



WYCOM SYSTEMS, INC.

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## 1. Version Management (KEYBOARD:S,V)

The Version Management menu provides a means to 1) update graphics and software on the WYCOM UNIT, 2) select versions loaded in the WYCOM UNIT and 3) delete versions.

1. Connect a PS/2 compatible keyboard to the Keyboard Port (located on the back of the unit)
1. Set the Wycom's executive key switch to KEYBOARD.
2. Select option "S Setup and Capture".
3. Select option "V Version Management", and a screen similar to the following will appear.

```
[U] Upgrade via Network
[S] Select Version
[D] Delete Version
Version Management Option:
```

### 1.1.1.1 Upgrade the WYCOM UNIT via the Network (Internet)

After a new order has been completed, Wycom can make the update available via the Internet. When the update is made available at Wycom, you can use the Update feature of the WYCOM UNIT to obtain the changes.

Note Update only works when a Wycom Customer Service Representative makes your updates available via the Internet. If these updates have not been made available, then the WYCOM UNIT will not be able to connect.

From the Version Management screen (See the section "Version Management" to access this screen), select option "U" for "Upgrade via Network". The following screen will appear:

```
Upgrade will establish a two-way
connection between Wycom Corporation
and your network.
Continue (Y/N)?
```

The upgrade software will allow Wycom to perform consistency checks on the WYCOM UNIT, upload software and modify the operation of the unit. Answering "N" means that you do not want Wycom to perform and upgrade. Answering "Y" indicates that you are allowing Wycom access into your network to your WYCOM UNIT.

If you selected "Y", then the following screen will appear:

```
Host IP : <press return for default>
```

You should press <ENTER> unless directed to do otherwise. This screen provides a mechanism to specify an alternate IP address in the case that the pre-programmed IP address is inaccessible. When you press <ENTER>, the WYCOM UNIT will attempt to connect to Wycom. The following screen will appear:

```
status 2400: starting update
```

#### 1.1.1.1.1 A typical update

If an update is available, the WYCOM UNIT will display:

```
status 2400: starting update
status 8009: authenticating
status 8011: checking versions
status 8014: updating please wait
...
status 8002: reboot required
The system will now reboot
press any key to continue
```

When you press a key, then the system will reboot. After the system has rebooted, your new update will be active. If you receive any errors when downloading, please check your firewall settings described on next page.

## 2. Important steps:

- Make sure your Firewall is properly configured to allow traffic on port 15000
- Make sure that you have entered a valid gateway address
- Make certain that you DO NOT enter a host(Wycom's server) IP address when prompted

Keeping these 3 important steps in mind when attempting the download will ensure better results

## 3. Firewall configuration

Two of the WYCOM UNIT features, "Wycom Connect", and "Wycom Update" require access to the Internet. If you plan to use these features your firewall should be configured to allow the WYCOM UNIT to communicate with Wycom's update server.

Please contact your System Administrator and provide the following information:

Internal IP Address	: <if possible, do not specify>
External IP Address	: 204.200.27.56
Port type	: TCP
Port number	: 15000
Direction	: outgoing

**NOTE:** Some firewall policy requires both an internal and an external IP address. If possible, Wycom suggests that the internal IP address not be specified. This will allow you to change the internal IP address of the WYCOM UNIT without requiring a change in the firewall rule.

The IP address 204.200.27.56 is the IP address of our update server, and is the default IP address for both wycom connect and wycom update. If the firewall rule does not require that you specify this address, then you can safely ignore this address.

The port should be opened "outgoing" only. This will prevent outside machines from initiating communications with devices inside your network.

If you have any questions, please contact Wycom Customer Service at 800.869.0236 Option 3, between the hours of 8 AM to 5 PM Pacific Time.

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