Cisco Room Panorama and Room 70 Panorama

Display Firmware Update Guide

Products covered in this guide:

- Cisco Room Panorama
- Cisco Room 70 Panorama

This guide explains how to update the current firmware version on the Samsung displays included in the Cisco Room Panorama and Cisco Room 70 Panorama systems.

Contents

Samsung Display Firmware Versions

This guide explains how to update the current firmware version on the Samsung displays included in the Cisco Room Panorama and Cisco Room 70 Panorama systems.

Cisco Room Panorama

The Room Panorama contains two 82" or 85" displays and one 65". You might need to update all three. For the displays to perform as intended, Cisco recommends to update to the newest firmware versions available on cisco.com. See **Chapter 2** for details.

Cisco Room 70 Panorama

The Room 70 Panorama contains either a 55" or a 65" display that you might need to update. The dual 70" displays are not Samsung displays, and are already running their latest firmware. For the Samsung display to perform as intended, Cisco recommends to update to the newest firmware versions available on cisco.com. See **Chapter 2** for details.

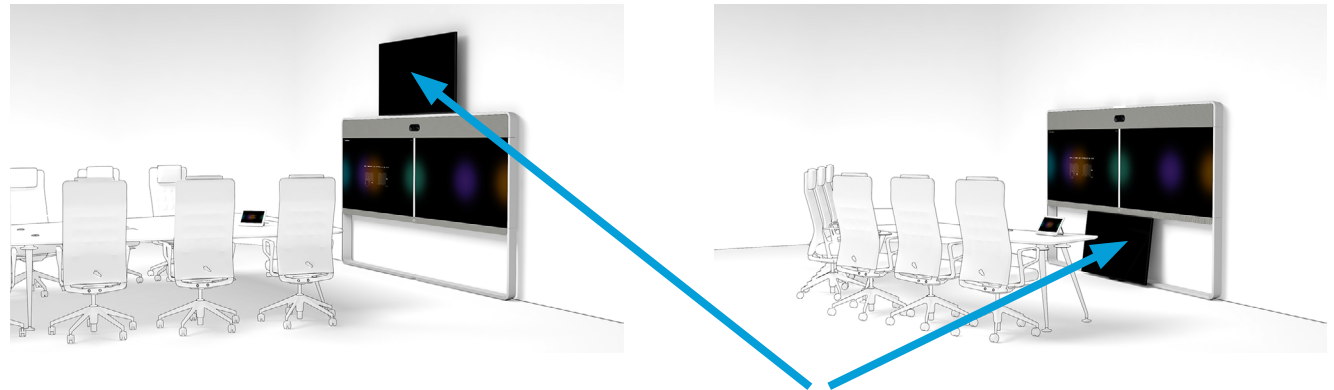## Check the current firmware version of the display(s)

To check the firmware version installed on each Samsung display, use your Samsung IR Remote:

1. Press the *Menu* button.
2. Using the *Arrow* buttons, navigate in the on-screen menu to *Support > Contact Samsung* and press the *Enter* button on the remote.
3. You'll see the current firmware version in the last part of the *Software Version* field.


The Room 70 Panorama has only one Samsung display – either a 65" display placed above the dual screens, or a 55" display placed below the dual screens. The Room Panorama contains three Samsung displays.

Note:

You will get a notification on the Room Navigator if the display firmware is out of date.

It is also possible to check the current firmware version on the web interface.
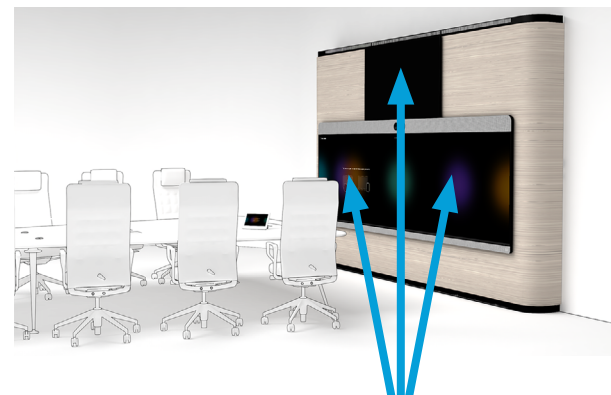
1 Getting the firmware files

Download the firmware update files for each screen you need to update:

1. On your computer, open a web browser and go to http://software.cisco.com/download/home/
2. To search for the files, start typing Room Panorama or Room 70 Panorama in the *Select a Product* field and select it from the list when it appears.
3. In the pane on the left side of the window click the arrows to expand *All Release* and then *1*. Underneath, click on **Samsung display**.
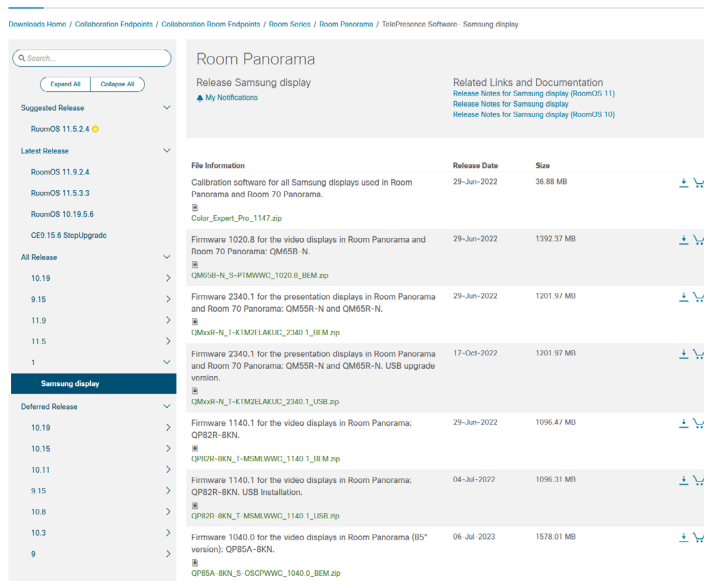
4. Scroll through the list in the main window to find the files:
   - For the QP82R-8KN (82" screens): T-MSMLWWC
   - For the QM55R-N and QM65R-N (55" and 65" screens): T-KTM2ELAKUC
   - For the QM65B-N (65" screen): S-PTMWWC
   - For the QP85A-8KN (85" screens): S-OWCPWWW

5. Click the download icon(s). Login to your Cisco account when prompted and select a location on your computer for the files.

2 Upgrading the firmware with a USB stick

Upgrading the screen firmware using a USB stick is only required for screens with firmware with older version numbers:

QM55R-N / QM65R-N

- 2123.0

- 2151.0

If you have 2210.1 or newer, please update via the codec. See **Chapter 5**.

QP82R-8KN

If you have 1140.1 or newer, please update via the codec. See **Chapter 5**.

QP85A-8KN / QM65B-N

All firmware versions: please update via the codec. See **Chapter 5**.

To update your screens with a USB stick, make sure you have handy:

- a USB-stick with at least 4 GB of free space
- the Samsung IR Remote Control included with your system
- a computer, for downloading the firmware files and copying them to the USB-stick

1. Unzip the downloaded files and place the contents of the image folder on the root of the USB stick.

2. Safely remove the USB-stick from the computer. Now you're ready to update the screens.

3 Locate the USB ports

The firmware update procedure is identical for all three types of screen. However, the USB ports are in different locations depending on the screen.

Access the USB port on 82" screens

Each of the two 82" screens in the Room Panorama is controlled by its own One Connect Box. To locate the One Connect Box on each screen and update it separately:
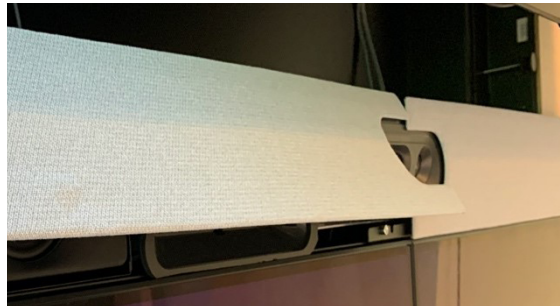
1. Lift the bottom of the smaller QM65R–N presentation screen and tilt it upwards, so that it stays in the open position.

2. Remove the plastic ring around the camera on top of the dual screens.

3. Remove both speaker grilles. Tilt the lower edge of each grille upwards and then lift it off the brackets at the top.

4. Facing the screens and going from left to right, remove speaker number 4 on the left side and speaker number 2 on the right side. Pull the speakers straight out and disconnect them.

5. Reach into the space behind the removed speaker on each side, to find the One Connect Box for that screen. Each One Connect Box has three USB ports on the left side.

6. Insert the USB–stick into any one of the USB ports. To run the update, see "Run the firmware update" on page 7 in this guide.

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Access the USB port on 55"/65" displays

In the Room Panorama setup, a 65" presentation display is positioned above the dual screens. The Room 70 Panorama has either a 65" display above or a 55" display below the dual screens.

1. Lift the bottom of the presentation display and tilt it upwards, so that it stays in the open position. This only applies to presentation displays positioned above the dual screens.
2. There is a row of connectors on the back of the display, on the right side as seen from the front. The USB port is at the top.
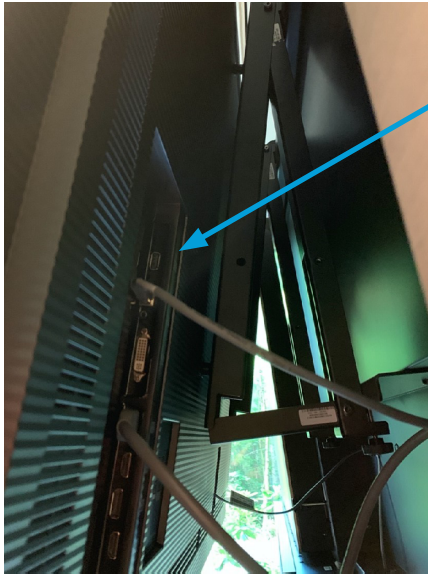
3. Insert the USB-stick into the port. To run the update, see "Run the firmware update" on page 7 in this guide.

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4 Run the firmware update

To run the update on any of the screens:

1. With the USB stick inserted in the screen's USB port, press the *Menu* button on your Samsung IR remote.

2. Use the *Arrow* buttons to navigate in the on-screen menu to *Support > Software Update* and press the *Enter* button on the remote.
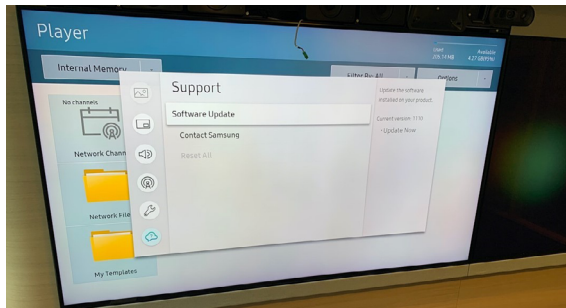
3. Press *Enter* again to select Update Now from the menu.

4. A popup box will appear showing the currently installed version. Select Update on the menu and press *Enter*.

5. The screen will be updated and then reboot itself.

6. After the reboot is complete, remove the USB-stick.

Remember, all three screens used in the Room Panorama system might need an update. In that case, you update each one separately. When all three updates are complete, restart the Room Panorama system again. Put your screens and speakers back in place.

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5 Screens Firmware Upgrade from the Web Interface

The display upgrade from web interface is not supported until 1140.1 firmware and later for the QP82R-8KN (82 inch) video display, and 2210.1 firmware and later for the QM55R-N and QM65R-N (55 and 65 inch) content displays. For QP85A-8KN (85 inch) and QM65B-N (65 inch) content display, upgrade from web interface is supported for all firmware versions.

This feature is made so the administrator can upgrade the Samsung screens firmware from the web interface, instead of connecting a USB to the screen. The Samsung screens are connected on the codecs local network and work regardless of HTTP/HTTPS setting on the device. This feature is supported with CE 9.15.0. The administrator needs to get the Samsung software package from Cisco support. **See Chapter 1**.

1. The Samsung software package can be uploaded to a specific tab on the web interface. Log into the Panorama device interface, go to SYSTEM MAINTENANCE / **Software**, select the **Display Upgrade** tab. Click the **Browse** button to upload the screen software.
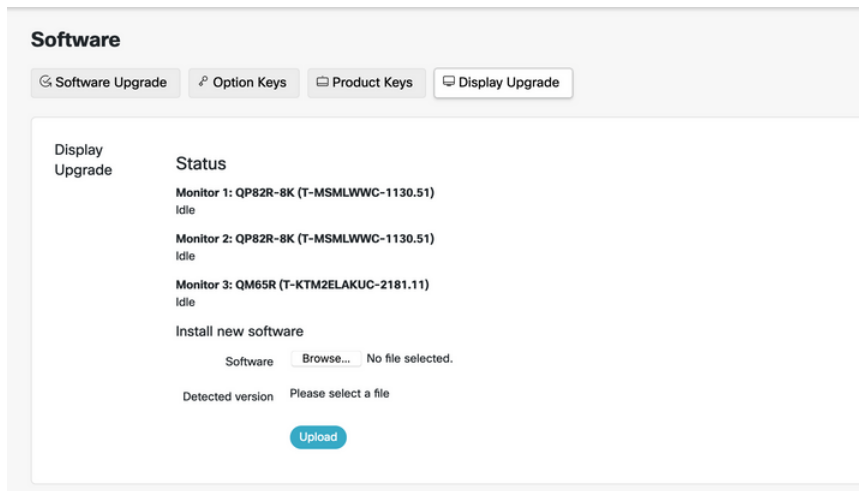
2. After you've uploaded the software, select the monitor of the **Install targets,** then click the **Install Package** button.

Note: It takes a couple of minutes after the system wakes up for all displays to be correctly detected. If the screens cannot be detected on this page, please double check the following configurations. Make sure the screen CEC mode is turned to **On**.

*c xConfiguration Video Output Connector 1 CEC Mode: On

*c xConfiguration Video Output Connector 2 CEC Mode: On

*c xConfiguration Video Output Connector 3 CEC Mode: On

3. After the screen upgrade is done, the Status will show as **Success**.
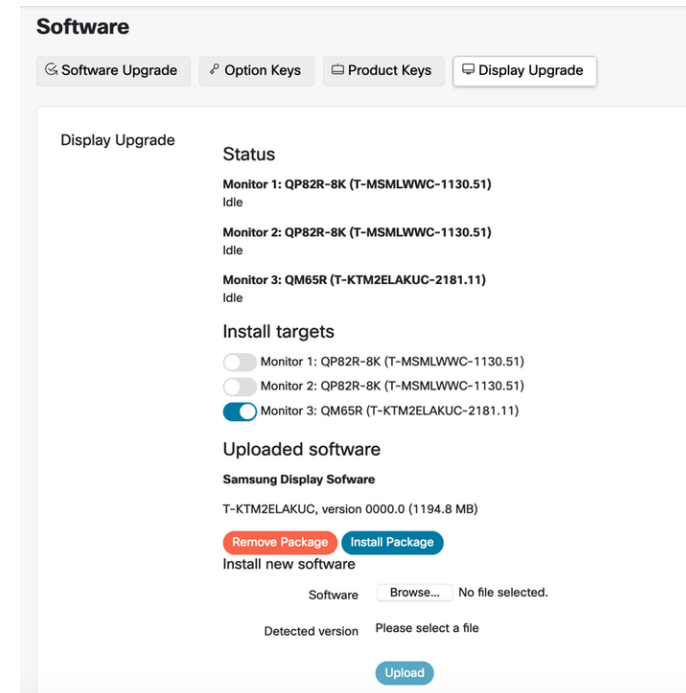
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