



Updating Firmware

Room Booking Display Panels
Room Booking Display Players

ABOUT THIS GUIDE

Thank you for purchasing a Room Booking Display Panel or Player from Concierge Displays. This guide describes instructions on how to update the firmware of panels.

PREREQUISITES

1. **A Microsoft Windows computer is being used**

At time of writing, the Firmware Updater tool runs on Windows only.

2. **Ensure the panel(s) are online and accessible**

Use http://IP_ADDRESS_OF_PANEL:8086 to confirm if necessary.

3. **A link to firmware update package has be provided**

A link will be provided by Concierge Displays where you can download the latest package from (normally as a ZIP or password protected ZIP)

For example:

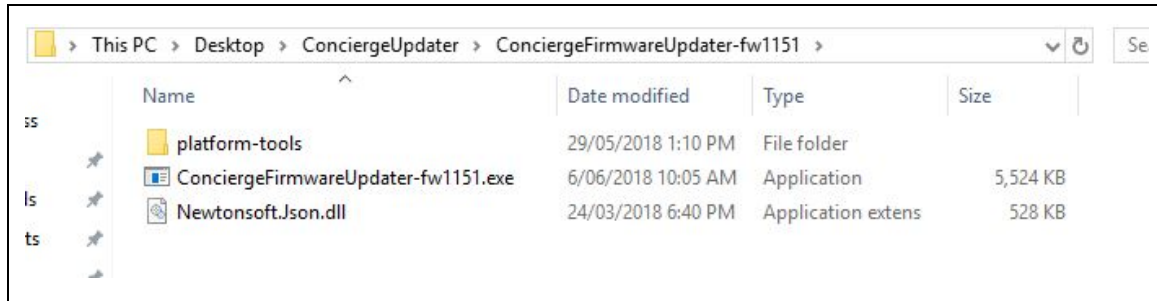
<https://license.conciergedisplays.com.au/serve/ConciergeFirmwareUpdater-fwABCD.zip>

Where ABCD would be a version/revision number.

BASIC STEPS

1. Download and extract the package into a temporary folder

For example, on the desktop `C:\Users\JBloggs\Desktop\ConciergeUpdater` as shown below:



2. Launch a command-prompt session and move into the correct directory

- Press **Windows-Key** then type `cmd` or select and launch the **Command Prompt** application.

Then move into the correct directory:

```
> cd
```

```
C:\Users\JBloggs\Desktop\ConciergeUpdater\ConciergeFirmwareUpdater-fw1151
```

NOTE: use the **TAB** key to autofill paths and filenames.

3. Perform the update

- For example, to target panel at IP address 192.168.178.82, type:

```
> ConciergeFirmwareUpdater-fw1151.exe 192.168.178.82
```

- If the panel has a special password, add the `--password MYSPECIAL_PASSWORD` flag.

NOTE: if the password uses symbols, wrap it in quotes, for example:

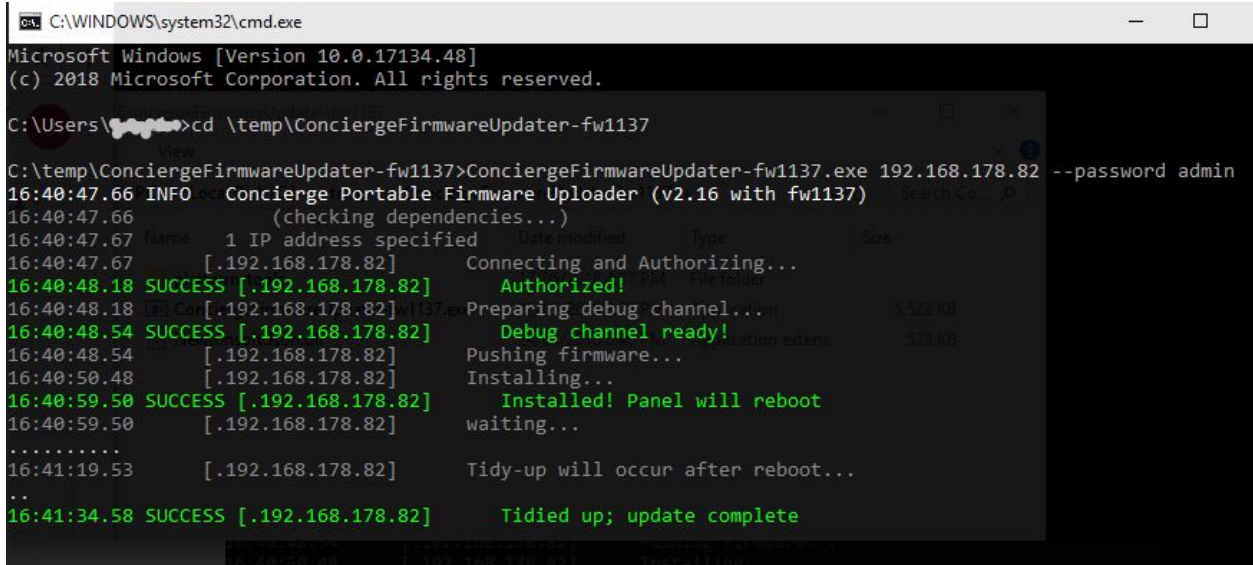
```
> ConciergeFirmwareUpdater-fw1151.exe --password "My&Special@Password"  
192.168.178.82
```

- To specify multiple panels, use multiple IP addresses separated by spaces, for example:

```
> ConciergeFirmwareUpdater-fw1151.exe 192.168.178.82 192.168.178.83  
192.168.178.84↵
```

EXAMPLE BY SCREENSHOT

This example shows files extracted to C:\temp\ConciergeFirmwareUpdater-fw1137:



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.17134.48]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\>cd \temp\ConciergeFirmwareUpdater-fw1137

C:\temp\ConciergeFirmwareUpdater-fw1137>ConciergeFirmwareUpdater-fw1137.exe 192.168.178.82 --password admin
16:40:47.66 INFO Concierge Portable Firmware Uploader (v2.16 with fw1137)
16:40:47.66 (checking dependencies...)
16:40:47.67 Name 1 IP address specified
16:40:47.67 [.192.168.178.82] Connecting and Authorizing...
16:40:48.18 SUCCESS [.192.168.178.82] Authorized!
16:40:48.18 [.192.168.178.82] Preparing debug channel...
16:40:48.54 SUCCESS [.192.168.178.82] Debug channel ready!
16:40:48.54 [.192.168.178.82] Pushing firmware...
16:40:50.48 [.192.168.178.82] Installing...
16:40:59.50 SUCCESS [.192.168.178.82] Installed! Panel will reboot
16:40:59.50 [.192.168.178.82] waiting...
.....
16:41:19.53 [.192.168.178.82] Tidy-up will occur after reboot...
..
16:41:34.58 SUCCESS [.192.168.178.82] Tidied up; update complete
```

ADVANCED OPTIONS

At time of writing, the advanced usage instructions looked like this (use `-?` or `--help` flag)

```
> ConciergeFirmwareUpdater-fw1151.exe -?
```

Concierge Portable Firmware Uploader (v2.17 with fw1151)

```
ConciergeFirmwareUpdater-fw1151.exe [-? | /? | --help] [--dumpCompanion COMPANIONSITE  
COMPANIONPASSWORD] [--password PASSWORD] [IP_ADDRESS [IP_ADDRESS] ...]]
```

where:

--dumpCompanion	Will list all the online panels that have checked into the Companion site and exit.
IP_ADDRESS	The IP address(es) of the panels to update
PASSWORD	The panel's admin password (if "admin" is not used)
COMPANIONSITE	The Companion Site e.g. https://mycompanion.conciergedisplays.com.au
COMPANIONPASSWORD	The password for the Companion Site