VIAVI
VIAVI Solutions

Introduction

The VIAVI Osprey Firmware Updater is a software tool designed to update the firmware on your Osprey device and its Micro-Transcoder component. This guide will walk you through the process of connecting your device and performing firmware updates.

System Requirements

ο   Operating System: Windows
ο   USB-C cable for device connection (can use supplied charging cable)
ο   Firmware files provided by VIAVI Solutions

Important Safety Information

WARNING: Do not disconnect the USB cable or power off the device during the firmware update process. Doing so may result in device malfunction.

Installing the VIAVI Osprey Firmware Updater GUI

Installation Steps

1. **Locate the installer file:** VIAVI_Osprey_Updater_Setup_v1.0.0.exe
2. **Run the installer:** Double-click the executable file to begin installation.
3. **Windows Defender SmartScreen Warning:**

When you first run the installer, Windows Defender SmartScreen may display a warning message stating *"Windows protected your PC"* with the message *"Microsoft Defender SmartScreen prevented an unrecognized app from starting."*

This is a standard Windows security feature for applications that haven't been widely distributed yet. The software is safe to install.

To proceed with installation:

1. Click on "More info" (this link appears in the warning dialog)
2. A new button labeled "Run anyway" will appear at the bottom of the dialog
3. Click "Run anyway" to continue with the installation

4. Complete the installation: Follow the on-screen prompts to complete the setup process.

5. Launch the application: Once installed, you can launch the VIAVI Osprey Firmware Updater from your Start Menu or desktop shortcut.

Troubleshooting

If you continue to experience issues running the installer, ensure that:

ο   You have administrator privileges on your computer
ο   Your antivirus software is not blocking the installation

Updating Osprey Firmware

1.   Connect your Osprey device to your computer using a USB-C cable
2.   Launch the VIAVI Osprey Firmware Updater application
3.   Wait for the application to detect your device. The connection status will change from "Device: Not connected" (shown in red) to show the device is connected
4.   In the "Osprey Firmware Update" section, click the "Select Firmware File" button
5.   Navigate to the location where your firmware file is stored
6.   Select the file called "Osprey_X.XX.signed.bin" where X.XX is the version you are trying to upload
7.   The selected filename will be displayed next to the button
8.   Click the "Update Osprey Firmware" button to begin the update process
9.   Monitor the progress bar which will show the update status from 0% to 100%
10. Wait for the update to complete. Do not disconnect or power off the device during this process
11. A confirmation message will appear when the update is successful
12. Power cycle the Osprey
13. To verify the Osprey firmware has successfully been updated, on the Osprey, go to the "System Info" page and verify that the Version number matches the file you uploaded.

Tip: The progress bar provides real-time feedback on the update status. The entire process typically takes 2-5 minutes.

Updating Micro-Transcoder

1.   Connect your Osprey device to your computer using a USB-C cable
2.   Launch the VIAVI Osprey Firmware Updater application
3.   Wait for the application to detect your device. The connection status will change from "Device: Not connected" (shown in red) to show the device is connected
4.   In the "Micro-Transcoder Update" section, click the "Select Hex File" button
5.   Navigate to the location where your hex file is stored
6.   Select the appropriate hex file (.hex extension)
7.   The selected filename will be displayed next to the button
8.   Click the "Update Micro-Transcoder" button to begin the update process
9.   Monitor the progress bar which will show the update status from 0% to 100%
10. Wait for the update to complete. Do not disconnect the device during this process
11. A confirmation message will appear when the update is successful
12. Power cycle the Osprey

Troubleshooting

Device Not Detected
ο Ensure the USB-C cable is properly connected to both the device and the computer
ο Try using a different USB port on your computer
ο Verify that the USB-C cable supports data transfer (not just charging)
ο Restart the application and reconnect the device
ο Power cycle the Osprey
ο Check Windows Device Manager to ensure the device is recognized. The device will show up as a COM port

Update Fails or Progress Stops
ο Ensure you are using the correct firmware/hex file for your device model
ο Verify the firmware file is not corrupted by re-downloading it
ο Close other applications that might be accessing USB devices
ο If the update fails, disconnect and reconnect the device, then try again

"No file selected" Error
ο Click the appropriate "Select" button before attempting to update
ο Ensure the file you selected has the correct extension (.bin for firmware, .hex for transcoder)

Best Practices

ο Always use a reliable USB-C cable that supports data transfer
ο Ensure your laptop or computer is connected to power during the update
ο Close unnecessary applications before starting the update
ο Keep backup copies of working firmware versions
ο Verify firmware version compatibility before updating
ο Do not disconnect the device until you see the success confirmation message