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- SERVUS & ILLUS FIRMWARE UPGRADE

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Dear TELETASK customer,

This document explains how to upgrade your SERVUS or ILLUS multimedia touch screen to the latest available software version (CDRom). You need a (mobile) PC with Windows OS installed, a CDRom drive and an Ethernet connection available.

Important notice: The upgrade is to be done by a skilled TELETASK service specialist only. Damage caused during this process is not covered by the TELETASK warranty.

To directly connect the touch screen terminal to your PC, you will need a CAT5 'cross' cable. You can connect the TELETASK touch screen to your local network trough a hub unit, by using a standard CAT5 patch cable or Ethernet cable (pin-to-pin).

To upgrade, follow the steps below:

1. You need a PC with Windows NT/2000 or XP/2003 installed.
 2. Connect your SERVUS/ILLUS to the Ethernet connector on you PC.(RJ45 connector).
SERVUS: *On the SERVUS, the Ethernet connector is located behind the SERVUS front panel in the lower left corner. Only the front panel has to be removed.*
ILLUS: *The Ethernet connector is hidden under the back cover and is accessible from the main rectangular connector opening beside of the telephone connector. The back cover is not to be removed for this upgrade.*
- Be very careful not to have to much of pressure on the RJ45 connector and the printed circuit board.
3. To be able to communicate between SERVUS/ILLUS and your PC, both the units need a unique IP address. The TELETASK unit has the pre-defined static IP-address 192.168.000.099, subnet mask 255.255.255.000. Make sure that your PC is configured (Windows Control panl / Network settings / Windows TCP/IP settings of your network adapter) with for example **TCP/IP address 192.168.000.098, subnet mask 255.255.255.000.**
 4. Now start the batch file on the TELETASK upgrade CDRom. In case of a SERVUS, this file is called 'NK_SERVUS_xxx_yyy_zzz.BAT' or in case of an ILLUS this file is called 'NK_ILLUS_xxx_yyy_zzz.BAT'. The necessary TELETASK program is automatically started.
the xxx can be the version you want to install (ex. 280 for version 2.80)
the yyy can be EU, CN or USA (EU=European version, CN=Chinese, USA=American)
the zzz can be TTS or nothing (take TTS if you have a Text-To-Speech licence)
 5. Leave the PC as is and set dipswitch nr. 4 on the SERVUS/ILLUS main board to 'ON' (DP4 is default in the 'OFF' position). If not yet done, connect power on the SERVUS/ILLUS AUTOBUS connection or if already powered, push the reset button (placed close to the dipswitches), and release the button after about 1 second.

Important notice: If the communication which is explained below is not working, check if you have Fire wall software installed on your computer, which may block the SERVUS upgrade software to communicate with the SERVUS unit. If so, temporarily disable the blocking of the used IP address.

Example: 'Norton internet security' may block the communication. In such case, we recommend to disable Norton internet security temporarily for 30 minutes.

After a delay of maximum 1 minute, a progress bar appears on the touch screen.

SERVUS: *First a blue box appears, then green blocks appear.*

ILLUS: *First a dark grey box appears, then more dark boxes and after some longer delay, again light gray boxes appear.*

The touch screen is now communicating with the PC and the new software version is downloaded in the flash memory of the unit. After finishing this process, the screen automatically becomes dark to confirm the end of the upgrade process.

6. Set dipswitch 4 back in the 'OFF' position and restart your touch screen unit by short pushing on the reset button beside of the dip switches.
7. Set the appropriate AUTOBUS address on the configuration screen of the touch screen (password is 09876).
8. Check if the new version is downloaded by clicking on the '?' button of the touch screen. The software version is written on the CDROM.
Remark: don't mix the SERVUS/ILLUS software version with the PROSOFT/TIMESOFT software version number. Both are different.
9. Disconnect the Ethernet CAT5 connection (be careful when disconnecting the RJ45 Ethernet connector, not to damage the printed circuit board).
10. If necessary, reconfigure the TCP/IP settings of your computer to the original settings (most of the cases this is IP-address settings to automatic/dynamic IP-address).
11. Download the SERVUS/ILLUS setting from the central unit through PROSOFT as usual.

Good luck with your new software version !

TELETASK support