Firmware Upgrades

This page gives information about firmware upgrades

We are doing our upmost to improve your Zebrix experience on the CMS but the devices on site (screens, players) are also subject to improvement over the years. Such improvement can be bug fixes, performance optimizations or even new features when supported by the hardware.

How are these improvements added to the devices ? by upgrading the firmware of the device.

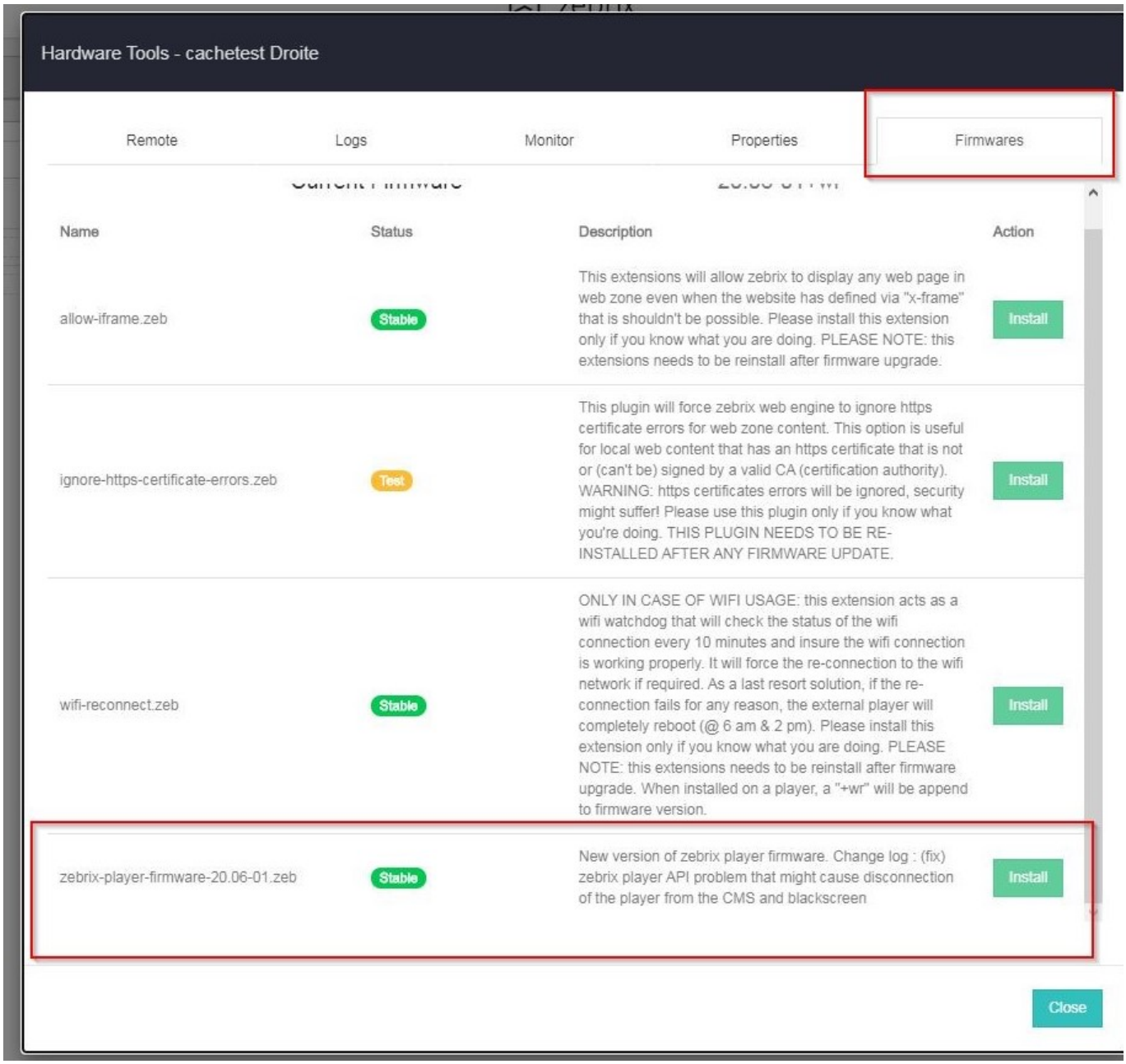


Firmware is like the inner operating system of any advanced electronic device

Zebrix allows the remote installation of new firmware through the CMS.

The choice and action of device's firmware upgrade belongs to the administrator(s) of a Zebrix account. However, we remain available to assist you if needed.

Whenever a new firmware is available, you can find it on the hardware tools of a Zebrix device (Player or Screen) :



Note the status of the update, the tag is green and marked as “stable” which indicates it has been thoroughly tested by our technical team and that it is safe to upgrade the firmware of the device.

To upgrade the firmware of any Zebrix device, simply select the desired firmware on the list then click on “install” The device will download the firmware (depending on the site connection quality this part can take more or less time), when the update file is properly downloaded, the device will install the update automatically and then reboot and resume playback

A Zebrix device usually takes less than 10 minutes to complete the update process once it's started (after the update file is properly downloaded)

Here are a few tips about the firmware upgrades

Although the firmware update process is a proven functionality in Zebrix, it should always be used while following some common IT rules :

- If it is not broken, do not try to fix it : meaning if your device is working flawlessly and does not need an update, do not update it (Should there be a recommended update to install, we will communicate and encourage you to do so)
- Avoid launching updates to a device in the middle of the working day (or on a device where the audience can see the device updating)
- Always try to launch any update in closed store hours or off-peak hours
- When using a new update, always update one device and monitor it for some time before deploying the update on a bigger scale
- Avoid update players with a specific configuration such as LED screens, touch screens, or with a particular network configuration
- If you are not sure about an update, please contact us before taking any action.
- If you meet any difficulty in the update process, do not go further and contact Zebrix support for assistance.

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Last update: **2025/10/13 10:57**