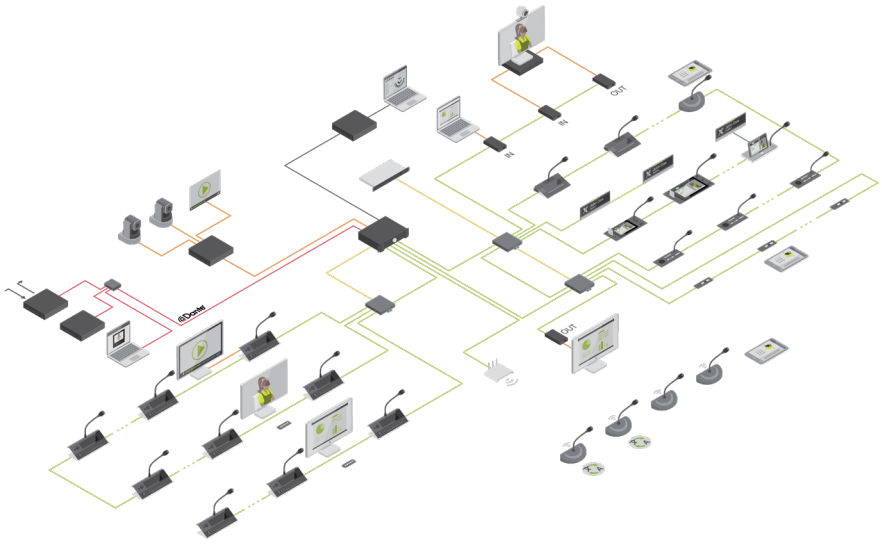
PLIXUS

UPDATE PROCEDURE

LATEST UPDATE: 2024-03-22 (V7.10.26)



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DOCUMENT HISTORY

Version	Date	Description
1.18	2024-03-22	Adjustments for CRP 7.10.26
1.17	2023-07-19	Adjustments for CRP 7.9.9
1.16	2023-06-16	Adjustements for CRP 7.8.18
1.15	2023-03-23	Adjustements for CRP 7.7.9
1.14	2023-01-20	Adjustements for CRP 7.7.6
1.13	2022-10-28	Adjustements for CRP 7.6.11
1.12	2022-10-06	Adjustements for CRP 7.6.9
1.11	2022-09-08	Adjustements for CRP 7.4.8
1.10	2022-06-22	Adjustments for CRP 7.4.5
1.9	2022-03-24	Adjustments for CRP 7.3.13
1.8	2021-07-06	Adjustments for CRP 7.2.15
1.7	2021-05-17	Ajustments for CRP 7.1.17
1.6	2020-06-03	Initial version (CRP 7.0.12)

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GETTING STARTED

About This Document

The main purpose of the Plixus Update procedure is describe how to update a Plixus system.

As a result, this document is intended for **distributors**, **integrators**, **installers**, **end users** and anyone else who needs to perform a software update of a Plixus system.

Throughout this guide we use icons to designate different types of information:

	This is a note. A note gives additional information, such as the meaning of the color of the microphone LEDs. A note also provides information that may only be applicable to some situations.
	This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.
	This indicates that something is very important. Important information is something that you need to do in order to accomplish a certain task.
	This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems when using our systems.

Compatibility

It is advised to take along spare equipment in this update process. If your setup is linked to a wireless setup, please **update the Confidea G4 (WAP + WDU) and/or Confidea G3 (WAP + WDU)** to the latest version before updating the Plixus system to ensure full compatibility.

When your system contains a Wireless solution please keep the following in mind to be compatible:

- The Confidea G4 needs to be at least on version 7.7.6
- The Confidea G3 needs to be at least on version 3.9

All system components should at least contain a CRP 6.3.43 version or higher (check table with versions below)

Product	Application Firmware	Software
Plixus MME / AE	6.2.1	6.3.43
Plixus AE-R	6.5.1	6.3.43
Plixus NE	6.1.1	N/A
Plixus NEXT	6.1.1	N/A
uniCOS F/MM	6.5.1	6.3.43
uniCOS F/MM v2	7.2.1	6.3.43
uniCOS F/MM-10	6.4.2	6.3.43
Confidea T	7.1.1	N/A
Confidea F	7.1.1	N/A
Confidea F-DIV-C	7.1.1	N/A
Confidea F-CS	7.1.1	N/A
Confidea F-dual	7.1.1	N/A
Lingua ID	6.2.1	6.3.43
Plixus V-IN	6.1.1	N/A

Product	Application Firmware	Software
Plixus V-OUT	7.2.1	N/A
Plixus Nameplate	6.3.1	N/A
Plixus Nameplate USB	6.2.1	N/A
uniCOS F-MM7	7.2.1	6.3.43
uniCOS F-MM10	7.2.1	6.3.43
uniCOS-T-MM10	7.2.1	6.3.43
uniBOX	7.2.1	6.3.43
Confidea FLEX / FLEX-S	7.6.1	6.3.43
Confidea F-BOX	7.6.1	N/A

In case some of the Plixus components don’t match, please contact https://www.televic.com/en/conference/support for further instructions.

PLIXUS BACK UP AND RESTORE PROCEDURE FOR CONFIGURATIONS (VERSION 7.X OR HIGHER)

Use the procedure described below to back up and restore a CRP 7.X configuration.

When upgrading a system from CRP 6.X or lower, all configuration needs to be remade. No configuration will be transferred/converted to an CRP7.X or higher version.

Download And Upload Configurations

BACKUP CONFIGURATION

Before you updating the system it's best to create a backup of the system. Go to **(Technician page)** -> **Settings** -> **Backup** -> click **Export configuration**.

The backup file will be a XXXXXX_config_archive_XXXX-XX-XX_XXhXXmXXs.tgz file in the download folder of your computer.

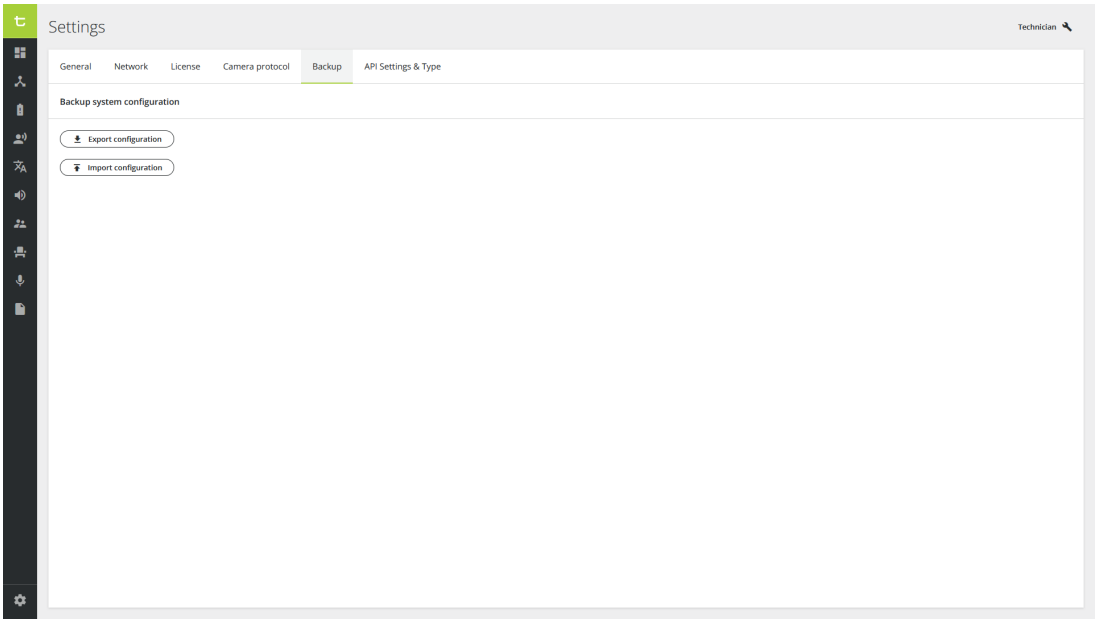


Figure 1-1 The System Info page where you can download and upload configurations

RESTORE CONFIGURATION

1. Go to **(Technician page)** -> **Settings** -> **Backup** -> click **Import configuration** - > browse to the XXXXXX_config_archive_XXXX-XX-XX_XXhXXmXXs.tgz file (=backup file of the Confero system)

2. Perform a **power cycle** of the engine.

PLIXUS UPDATE PROCEDURE (FOR VERSION 6.X)

Carefully execute the following steps in order to guarantee a smooth upgrade towards the latest version:

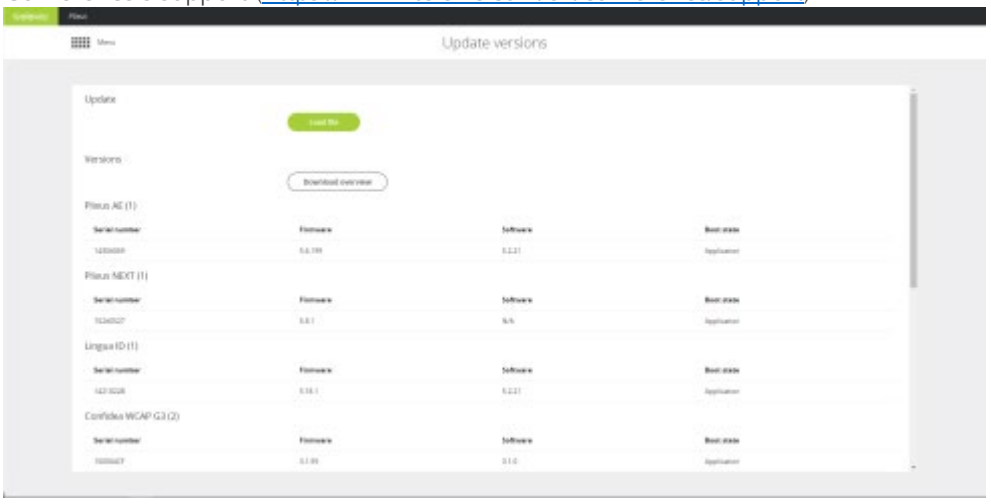
We recommend to use the latest version of the Chrome browser

For the Plixus system there are two update files: **Multimedia** and **Essential**. When your system contains UniCOS and/or UniBOX devices please upload the **Multimedia** update file first, and then the **Essential** update file. If the Plixus system doesn't contain these devices then you only need to use the **Essential** update file.

1. In case you have one or more wireless access points (WCAP) connected on the system, please remove these from the setup before starting the update. Make sure that all other Plixus devices which are part of the system are connected to the Plixus engine. It is good practice to even connect and update the spare units.

2. Switch on the engine and go to the Plixus web server using the IP address of the engine (default: 192.168.0.100).

3. In the main menu select **Update versions** . On this screen you can see the version numbers of all units connected to your system. If you do not see the version numbers, please contact Televic Conference's support (https://www.televic.com/en/conference/support)



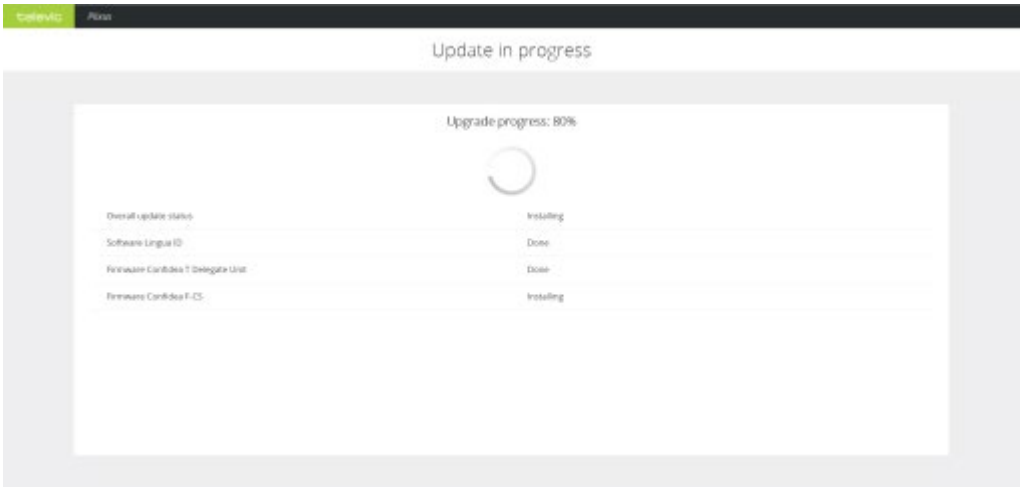
4. Go https://www.televic-conference.com/en/products/software/software-updates/confero-software-updates to find the latest updates. Download the appropriate update file(s).

5. On the **Update versions** page click **Load file** and select the correct Plixus update file (see remark in the beginning of the procedure).

6. Click **Start update**, you can monitor the update progress during update.

Do not disconnect, switch off, change configurations or refresh the update page while the update process is ongoing.

A complete update of a system might take up to 45 minutes. This duration depends largely on the number of units and the amount of different unit types connected to your system.



7. When the update is complete, click **Reboot system**.

If your system contains uniCOS and/or uniBOX devices you first need to update your system using the **Multimedia** update file. And then you need to update your system again using the **Essential** update file.

PLIXUS UPDATE PROCEDURE (FOR VERSION 7.X)

Carefully execute the following steps in order to guarantee a smooth upgrade towards the latest version:

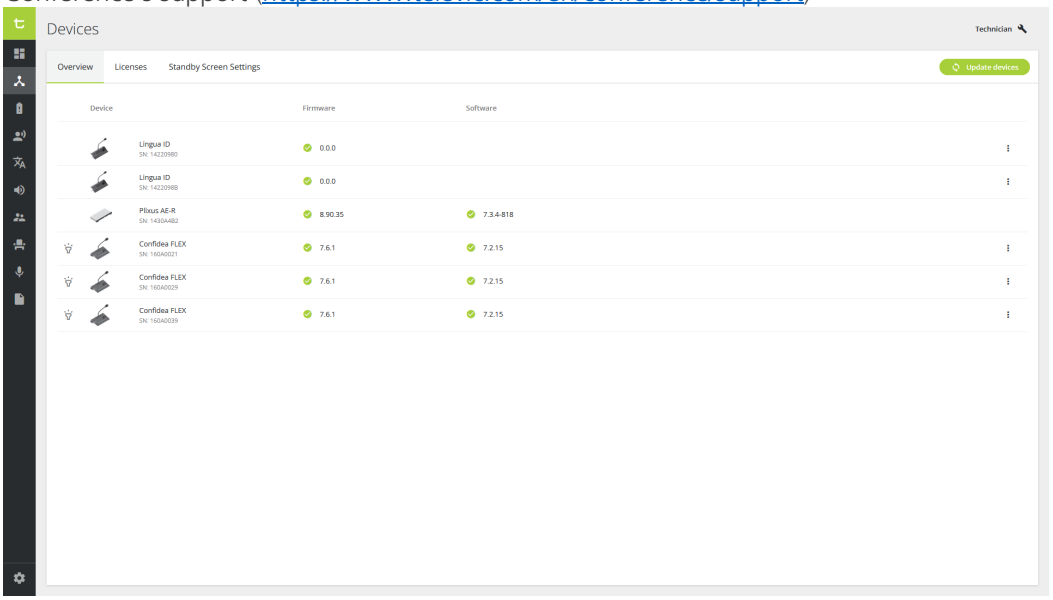
We recommend to use the latest version of the Chrome browser

For the Plixus system there are two update files: **Multimedia** and **Essential**. When your system contains UniCOS and/or UniBOX devices please upload the **Multimedia** update file first, and then the **Essential** update file. If the Plixus system doesn't contain these devices then you only need to use the **Essential** update file.

1. In case you have one or more wireless access points (WCAP) connected on the system, please uncouple these from the setup before starting the update (WCAP and WDU needs to be separately updated). Make sure that all other Plixus devices which are part of the system are connected to the Plixus engine. It is good practice to even connect and update the spare units.

2. Switch on the engine and go to the Plixus web server using the IP address of the engine (default: 192.168.0.100).

3. Go to **(Technician page)** -> **Devices**. On this screen you can see the version numbers of all units connected to your system. If you do not see the version numbers, please contact Televic Conference's support (https://www.televic.com/en/conference/support)



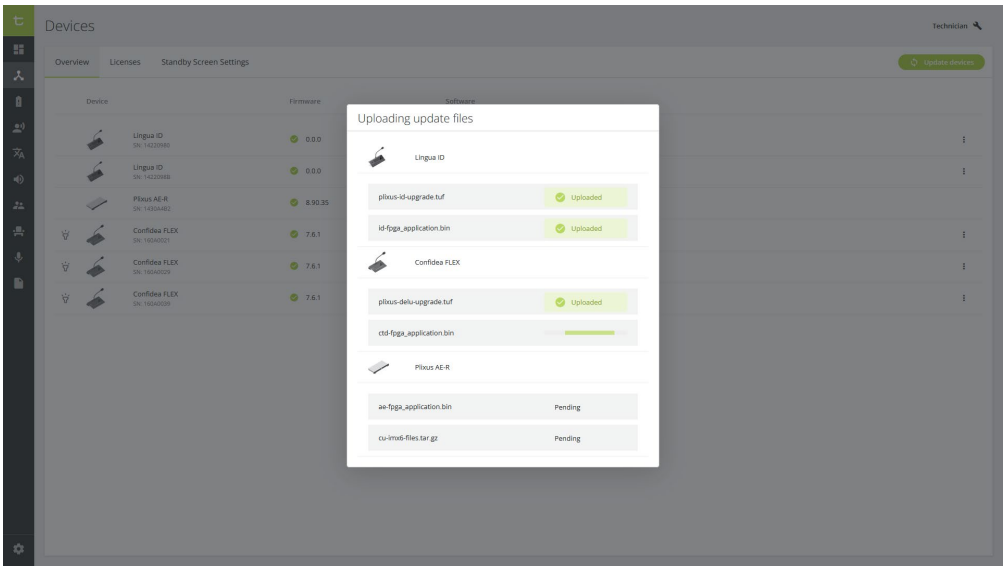
4. Go https://www.televic.com/en/conference/support/software-updatess to find the latest updates. Download the appropriate update file(s).

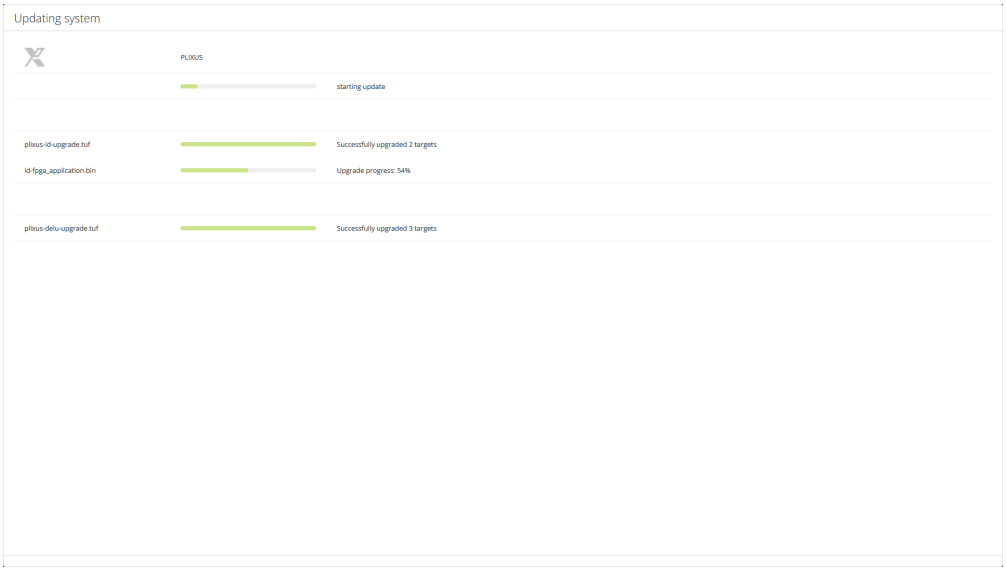
5. On the **Update versions** page click **update devices** and select the correct Plixus update file (see remark in the beginning of the procedure).

6. Click **update**, you can monitor the upload and the update progress during update.

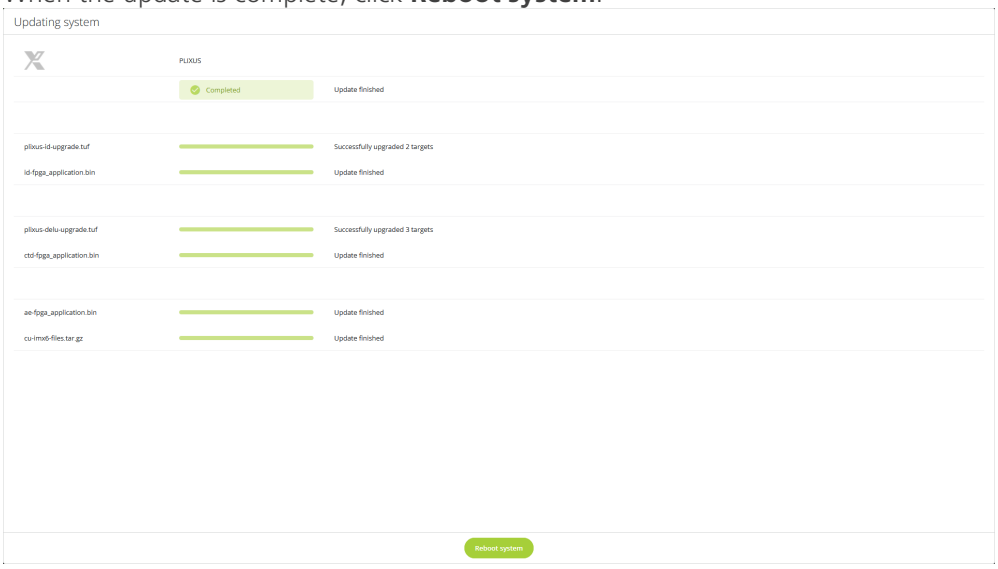
Do not disconnect, switch off, change configurations or refresh the update page while the update process is ongoing.

A complete update of a system might take up to 45 minutes. This duration depends largely on the number of units and the amount of different unit types connected to your system.





7. When the update is complete, click **Reboot system**.



If your system contains uniCOS and/or uniBOX devices you first need to update your system using the **Multimedia** update file. And then you need to update your system again using the **Essential** update file.

We recommend to **reboot the system** before executing an upgrade.

CHECK VERSION AFTER UPDATE

After completion of the update process, you can go to **(Technician page)** -> **Devices** to check that all version match the following table. If versions don't match this table, contact Televic Conference support (https://www.televic.com/en/conference/support).

When your system contains a Wireless solution please keep the following in mind to be compatible:

- The Confidea G4 needs to be at least on version 7.7.6
- The Confidea G3 needs to be at least on version 3.9

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Plixus NEXT	7.4.1	N/A
uniCOS F/MM 1st gen	6.8.1	7.10.26
uniCOS F/MM v2 1st gen	7.5.1	7.10.26
uniCOS F/MM-10 1ste gen	7.4.1	7.10.26
uniBOX 1st gen	7.4.1	N/A
Confidea T	7.3.1	N/A
Confidea F	7.5.1	N/A
Confidea F-DIV-C	7.2.1	N/A
Confidea F-CS	7.1.1	N/A
Confidea F-dual	7.3.1	N/A
Confidea F-dual 2nd gen	7.2.1	N/A

Product	Application Firmware	Software
Lingua ID v1	7.12.1	7.10.26
Lingua ID MM	7.12.1	7.10.26
Lingua ID v2	7.4.1	7.10.26
Plixus V-IN	7.4.1	N/A
Plixus V-OUT	7.4.1	N/A
Plixus Nameplate	7.2.1	N/A
Plixus Nameplate USB	6.2.2	N/A
uniCOS F-MM7 2dn gen	7.15.1	7.10.26
uniCOS F-MM10 2dn gen	7.15.1	7.10.26
uniCOS-T-MM10 2dn gen	7.15.1	7.10.26
uniCOS F/MM-7 v2 2nd gen	7.5.1	7.10.26
uniCOS F/MM-10 v2 2nd gen	7.5.1	7.10.26
uniCOS T/MM-10 v2 2nd gen	7.5.1	7.10.26
uniBOX 2dn gen	7.6.1	7.10.26
Confidea FLEX	7.10.1	7.10.26
Confidea F-BOX	7.7.1	N/A

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