

**Overview :**

This document contains the installation instructions for these software updates and BIOS update. Please make sure to follow step by step to avoid any failures.

Visit the websites listed below to download the current software version, if you are already running software version 3.2.5 skip to step 2:

1. **Steelcase Virtual PUCK Receiver v3.0.1 and v3.2.5 Release**
  - a. **Virtual PUCK Receiver v3.0.1** This will be in the zip file as part of the **Virtual PUCK Receiver v3.2.5** release.
  - b. **Virtual PUCK Receiver v3.2.5** Visit [Steelcase's Technical Support page](#) to download the software.
2. **BIOS version: 0065** (*Virtual Puck Receiver For Intel® NUC's Kit NUC7i3DNK only*) visit:  
<https://downloadcenter.intel.com/download/28667/BIOS-Update-DNKBLi30-86A-?v=t>
  - a. Go to “**Available Downloads**” or “**Other Versions**”
  - b. Click “**0065**”
  - c. Select and download file “**DN0065.bio**”

**Note:** Do not install BIOS 0065 until v3.2.5 has been installed. BIOS 0065 does not support downgrading to previous versions of the BIOS.

**IMPORTANT :**

Failure to adhere to the following guidelines may render Virtual PUCK unusable.

- Do not refresh, close or navigate away from the web page during the firmware update process.
- Please be patient. This update process may take 30-40 minutes to complete.
- Do not attempt to update the software with files stored on a network drive. Copy them to your local machine before updating.
- If using Windows 7, do NOT use Internet Explorer when performing a software update.

## Steps:

After downloaded unzip the files and extract the contents to a known location on your computer (ex. Desktop). If you are currently running software version 3.2.5 go to the **BIOS Update process** area:

### Updating from version 3.2.2 or 3.2.3 to 3.2.5.

1. Open a web browser, navigate and log in to media:scape Manager (ex. <http://scs-virtualpuck-registry>).
2. Click on the Virtual PUCK Receiver you wish to update to open the device's detail view.
3. Scroll down to **"Advanced"**
4. Go to **"Software Update"** section.

**Note:** If you are running a SAS Version 3.1.x go to step #5, if you are running SAS 3.2.x go to step #8.

5. Click the **"Choose File"** button and select the file **"vp\_server\_update-3.2.5\_Part\_2\_of\_2.puck"**
6. Click **"Update"** to begin.
7. When the update is complete, verify that the current software version is **"3.2.5"**
8. When having a SAS 3.2.x or higher Click **"Upload New"** Tab
9. Click the **"Choose File"** button
10. Select the file **"vp\_server\_update-3.2.5\_Part\_2\_of\_2.puck"**
11. Click **"Update"**
12. Wait for the update to be completed, verify that the current software version is **"3.2.5"**

## BIOS Update process

In order to install the new BIOS update the user will need to have access to the Virtual PUCK receiver.

1. When the device has been accessed, use the F7 BIOS flash procedure to update the BIOS using a USB device.
2. The F7 BIOS Flash Update allows you to update the system BIOS during the boot process and before the operating system loads.

## IMPORTANT:

3. If a BIOS update process is interrupted, your computer may not function properly. We recommend the process be done in an environment with a steady power supply (preferably with UPS).
4. Before updating the BIOS, manually record all BIOS settings that have been changed from default, so they can be restored after completing the BIOS update.

**Notes:** All images in this example are for illustration purposes only. You need to select the correct BIOS files for your Intel NUC.

5. All BIOS update files for Intel® NUC products are available on Intel's Download Center: <https://downloadcenter.intel.com/download/28788/BIOS-Update-DNKBLi30-86A-?v=t>
6. Select the latest **0065** BIOS version available for your device, if you have any questions please contact Technical Support.
7. Copy the **.BIO** to a **USB** device.
8. Plug the USB device into a USB port of the target **"NUC7i3DNK"**
9. Shut down the target computer.
10. Power ON the NUC or device
11. During boot, press **F2** from your keyboard
12. While at the Intel Visual BIOS dashboard

13. Press **F7** to enter the BIOS Flash Update tool.
14. Select the USB device and press **Enter**.



15. Select the **.BIO** file and press **Enter**
16. Select the **Open** button
17. Confirm you want to update the BIOS by pressing **Enter**.
18. Wait 2-5 minutes for the update to complete.



19. Remove the USB device.
20. The System will restart automatically.
21. You can verify the BIOS has been updated by restarting the machine
22. Pressing the **F2** during the reboot cycle and checking the new BIOS version is now listed as "**0065**".

## Troubleshooting Steps:

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### **USB is not being detected**

If the USB key is not being detected check the following settings:

1. **Advanced->Devices-> USB port x** (chosed the port your device is connected) and set to **Enable**

*Note: If you experience any problems or difficulties, please contact Technical Support.*

## Technical Support

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### **Downloads & Documentation**

<https://www.steelcase.com/techsupport/virtual-puck/>

<https://www.steelcase.com/techsupport/mediascape/>

### **Software Update Email Notifications**

<http://info.steelcase.com/technologyproductsregistry>

### **USA & Canada**

Monday–Friday, 8:00am to 5:00pm Eastern Standard Time

**Phone** 888.783.3522 (English)

**Email** [techsupport@steelcase.com](mailto:techsupport@steelcase.com)

### **EMEA**

Monday–Friday, 8:00 to 18:00 Central European Time

**Phone** 00800 2000 4000 DACH, France, Benelux, UK and Ireland (English, French and German)

+49 8031 405 111 all other EMEA countries (English, French and German)

**Email** [lineone-en@steelcase.com](mailto:lineone-en@steelcase.com)

### **APAC**

Monday–Friday, 8:00 to 17:00 KL time

**Phone** +60 3 2027 6161 (Support available in English and Mandarin)

**Email** [apac.techsupport@steelcase.com](mailto:apac.techsupport@steelcase.com)