stops somewhere in the middle and goes no further for very long time (longer than 5 min), there might be some problem happening during the firmware upgrade process.
If so, simply plug off all the cables from the KVM Switch and then start the whole firmware upgrade procedure again as described in the aforementioned step-by-step instructions….
However, if you find that the mouse and keyboard no longer working from the console of your KVM switch, you can connect keyboard and mouse directly to the host computer [yet the USB cable still has to be re-connected to the KVM Switch] and do the rest of the firmware upgrade procedure as documented previously.

Also you have to make sure that, on the host computer, those unnecessary running programs such as anti-virus program, system monitoring program or some automatic update program should be closed before you perform the upgrade procedure.

💡This firmware is crash-proof. If the upgrade has failed before its completion, just repeat the procedure again for another try.

Q 2: In the middle of the firmware file transfer, my computer was shut down by an unexpected power failure or the USB connection was broken, so what should I do now to restart the whole firmware upgrade procedure?

A. (Just do the same as described in previous question)

Check Firmware version

To check the firmware version on your current KVM Switch, just run the firmware upgrade utility, uniloader.exe, and press the Read KVM *button on the utility window to show the firmware version …*