Revox

Update Instructions
Multiuser Version 3.0

ReVox
Multiuser

CONTENT

Multiuser Version 3.0
The new Revox Multiuser Version 3.0 will be available from October 2022. The new version is a further development of Multiuser 2 and forms the basis for all new Multiuser products from Revox. A new app for operation and configuration was also developed for the Multiuser 3.0 version.

Version compatibility
The previous Multiuser Version 2.x and the new Version 3.0 are not compatible without software adaptation. This also applies to the two Multiuser App versions. No software version 2.x systems can be controlled with the new Multiuser App and the previous Multiuser App cannot be connected to any 3.0 system.
With the exception of Synology servers, all Multiuser 2 components can be upgraded to the new version. The following pages describe how you can update an existing Multiuser 2 system or operate it in parallel with a Multiuser 3.0 system and what you need to bear in mind.

Synology Server
Synology servers that are used as multiuser servers cannot be updated to version 3.0. If you would still like to update a Synology-based system, you have two options:
1. replace the Synology Server with a V400 Multiuser Server (Revox offers a replacement offer for V400 Multiuser Servers).
2. expand the project with a **STUDIO**MASTER M300 or M500.
The Synology NAS can still be used as music and data storage.

Two multiuser versions in one network
If you want to operate an existing Multiuser 2.x system with a Multiuser 3.0 server (e.g. M500/M300) in the same network, it is absolutely necessary to update the Multiuser 2.x system to version 2-5-0-1! The update of the Multiuser2 system should take place before the first start-up of an M500/M300, otherwise the Multiuser 2.x system will crash.
The version 2-5-0-1 for V400 servers is provided online and therefore automatically and for Synology servers the software packages are available for download on our support page.:www.support-revox.de

Information on the Multiuser 3.0 update process
First, the Multiuser 2 Server is updated, unless it is replaced by a **STUDIO**MASTER M500 or M300. In the second step, the amplifiers and, if applicable, Multiuser M series modules can be updated via the manual boot loader.
The update process involves physical work steps on the server and on the amplifiers and therefore requires an „on-site" implementation.
After the multiuser update process, the new multiuser app can be installed on the smart devices (**STUDIO**CONTROL C200, V255 Display, Smart Phone and Tablet) and the old app can be deleted.
Finally, the new Multiuser Version 3.0 is configured.

KNX and Smarthome connections
Due to the introduction of new functions, namely the User Favourites and Zone Services, the existing communication interface has been decisively expanded in the Multiuser 3.0 system. As a result, all external communication modules must be adapted. These changes and extensions will be implemented by Revox and the interface providers involved and communicated in due course.
Until then, the KNX service is deactivated in the Multiuser 3.0 system. Furthermore, we recommend that you do not update any Multiuser 2 systems that are connected to KNX or Smarthome systems until they have been approved by Revox or the interface providers involved.

Requirements

Before updating the Multiuser 2 system, the following materials and programmes should be prepared:

- Notebook, MAC or PC
- USB stick with at least 4GB memory
- Terminal program for SSH connection
- IP scanner

Set up USB stick

The V400 Multiuser 3.0 image in zip format must be extracted to a USB stick after downloading.
Create the stick as follows.

1. Connect the USB stick to your computer and format it in the FAT32 file format.

2. Download the v400-install.zip in the Multiuser 3.0 section from our support page. www.support-revox.de

3. Extract the v400-install.zip file directly onto your USB stick.

4. Once the process is complete, you can safely remove the stick (using the „eject" function).

Terminal Programme

A terminal programme for SSH connection is required for the update process. If you do not have a terminal programme installed on your computer (e.g. Tera Term or Putty), we recommend installing Putty: https://www.putty.org/

IP Scanner

If you have not yet set up an IP Scanner on your computer, we recommend the advanced IP Scanner:
https://www.advanced-ip-scanner.com/

V400 Multiuser Server

1. First disconnect all USB sticks and USB hard drives from the V400.

2. Open a web browser and log in to the V400 Advanced Configurator (default login, if not personalised: login)
   personalised: **revox** / **#vxrevox**)

3. Create a backup of the entire project with the „Export all" function

4. Open the Licences tab in the Configurator and copy or make a note of the user licence. The user licence is at the end of
   each licence entry and, in the case of the V400, contains several user licences.

5. Now insert the prepared update USB stick into one of the four V400 USB ports.

6. Open the terminal program (Putty) and establish an SSH connection via port 22 with the V400.
   Log in with the V400 user and password (default login if not personalised: **revox** / **#vxrevox**)
   Note: with Putty, no feedback appears when entering the password, simply enter the password and confirm with Enter.
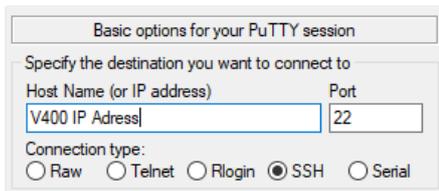
7. Now enter the following line in the terminal (it is best to copy it and press the right mouse button in the terminal):
   sudo mkdir /media/usbstick (Enter).
   Confirm this entry once again with the V400 password and Enter.

   *Note: If the directory already exists, the following message appears. This can be ignored, continue with the next
   continue with the next step*

8. Next, enter the following lines in succession:
   sudo mount /dev/sdb1 /media/usbstick (Enter)
   sudo /media/usbstick/boot-iso.sh (Enter)

   *Note: After copying the files, the V400 restarts automatically. Only the left LED on the front panel will flash green.
   The right network indicator LED remains off. Continue with step 9.*

V400 Multiuser Server

9. The terminal programme now shows an error message. Close the terminal programme (Putty). Then create a new a new SSH connection to the server.
   Note: By restarting the server, the V400 may have obtained a new IP address. In this case use the IP Scanner to find the server in the network.
   The new user name for the login is: **root** / **revox**

10. Now enter the following lines one after the other:
    mkdir /usbstick (Enter)
    mount /dev/sdb1 /usbstick (Enter)

11. Now complete the update with the following lines:
    cd /usbstick (Enter)
    ./install.sh (Enter)
    Note: The V400 will now install the new Multiuser 3 image, this will take about 2-3 minutes. Please wait for the completion message in the terminal programme and do not interrupt the update process!

```
login as: root
root@192.168.1.147's password:
Last login: Fri Sep  2 08:39:49 2022
[root@v400-install ~]# mkdir /usbstick
[root@v400-install ~]# mount /dev/sdb1 /media/usbstick
mount: /media/usbstick: mount point does not exist.
      dmesg(1) may have more information after failed mount system call.
[root@v400-install ~]# mount /dev/sdb1 /usbstick
[root@v400-install ~]# cd /usbstick
[root@v400-install usbstick]# ./install.sh
Installing Revox Multiuser Image. Please wait ...
umount: /dev/sda1: not mounted.
3835433472 bytes (3.8 GB, 3.6 GiB) copied, 216 s, 17.8 MB/s
7493666+0 records in
7493666+0 records out
3836756992 bytes (3.8 GB, 3.6 GiB) copied, 216.049 s, 17.8 MB/s
Installation completed.
The device will now shut down.
Please remove the USB stick as soon as the device is switched off.

Shutdown in 23 seconds
```

12. After the V400 has shut down, you can remove the USB stick and then restart the server.

13. **Make a note of the MAC address and the serial number of the V400 server and contact the Revox Support. (contact details can be found on the last page). In order to complete the update process, it is necessary, to have the V400 registered by Revox on the Update Server. After the registration, the V400 server will receive an online update, which can be activated after approx. 10 minutes via the Multiuser App.**

14. Before you start with the configurations, update the remaining Multiuser 2 components.

V219(b) Multiuser Amplifier
As soon as the V400 has been updated to Multiuser version 3.0 or a new Multiuser 3 server (e.g. M500 or M300) is operational in the network, the V219 or V219b Multiuser Amplifier can be updated. To do this, the bootloader must be triggered manually via the setup button on the front. Proceed as follows:

1. Disconnect the Multiuser amplifier from the power supply and make sure that all LEDs on the front panel are off.

2. Press and hold the Setup button on the front panel.

3. While holding down the Setup button, reconnect the Multiuser Amplifier to the mains and then release the Setup button. Then release the Setup button.

4. The V219 will show the bootloader progress in the front display and count up to 100%. The amplifier will then switch to standby. The V219b simply acknowledges the completed bootloader by switching to standby due to the lack of a display.

5. Repeat this procedure for the remaining V219(b) Multiuser Amplifiers in the system.

M51 Multiuser Module
As soon as the V400 has been updated to Multiuser version 3.0 or a new Multiuser 3 server (e.g. M500 or M300) is ready for operation in the network, the M51 Multiuser Module can be updated. To do this, the bootloader must be triggered manually via the setup menu. Proceed as follows:

1. Switch on the M51 and press and hold the Setup button on the front for 2-3 seconds.

2. The Setup Menu now appears in the M51 display. Select the Multiroom entry there.

3. Release the bootloader via the display button.

4. As soon as the new version number and the IP address appear in the display, you can exit the Setup Menu by pressing the source button.

5. Repeat this procedure for the remaining M51 Amplifiers in the system.

M100 Multiuser Submodule
As soon as the V400 has been updated to Multiuser version 3.0 or a new Multiuser 3 server (e.g. M500 or M300) is ready for operation in the network, the M100 Multiuser submodule can be updated. To do this, the bootloader must be triggered manually via the setup menu. Proceed as follows.

1. Switch on the M100 and press and hold the timer button on the front for 2-3 seconds.

2. The Setup Menu now appears in the M100 display. Select the Multiroom entry there.

3. Release the bootloader via the display button.

4. As soon as the new version number and the IP address appear in the display, you can exit the setup menu with the source button.

5. Repeat this procedure for the remaining M100 Amplifiers in the system.

Multiuser App
Once the entire system has been updated, the new Multiuser App is required for configuration and subsequent operation. Therefore, remove the existing Multiuser 2 App from all mobile devices and install the new Multiuser App via the corresponding store.

 revox.com/app/multiuser

V255 Control Display
To install the new Multiuser App on the V255 Control Display, use the current V255 update instructions.
The new multiuser app is available on our landingpage (https://support-revox.de/v255/).
Note: there is no explicit launcher for the new Multiuser 3 app on the V255 Control Display. Therefore, leave the display in open Android mode.

Multiuser 3.0 Configuration
The Multiuser 3.0 configuration is done via the Multiuser App or a web browser. Because the Multiuser 3.0 system has been greatly revised compared to the second version, all users, sources and zones must be reconfigured.
This configuration is best done directly via the new Multiuser App. To do this, open the settings (page list) and carry out the configuration directly via the 3DOT menu in the respective service and, if necessary, under the other settings.
Under Tools you will find the Configurator for the advanced settings. Proxies, timers and triggers can also be re-imported (these services can be found in the zip. File, which was created by the Export All function)
KNX configurations will be possible at a later date, as already mentioned on page 1.

V400 Server Configurations
User Lizcence
The update process has overwritten all data on the V400, including the user licence. Therefore, first reactivate all users on your V400 by opening the Configurator. You will find it in the app settings under Tools. In the Configurator, navigate to the „Device" tab. Under the advanced device settings, you can now re-enter the previously noted user licence.
Note: Each V400 has only one user licence key. This might activate multiple users.

After you have saved the entry with „save", the users must be activated via the device settings in the app.

Importing V400 Multiuser 2 configurations
Server proxies and timers can be imported individually from the Multiuser 2 backup. To do this, unpack the vonet.zip file that you created with the Export all function before the update.
Now open the advanced settings of the desired proxy or timer service in the Multiuser 3.0 Configurator and click on the „Import" function. In the unzipped project backup, search for the service ID that you have just opened in the Configurator (e.g. P00224DD062760) and import it.
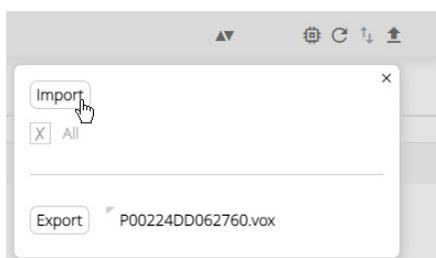
Amplifier Configuration
For the V219(b) Amplifier, the M51 Multiuser Module and the M100 Multiuser Submodule, all configurations are retained after the update. However, due to the new user favourites and zone logic, be sure to check the trigger settings.

Information about the User Favourites
User favourites have been given their own service and therefore an „ID" with „alias". As the User Favourites are at the centre of the Multiuser 3.0 system, Revox has developed a new layout for the wall and remote control to match. The new layouts are already shown in the Multiuser 3.0 Configurator. The new products „Revox C18 Multiuser Wall Control" and „Revox C100 Multiuser Remote Control" will be available shortly.

Information on the zones
Zones have now also received their own service and thus an „ID" with „alias". In addition, they can be created, changed and operated by the user directly via the app.

RC5 trigger configurations, the most important in brief
User favourites have the service identifier „y" and are called up with the magic command „favorite". For a targeted user favorites call, it can also be selected with the alias

Example magic command: @user.1:user:select:@favorite.?
Example user favourite no. 3 (magic):   @user.1:user:select:@favorite.?;stream:3
Example user favourite alias: @user.1:user:select:@favorite.?;stream:$*alias*

In the new Multiuser 3.0 Configurator, there are already the appropriate templates (standard trigger templates) with magic commands for the new layouts of the C18 and C100.

Zones have the service identifier „z" and are best addressed via alias, especially in multiuser systems with several servers.
Example Magic command: @zone.1:room:select:@user.1
Example alias command: : $z.living:room:select:$u.peter

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