



TAVIS

Thermal AudioVisual Integrated Solution

There are two methods to update TAVIS's firmware: **FTP** and **USB**.

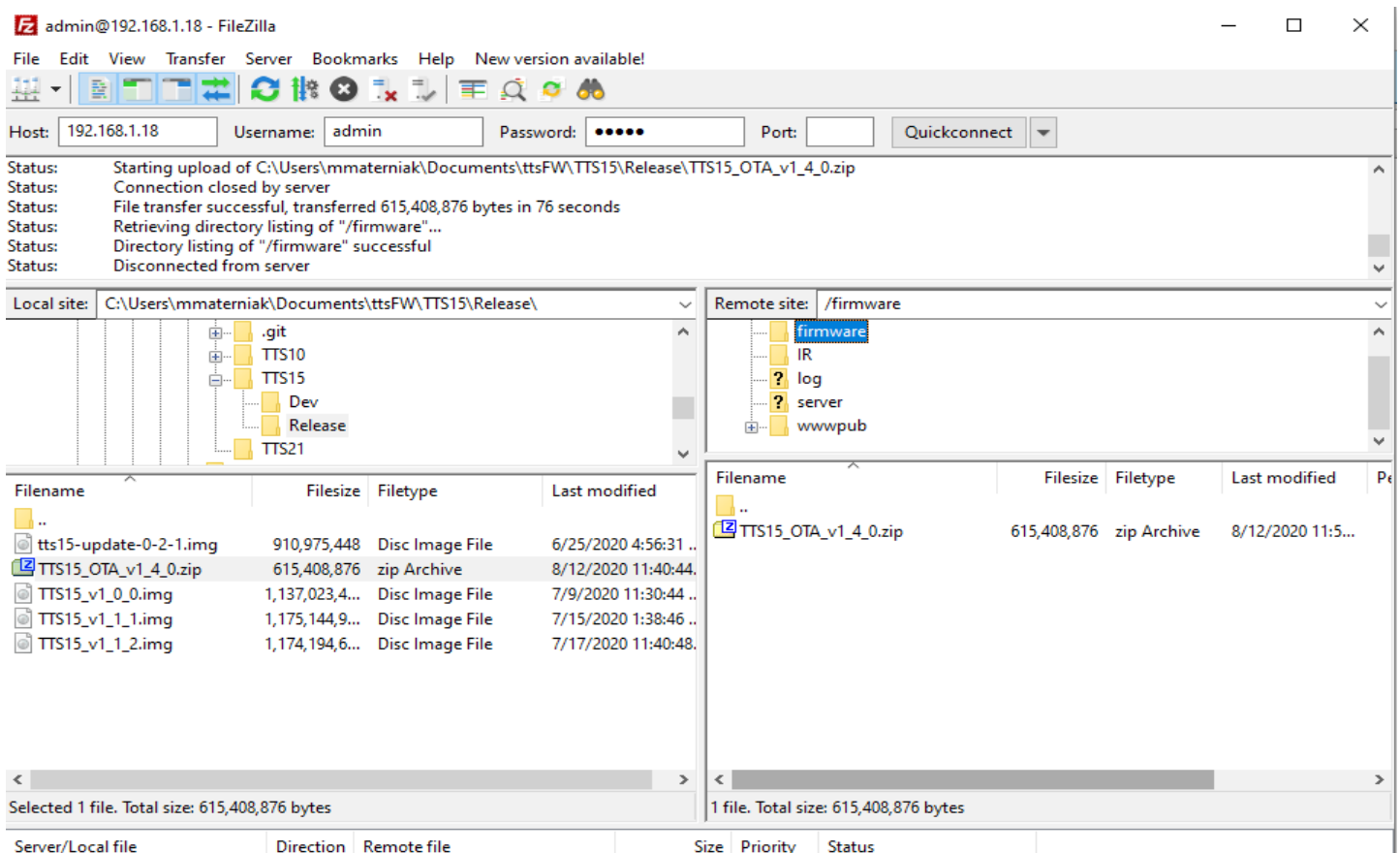
If TAVIS is running on the same network as the computer you are transferring the firmware update from, please use FTP. If not, please proceed to the "Updating TAVIS by USB" section of this guide.

Note: to access the new features you will need to load the new GUI by setting TAVIS to the factory default, as described in the "Using the New Firmware" section of this guide.

Updating TAVIS by FTP

Connect to TAVIS using an FTP client such as [Filezilla](#), or by [following this guide](#) on your PC.

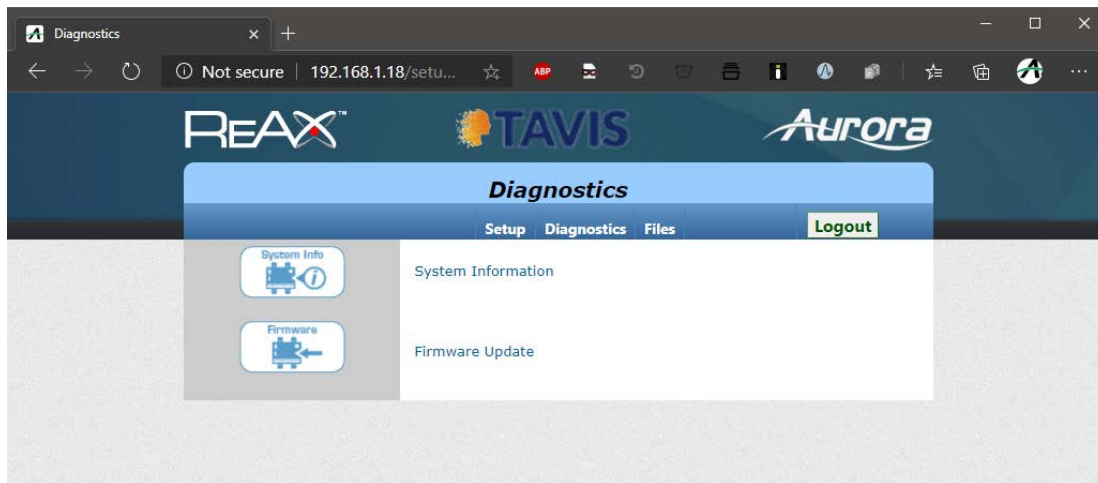
In this example TAVIS's IP is 192.168.1.18. You can find your TAVIS's IP address on the WiFi or Ethernet tab on the settings screen.



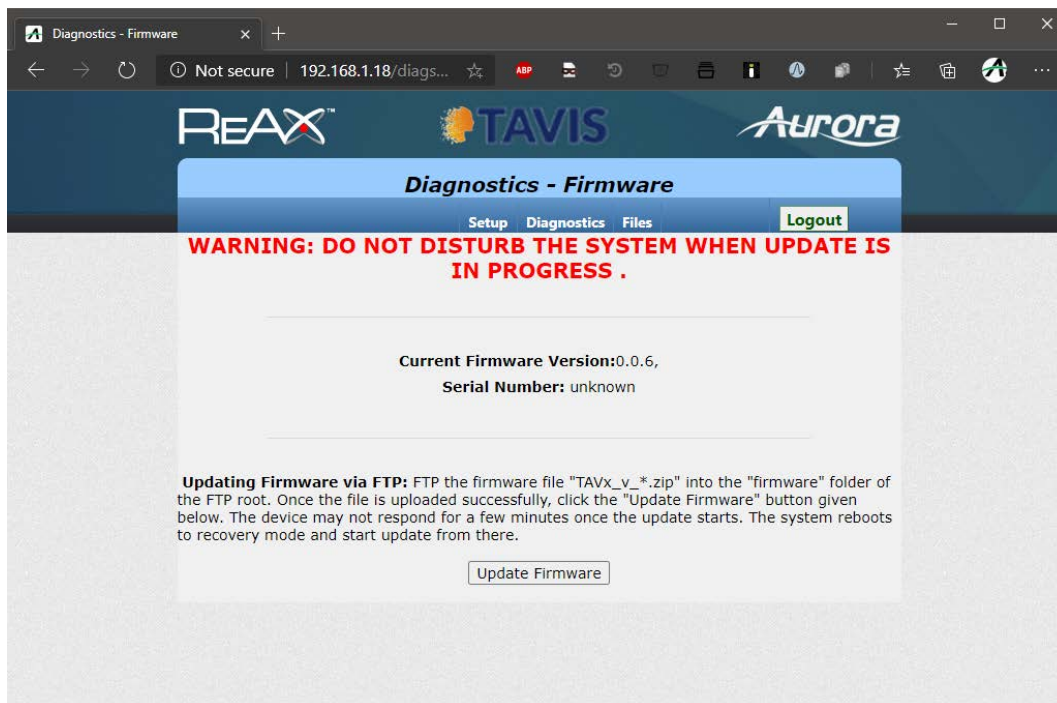
Copy the update file (TAVxx_OTA_v_x.zip) to the Firmware folder by dragging into the firmware folder.

Using your computer, go to the device web page (<http://192.168.1.18/setup> in this example) and log in. The username is admin and the password is admin.

Go to Diagnostics > “Firmware Update”



Click “Update Firmware”.



The device will now proceed to load, verify, and install the firmware. This will take approximately 5 minutes. Please proceed to the “Using the New Firmware” section of this guide in order to use the new firmware.

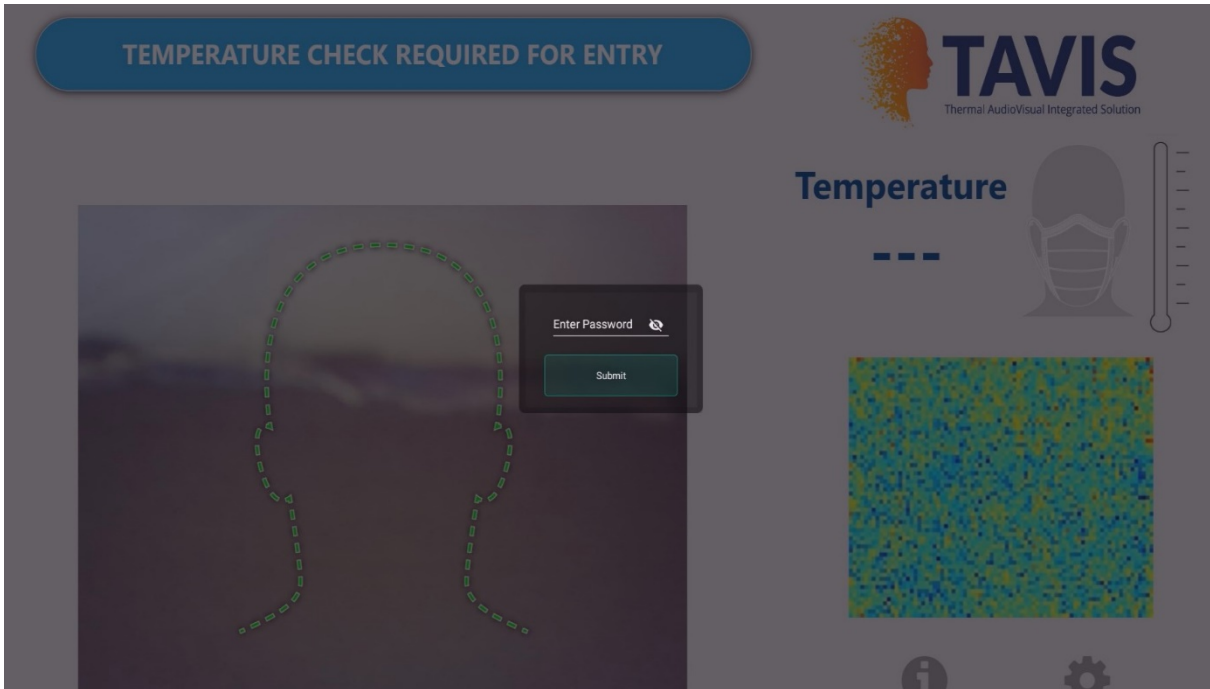
Updating TAVIS by USB

If you have already updated the firmware by FTP, please proceed to the following section.

To update to the latest firmware via **USB**, here is the process:

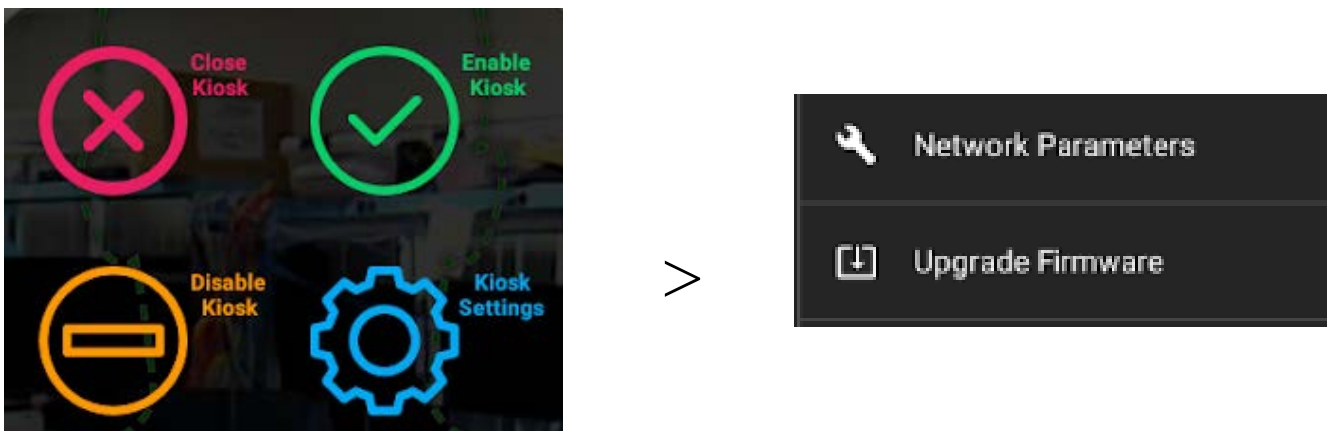
Copy the update OTA zip file to a USB drive and plug it into the unit.

Swipe from the left edge of the screen to the right side of the screen.

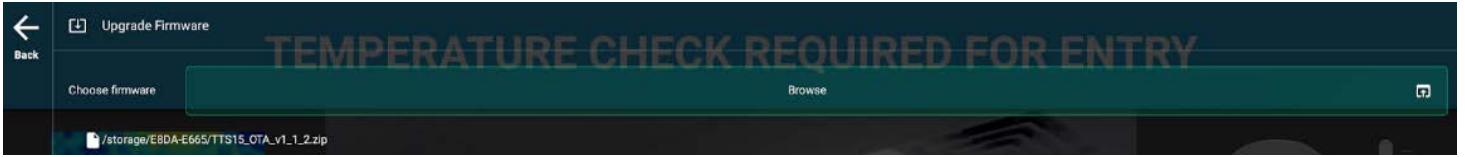


You will be prompted to enter your password". Enter *admin* as the default password.

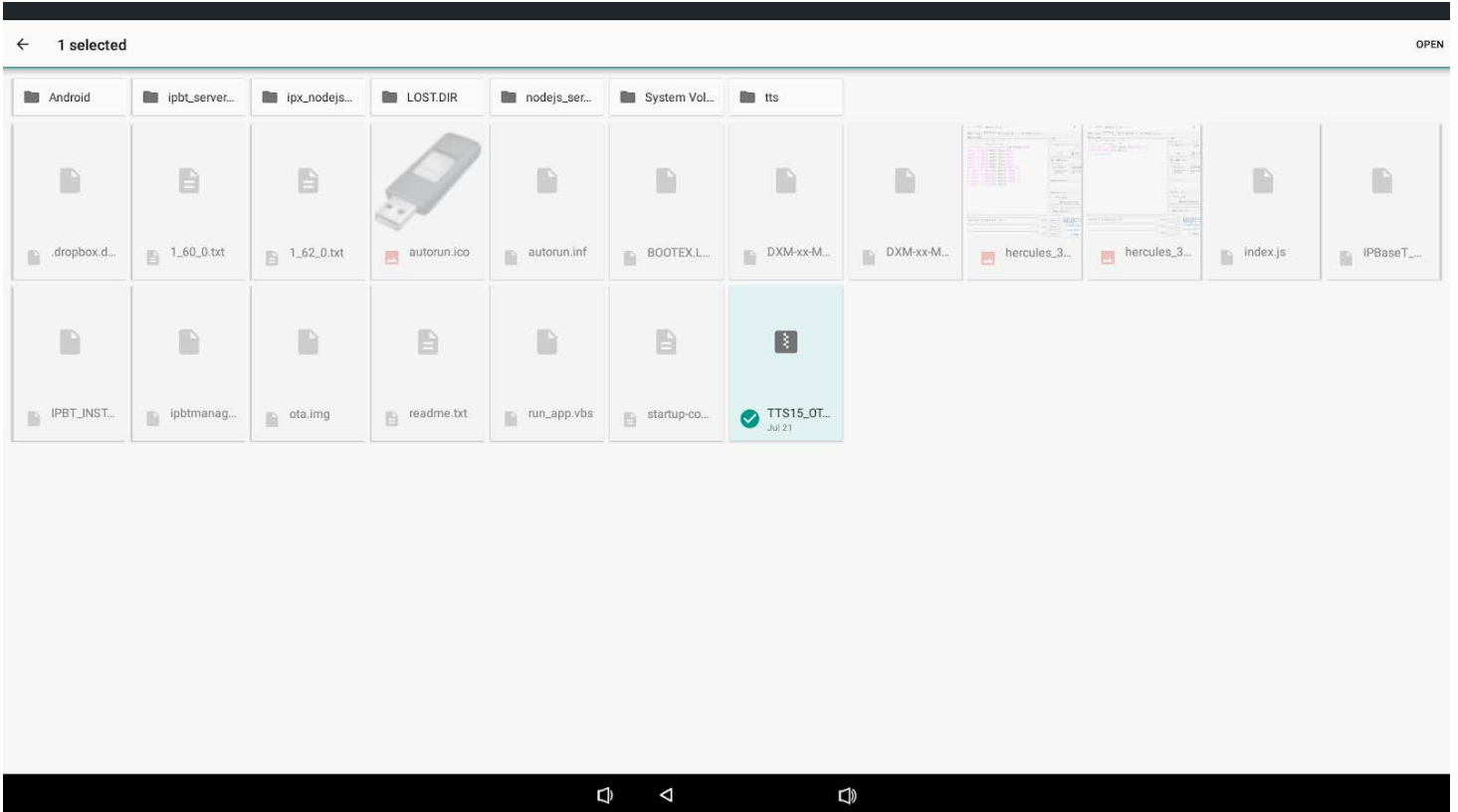
Tap "Kiosk Settings" in the bottom left. Then tap "Upgrade Firmware".



Tap “Browse”.



Select your firmware update file with a long press.



Tap “Upgrade”.



The device will now load, verify, and install the firmware. This will take approximately 5 minutes. Please continue to the next section of this guide.

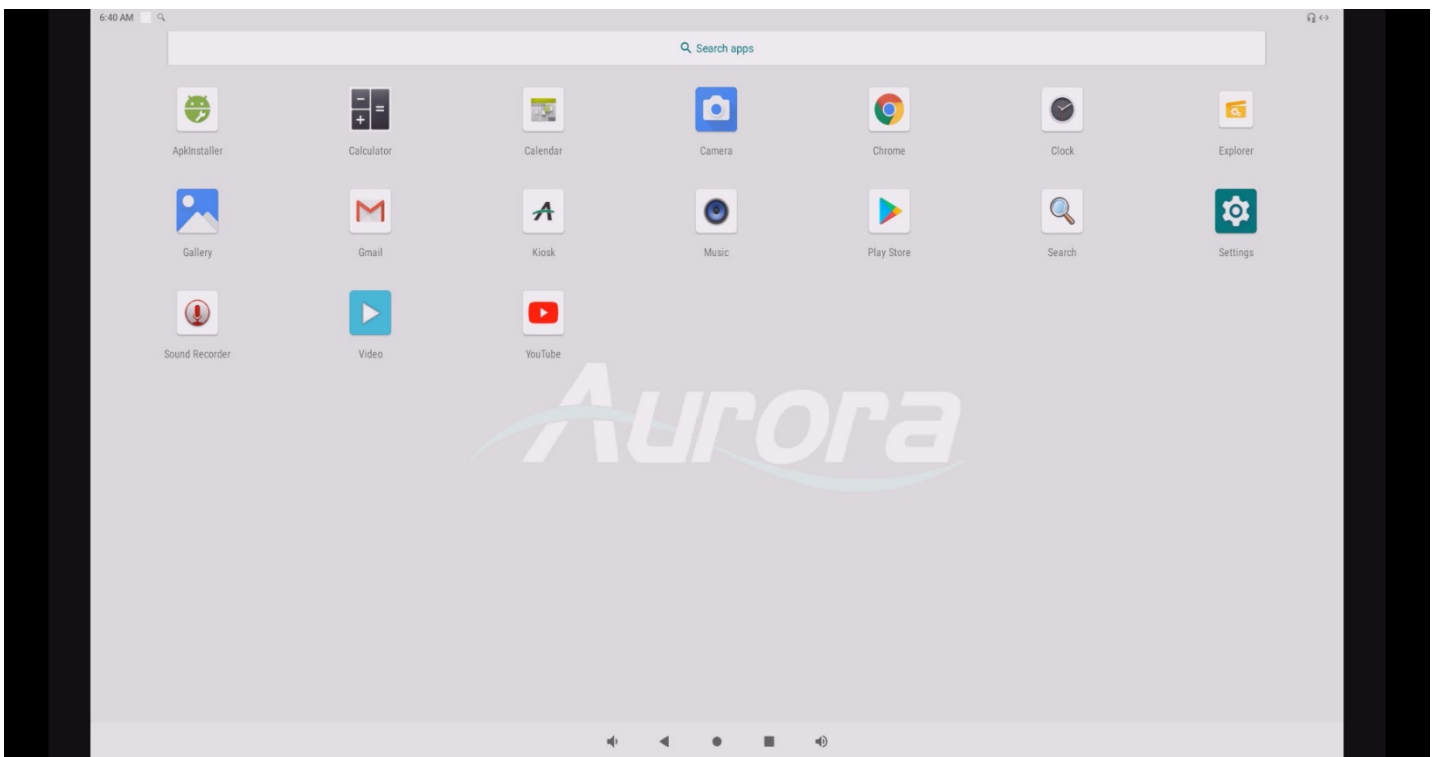
Using the New Firmware

Note: to access the new features you will need to load the new GUI by setting TAVIS to the factory default.

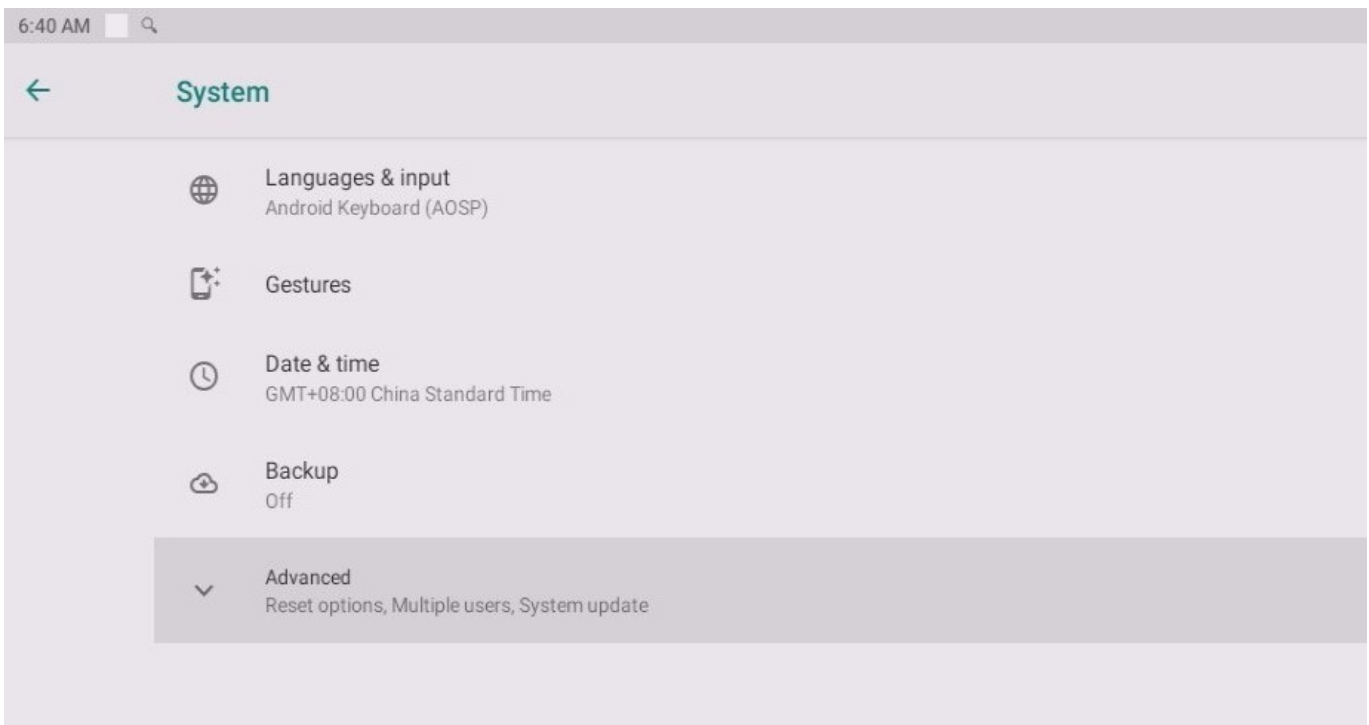
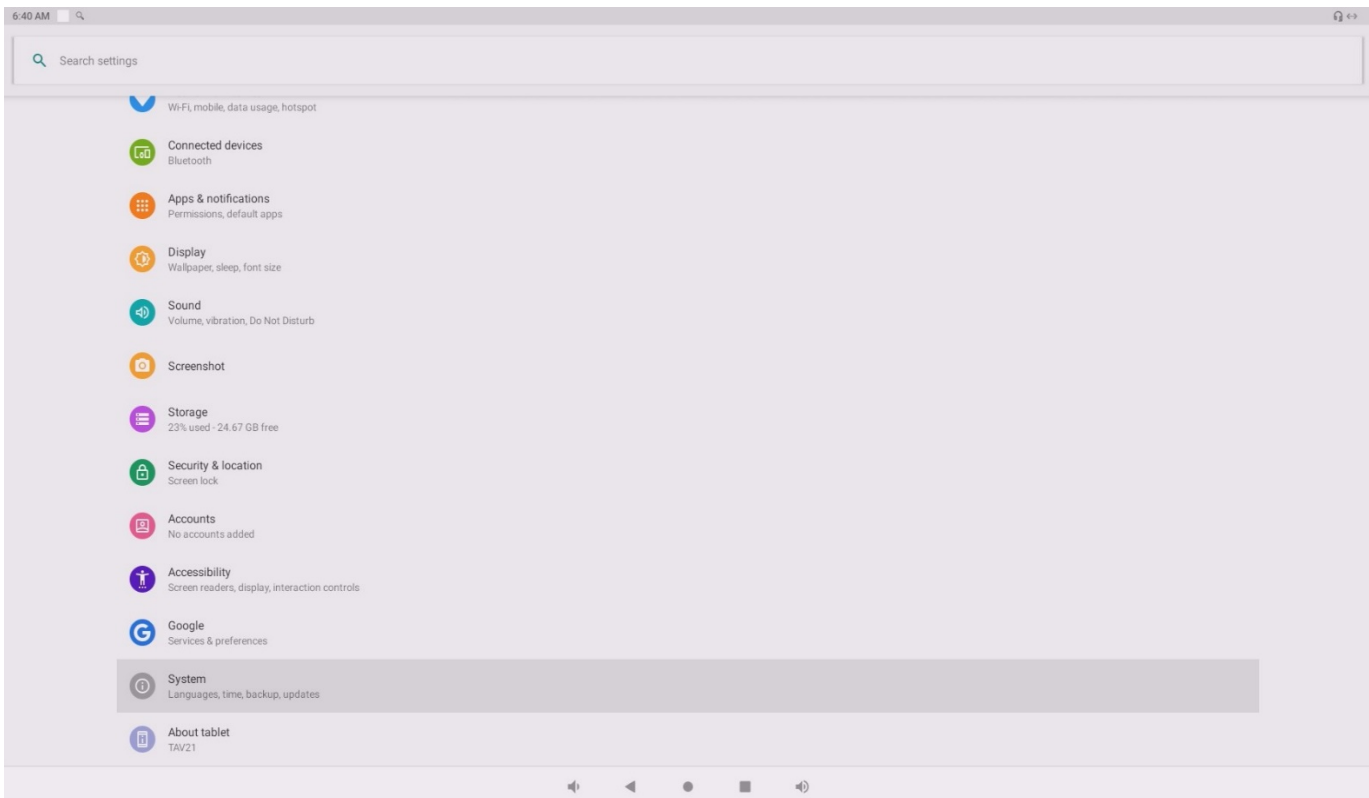
Swipe from the left edge of the screen to the right side of the screen. You will be prompted to enter a password. Enter **admin** as your password. Then Tap “Close Kiosk”.



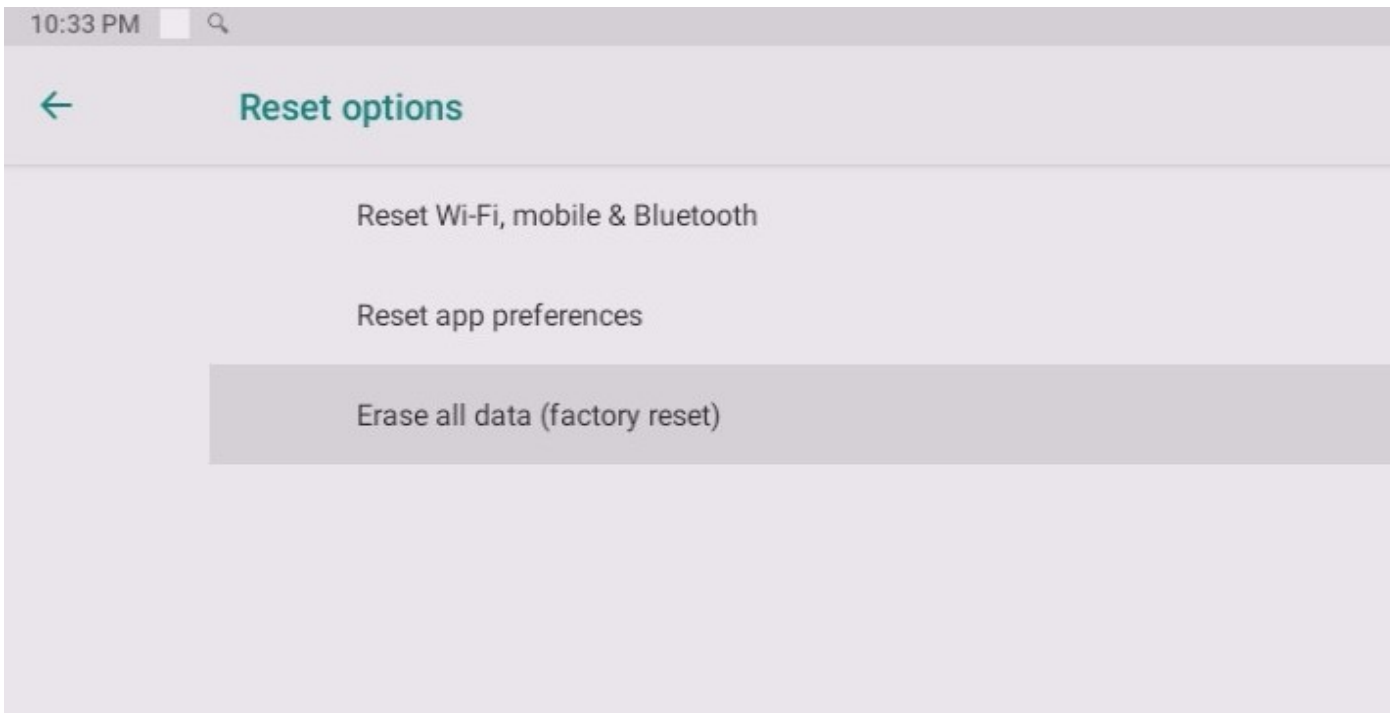
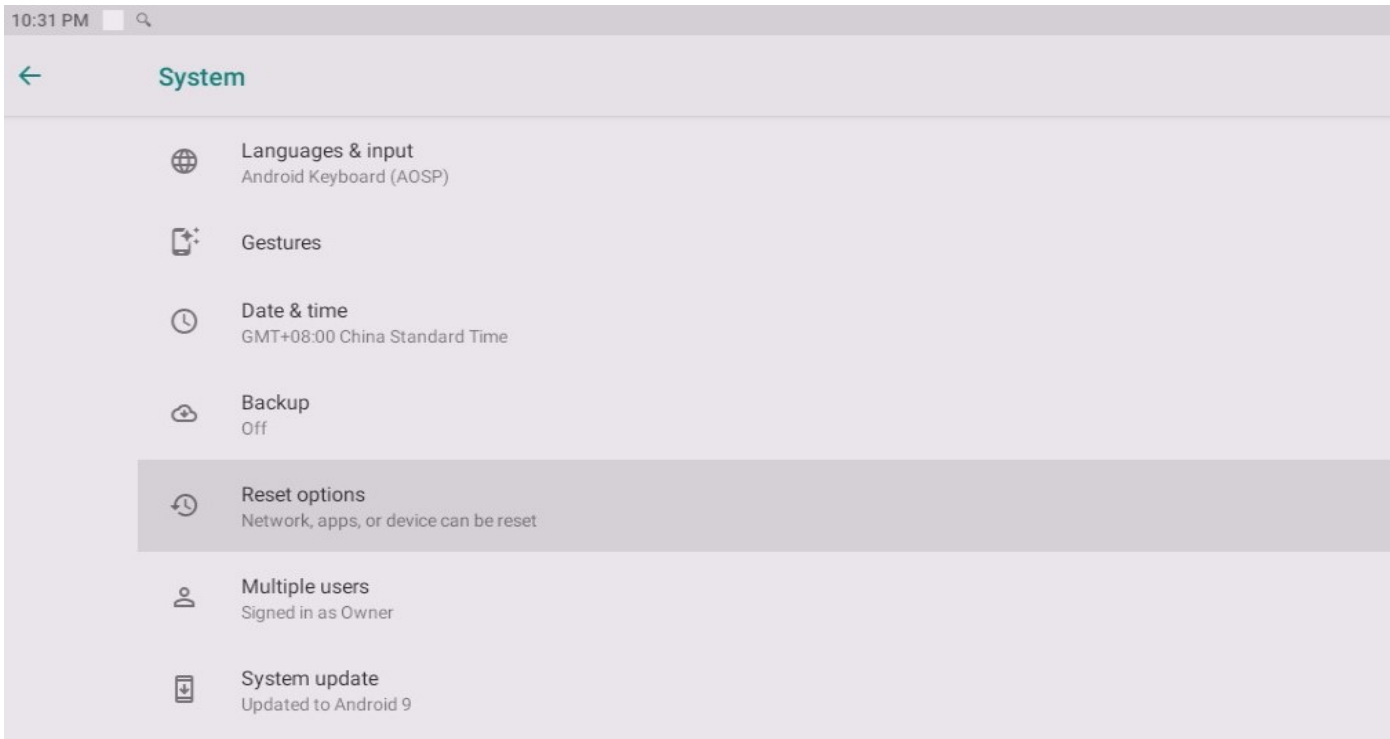
Closing the kiosk will bring you to the Android launcher. Now swipe up and tap “Settings”.



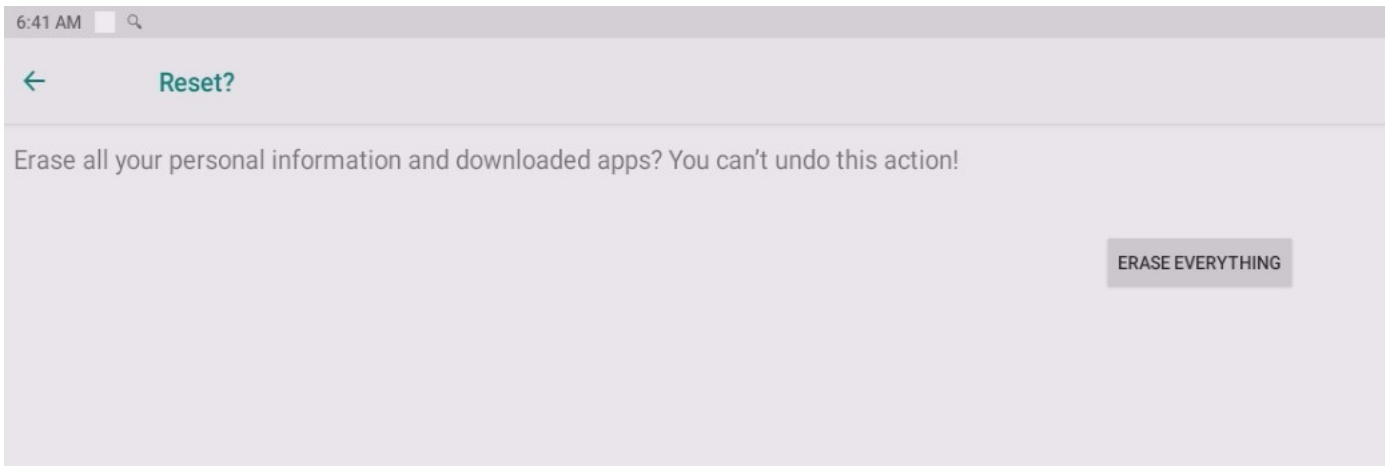
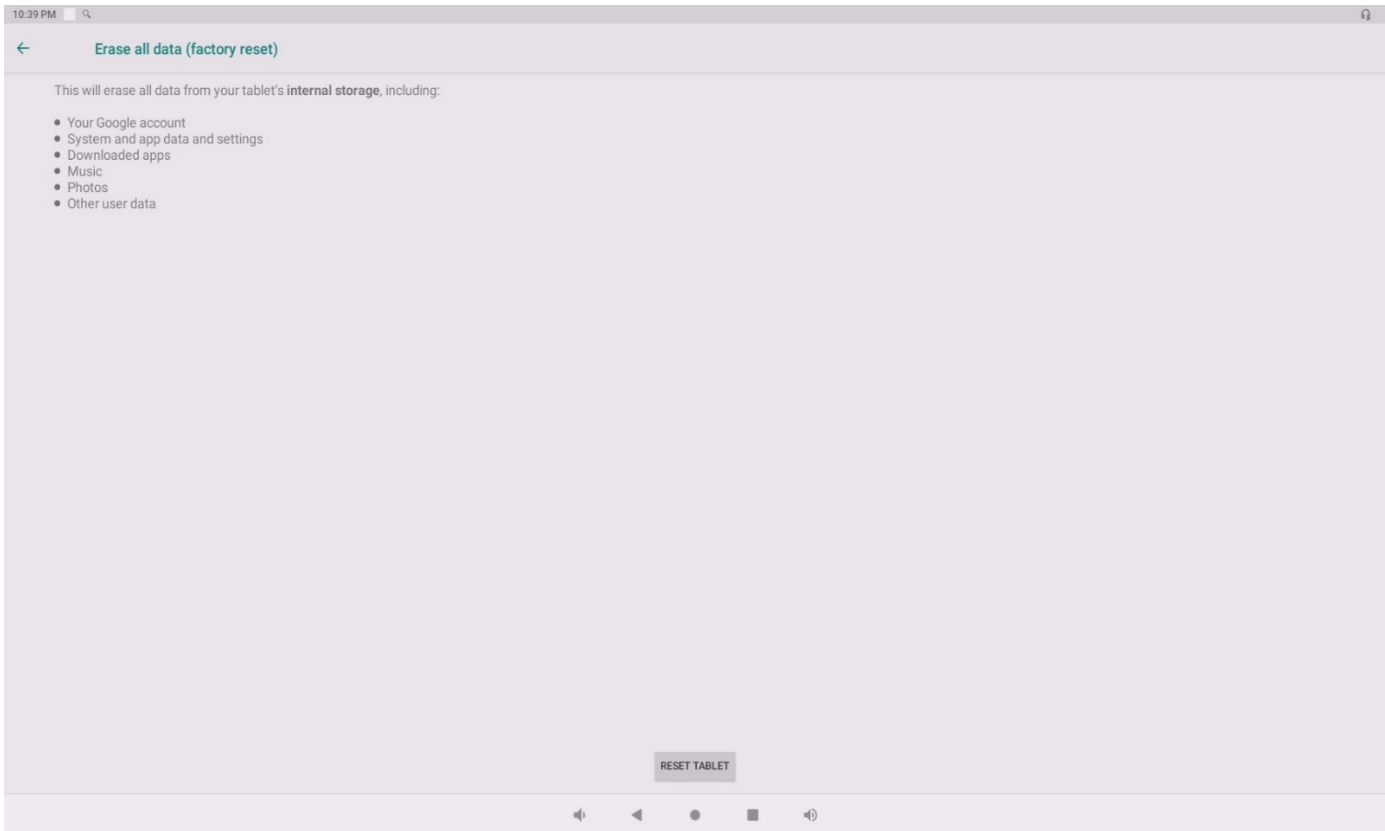
Scroll down and tap “System”, then “Advanced”.



Next, tap “Reset Options” -> “Erase All Data {Factory reset)”.



Tap “Reset Tablet”, then “Erase Everything” to confirm, and wait about 5 minutes for the TAVIS to reset and reboot.



Congratulations!

You are now running the newest firmware.