



CONCIERGE

Updating Firmware

Room Booking Display Panels
Room Booking Display Media Players

ABOUT THIS GUIDE

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

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

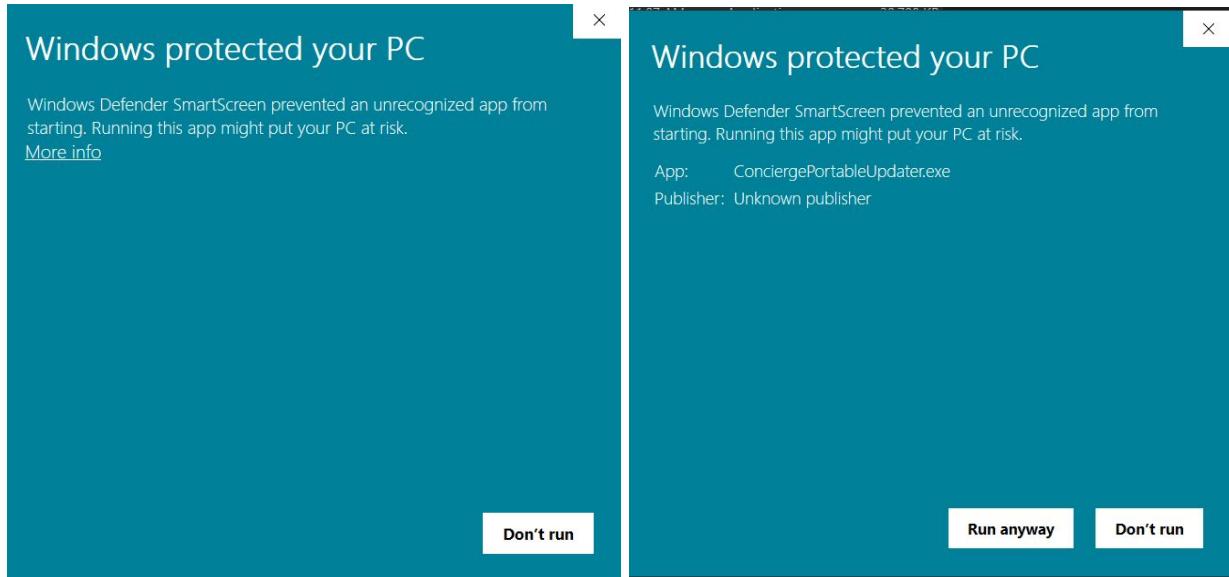
Use `http://IP_ADDRESS_OF_PANEL:8086` to confirm if necessary.

3. Download the latest firmware updater package through our website.

Link: <https://conciergedisplays.co/downloads/>

Find the zip file of latest version underneath 'Concierge Firmware Updates'.

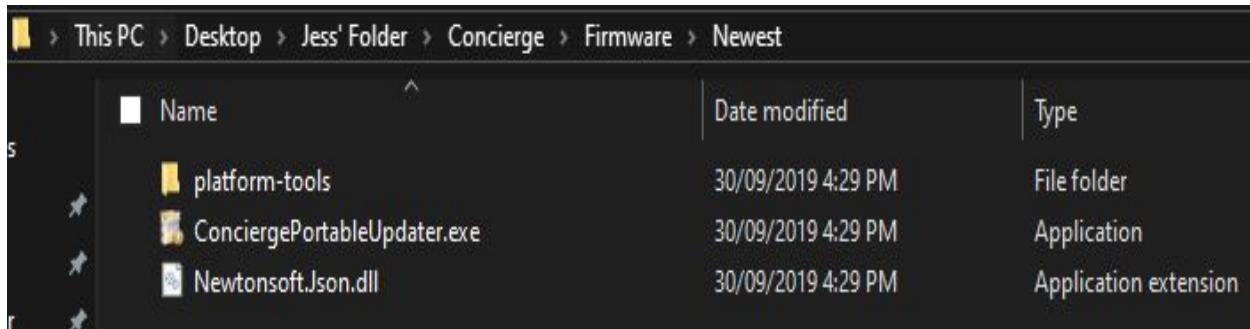
NOTE: When downloading the firmware update zip file, you may have to override the security warnings pop up box, an example is shown below:



BASIC STEPS

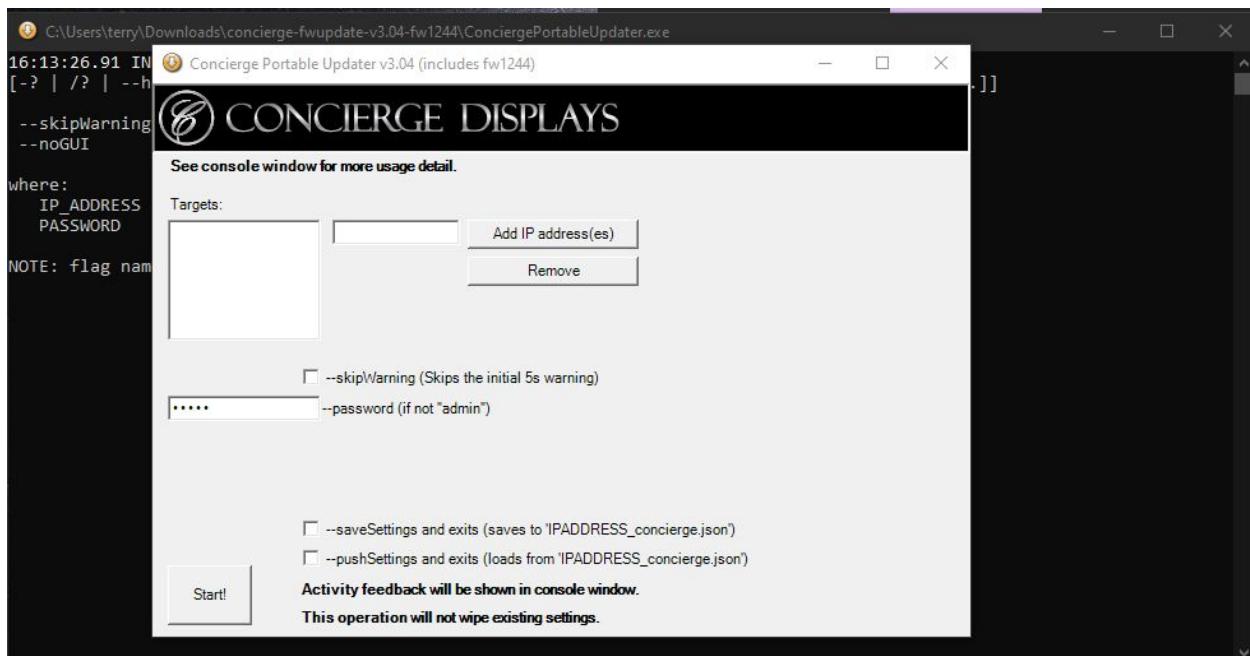
1. Download the zip file and extract the package into a folder.

- For example, on the desktop C:\Users\jess\Desktop\Jess' Folder\Concierge\Firmware\Newest\concierge-fwupdate-v3.07-fw1244, as shown below:



2. Launch the ConciergePortableUpdater.exe application.

As shown below:



- If Command prompt is preferred - then move into the correct directory:

```
> cd C:\Users\jess\Desktop\Jess'  
Folder\Concierge\Firmware\Newest\concierge-fwupdate-v3.07-fw1244
```

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

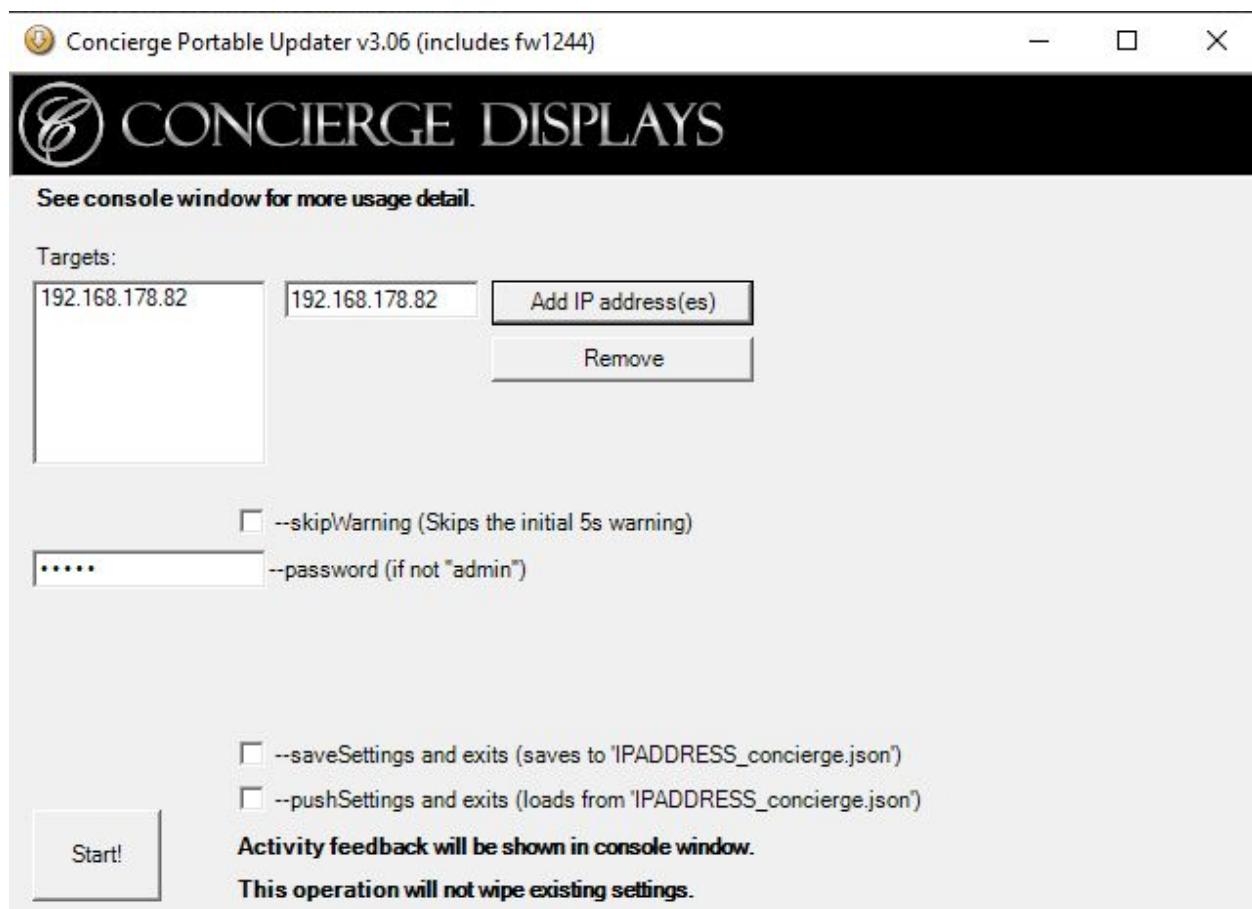
3. Perform the update.

- Add in the IP addresses of the panels into the box next to the 'Add IP address (es)' button.
- To specify multiple panels, use multiple IP addresses separated by spaces, for example:

192.168.178.82 192.168.178.83 192.168.178.84

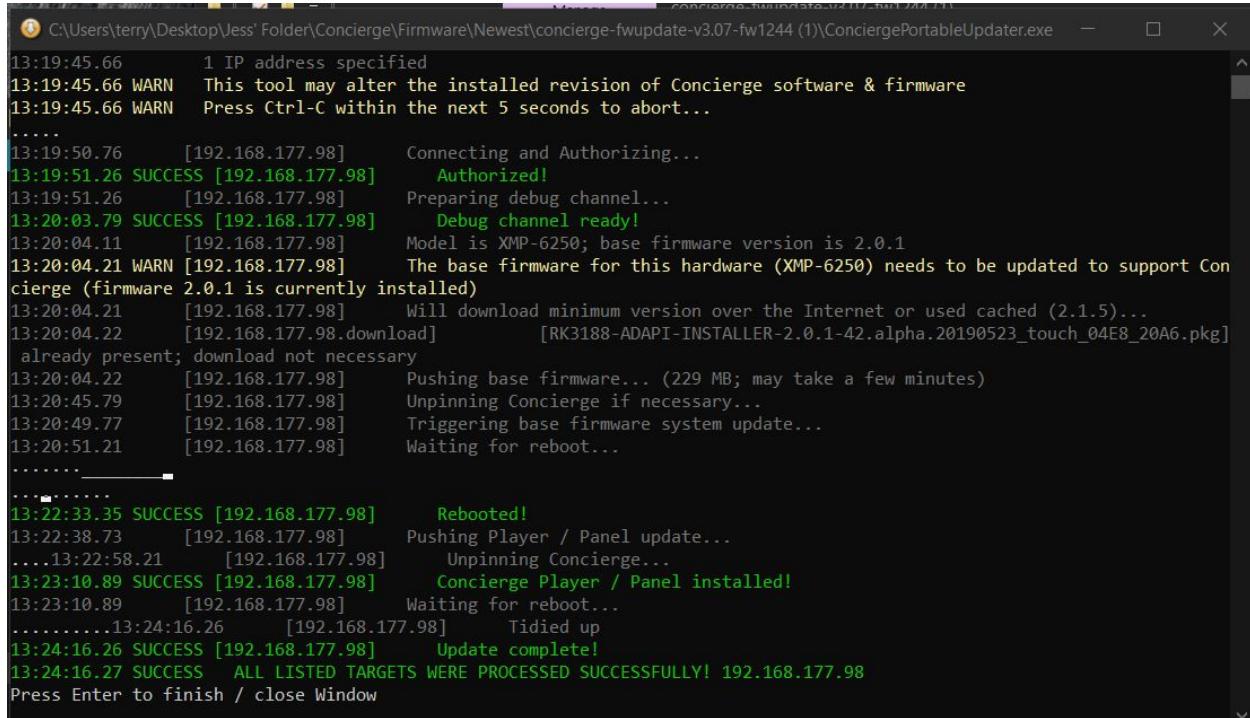
- Press the 'Add IP address(es)' Button.
- NOTE: If the panels have a special password, add the password in the text box next to 'password'.
- Press start.

As shown below:



At the end of the process, it will give an indication if all panels or some have been successful or failed.

See example below:



```
C:\Users\terry\Desktop\Jess' Folder\Concierge\Firmware\Newest\concierge-fwupdate-v3.07-fw1244 (1)\ConciergePortableUpdater.exe

13:19:45.66      1 IP address specified
13:19:45.66  WARN  This tool may alter the installed revision of Concierge software & firmware
13:19:45.66  WARN  Press Ctrl-C within the next 5 seconds to abort...
.....
13:19:50.76      [192.168.177.98]      Connecting and Authorizing...
13:19:51.26  SUCCESS [192.168.177.98]  Authorized!
13:19:51.26      [192.168.177.98]      Preparing debug channel...
13:20:03.79  SUCCESS [192.168.177.98]  Debug channel ready!
13:20:04.11      [192.168.177.98]      Model is XMP-6250; base firmware version is 2.0.1
13:20:04.21  WARN [192.168.177.98]      The base firmware for this hardware (XMP-6250) needs to be updated to support Concierge (firmware 2.0.1 is currently installed)
13:20:04.21      [192.168.177.98]      Will download minimum version over the Internet or used cached (2.1.5)...
13:20:04.22      [192.168.177.98.download]  [RK3188-ADAPI-INSTALLER-2.0.1-42.alpha.20190523_touch_04E8_20A6.pkg]
already present; download not necessary
13:20:04.22      [192.168.177.98]      Pushing base firmware... (229 MB; may take a few minutes)
13:20:45.79      [192.168.177.98]      Unpinning Concierge if necessary...
13:20:49.77      [192.168.177.98]      Triggering base firmware system update...
13:20:51.21      [192.168.177.98]      Waiting for reboot...
.....
13:22:33.35  SUCCESS [192.168.177.98]  Rebooted!
13:22:38.73      [192.168.177.98]      Pushing Player / Panel update...
.....
13:22:58.21      [192.168.177.98]      Unpinning Concierge...
13:23:10.89  SUCCESS [192.168.177.98]  Concierge Player / Panel installed!
13:23:10.89      [192.168.177.98]      Waiting for reboot...
.....
13:24:16.26  SUCCESS [192.168.177.98]  Update complete!
13:24:16.27  SUCCESS  ALL LISTED TARGETS WERE PROCESSED SUCCESSFULLY! 192.168.177.98
Press Enter to finish / close Window
```

If any panels have failed check the error message. Rectify the error and try the process again.

If this does not work pass on the error message to the Concierge Support team for assistance.

We prefer all support tickets are submitted and managed via our Freshdesk portal -

<https://conciergedisplays.freshdesk.com>

Alternatively, for a less timely response, email support@conciergedisplays.com.au.