IP-1616 v4.101 Firmware Update Kit to fix settings will not save from TSM

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Hello,

If you are experiencing this problem, you will need to do a firmware update on the IP-1616 to resolve. Which means that you will need to find the files first. I have assembled all of the required software and firmware in one place. This package of files contains the new version of 4.101 firmware for the IP-1616, as well as version 1.5 of Telex System Manager (TSM) to upload the firmware. The files are compressed in a zip file and must be extracted before using. You will need to use the normal username and password to download the package.

ISSUE:

For some time now it has not been possible to save settings to an IP-1616 from the Telex System Manager. The fix to this point has been to use the browser interface to change and save settings and use the TSM to save settings to a hard drive.

RESOLUTION:

This issue has been resolved and requires a Firmware update in the IP-1616 to version 4.101 in order to resolve the issue.

The update requires TSM version 1.5 (or later) to upload the firmware. If you are running C-Soft 6.x, you are likely using the correct version of TSM already. To check the TSM version, open TSM and click Help|About on the TSM menu. It will display the version information.

If you are running C-Soft 5.x or earlier, a new version of TSM will need to be installed. In order to install the new version of TSM the old version must be uninstalled first.

Note: make sure that you have a copy of the TSM that is being used currently, so that it can be reinstalled.

To install the TSM, double click the file SystemManagerSetup.msi in the TSM 1.5 folder. Once the new version of TSM is installed, use it to update your IP-1616 Firmware. Be sure to maintain power to the IP-1616 during this process.

Note: if you are using IP-223s, TSM version 1.6 is not compatible with IP-223 Firmware version 4.500.

If you are using C-Soft 6.2 or earlier, or have IP-223s in your system running firmware version 4.500, you will need to uninstall the TSM version 1.6 and reinstall the previous version.

Regards,
Dave Grant