



# INOGENI SHARE2U

## Firmware upgrade procedure from v1.x to v2.x

### PREREQUISITES PRIOR TO THE UPGRADE

Here are the prerequisites to successfully upgrade your unit from v1.x to v2.x firmware.

- You must have a **FAT32 formatted USB drive** with at least **1GB** of free space.
- Here is the formatting of the device serial number:
  - **SHARE2U:**    SU [A] [BBB] [CCCC]
- ⇒ [BBB] **must be equal or greater than 111.**
- Your unit must run **application version greater or equal to 1.12.20** to support this upgrade process.
- You must have the “**inogeniupdate\_V2\_X\_Y.zip**” package that you can get from our support team. Contact [support@inogeni.com](mailto:support@inogeni.com) to get this package.



#### Device configuration will be lost after the upgrade.

Please backup important information like network configuration and user settings.  
You cannot revert to the original firmware after this operation.

### UPGRADE PROCEDURE

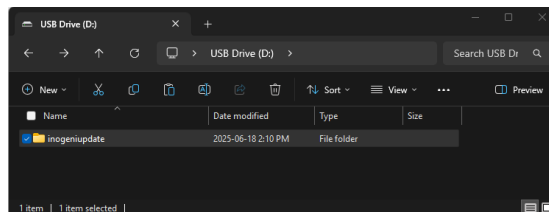
Here is the procedure for upgrading your unit.

#### 1. Get CPU Firmware Package:

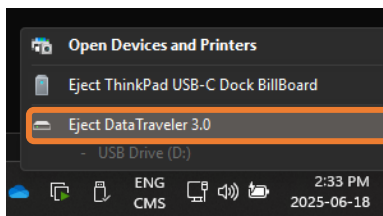
- Obtain the firmware package (**inogeniupdate\_V2\_X\_Y.zip** compressed file) from our support team.
- If you need help, please contact support at [support@inogeni.com](mailto:support@inogeni.com).

#### 2. Prepare USB Drive:

- Extract the firmware package (**inogeniupdate\_V2\_X\_Y.zip** compressed file) on your computer.
- Browse to the extracted archive.
- Copy the “**inogeniupdate**” folder to the root of your FAT32 formatted USB drive.



- Eject safely the USB drive from your computer and disconnect it.

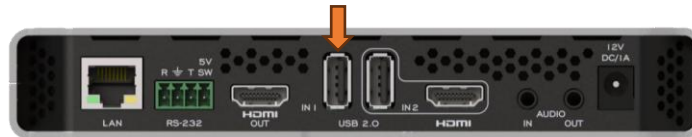


### 3. Power Down Device:

- Unplug the power and the cameras connected to your SHARE2U unit.

### 4. Connect USB Drive:

- Plug the USB drive into the USB camera port of your device.



### 5. Power Up Device:

- Connect power to your SHARE2U unit.
- After a few seconds, all front LEDs will light up, indicating the upgrade process has started.



**Do not disconnect power during this process to avoid bricking your unit.**



### 6. Wait for Completion:

- The upgrade process can take up to 5 minutes.
- Wait until the front LEDs are flashing continuously.

### 7. Finalize CPU Update:

- When the LEDs are flashing continuously, disconnect the USB drive.
- Power cycle your unit.

### 8. USB controller / Video processor Update:

- Kindly connect your device to your computer using a USB-B to USB-A cable. Please use the [INOGENI Maestro v2.2.0](#) software to update both the USB Controller and Video Processor firmwares with the official firmware package (ZIP file) available on the product webpage.
- Navigate to SYSTEM tab >> UPDATE section and browse for the firmware ZIP file
- Click on UPDATE button.

DETECTED DEVICES

SHARE2U	INOGENI SHARE2U
Connection	USB
Serial number	SUS2370019

INOGENI SHARE2U

1

2

GENERAL

Firmware version	2.0.18	USB 1	1280x720 MJPEG 30Hz
USB Controller version	2.31	USB 2	No video
Video processor version	2.6	HDMI 1	No video
OS version	2.0.12	OUTPUTS	
MAC address	F8:DC:7A:7B:10:A4	USB	No video
IP address	192.168.0.113	HDMI	1920x1080p @ 59.99
Serial number	SUS2370019		

REBOOT DEVICE

STATUS

SETTINGS

SYSTEM

RESOURCES

NETWORK

UPDATE

Download the latest firmware packages <https://inogeni.com/support/software-tools/>

**Manual firmware update**

Choose the firmware package

Firmware version name

**Factory default**

**Logs**

**Maestro** version - v2.2.0

Please check [INOGENI's website](#) for latest version.

- Let the update finish until the software says it is completed.



**Your device is now updated to the latest firmware!**  
**You can now use the INOGENI Maestro v2.2.0 to monitor and configure your unit.**