

VIA Registration Procedure for Firmware 2.0 onwards

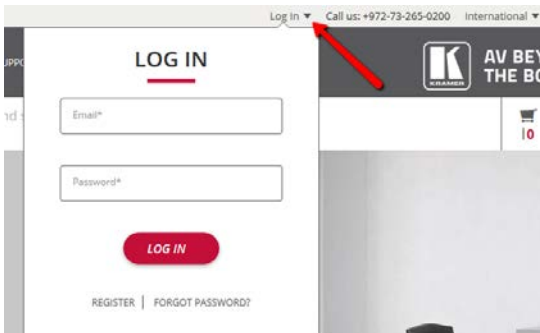


Please note that **version 2.0.0716.774 must be installed** before upgrading your VIA device to the latest firmware.

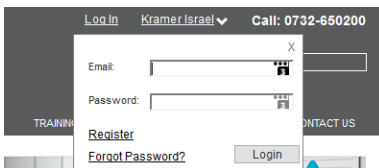
The registration procedure is required for downloading authentication files used to upgrade firmware in VIA devices.

A. Register / Create New Account

1. Go to www.kramerav.com.
2. Click **Log In** in the upper right corner of the Web page:



Or



If you are a registered user, renew your password by clicking the following link:
<http://k.kramerav.com/products/forgotpass.asp>

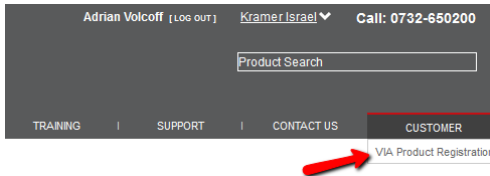
If you are a new user, [click here](#) and fill out the Kramer Registration form. Verify that you change the contact type to **VIA Owner**.

3. Enter your email and password and click **Login**. The Customer tab appears in the main menu of the Web page.



B. Register your VIA Devices

1. Hover over the Customer tab and click **VIA Product Registration**:



2. Register your VIA devices according to the information displayed in the VIA Product Registration Web page. Note the following:

- Your VIA device serial number is displayed on the silver sticker at the rear of your VIA device. The serial number is composed of 14 digits.
- If you enter incorrect serial numbers, the system displays these devices as unknown:

Unknown (3)

Product name	serial Number	Dealer	Warranty	STATUS	
	05140000000020		1/1/1900	Invalid Serial Number	Edit Delete
	8149014900319		1/1/1900	Invalid Serial Number	Edit Delete
	05140000000026		1/1/1900	Invalid Serial Number	Edit Delete

- All registered devices with correct serial numbers are arranged by product group (VIA Collage / VIA Campus / VIA Connect PRO), as shown below:

VIA CAMPUS (4)

Product name	serial Number	Dealer	Warranty	STATUS	
	04168031000076	KRAMER ELECTRONICS UK	11/29/2017	Under warranty	
	07158098100298	Kramer Electronics Israel	1/1/1900	Not under warranty	Extend your warranty
	07158088100087	Kramer Electronics Israel	1/1/1900	Not under warranty	Extend your warranty
	07158088100050	Kramer Electronics KAP	1/1/1900	Not under warranty	Extend your warranty

* Firmware upgrade only available for products under warranty [GET ACTIVATION FILE](#)

VIA CONNECT PRO (4)

Product name	serial Number	Dealer	Warranty	STATUS	
	03150507000899	Kramer Electronics USA	8/14/2017	Under warranty	
	07150614800053	???? ?????? ???	8/14/2017	Under warranty	
	02150009701200	Kramer Electronics Israel	1/1/1900	Not under warranty	Extend your warranty
	03160052400183	Kramer Electronics Israel	1/1/1900	Not under warranty	Extend your warranty

* Firmware upgrade only available for products under warranty [GET ACTIVATION FILE](#)

VIA COLLAGE (3)

Product name	serial Number	Dealer	Warranty	STATUS	
	08159011700259	Kramer Electronics KAP	1/1/1900	Not under warranty	Extend your warranty
	12149019300173	Kramer Electronics KAP	1/1/1900	Not under warranty	Extend your warranty
	10159057500077	Kramer Electronics KAP	1/1/1900	Not under warranty	Extend your warranty

C. Download your Activation Files

1. Click **GET ACTIVATION FILE** for each product group for which you require an authentication file. The download button appears:

VIA CAMPUS (4)						
Product name	serial Number	Dealer	Warranty	STATUS		
	04168031000076	KRAMER ELECTRONICS UK	11/29/2017	Under warranty		
	07158098100298	Kramer Electronics Israel	1/1/1900	Not under warranty	Extend your warranty	
	07158088100087	Kramer Electronics Israel	1/1/1900	Not under warranty	Extend your warranty	
	07158088100050	Kramer Electronics KAP	1/1/1900	Not under warranty	Extend your warranty	download

* download the activation file



The activation file is only valid for VIA devices that are both registered and under warranty.

2. Click **download**. The authentication file is downloaded and stored on your PC / Mac.
3. Repeat this process for each product group, as necessary (VIA Collage / VIA Campus / VIA Connect PRO).

D. Update your VIA Device

1. Connect your PC / Mac to the same network to which your VIA device is connected.:
2. Open a Web browser and enter the IP address for your VIA device. The VIA Web interface appears.
3. Login as administrator: Enter user name "su" and password "supass".
4. Insert the exact text presented in the Captcha text field in the text box and click **Login**:

Administrator Login

Username

Password

Captcha Text

jkvt oewi

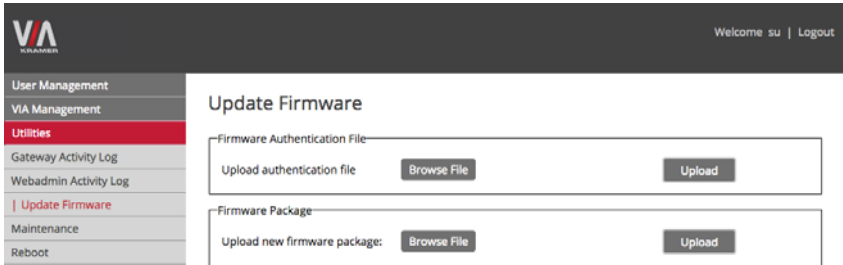
Type the two words: C



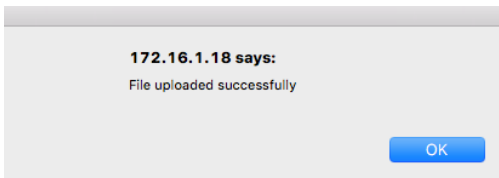
The process for upgrading all your VIA devices with VSM (VIA Site Management) is the same as the process defined below.



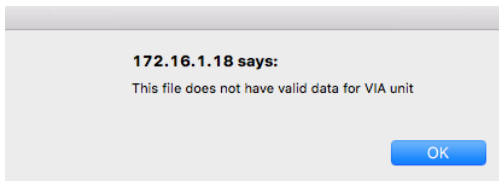
5. Click **Utilities > Firmware Upgrade**. The Update Firmware page is displayed:



6. In the Firmware Authentication File area, click **Browse File** to locate the authentication file (downloaded in [Section C](#)), then click **Upload** to install the authentication file to your VIA device. A success message is displayed:



If the following error message is displayed, please contact your Sales representative or Kramer Tech Support:



7. In the Firmware Package area, click **Browse File** to locate the firmware upgrade file for your VIA device (available on the VIA Product Registration page), then click **Upload** to install the firmware.



The firmware installation process may take a few minutes to complete. Please do not disconnect or power off your VIA device or your PC / Mac during this process. Upon completion, the VIA device reboots automatically.