Managing Neat Software Upgrades

Neat Pulse offers administrators various ways to control the software updates on their Neat devices.

- **Automatic**. Software updates will happen automatically after a new release is available
  - Available on all [Pulse plans](#)
  - [How to guide](#)
- **Manual**. No software updates will happen unless an administrator executes the update
  - Available on all [Pulse plans](#)
  - [How to guide](#)
- **Delayed**. Updates are automatic but a set delay for the updates can be chosen
  - Available on [paid Pulse plans](#) only
  - [How to guide](#)
- **Scheduled**. Administrators can schedule the time of updates
  - Available on [paid Pulse plans](#) only
  - [How to guide](#)

Automatic and Manual updates

Introduction

All Pulse plans, including the free Starter plan, allow you to manage software updates either automatically or manually.

- **Automatic.** Software updates will happen automatically after a new release is available
- **Manual**. No software updates will happen unless an administrator executes the update

If you need more granular control, please see delayed and scheduled updates that are available on [paid Pulse plans](#).

Automatic Updates

Neat OS and app upgrades are made available by Neat at regular intervals and can be set to automatically download and install overnight.

When the clock for a device passes through 0100 or 0200 for Neat OS and 0300 or 0400 for apps, any updates pending will then install within the first 50 minutes of the hour. The updates are staggered between devices to better manage bandwidth usage during the update period.

Manual updates

Devices in this mode will not automatically download and install updates. This can only be performed via the 'Update now' functionality or via the Zoom Device Manager or Teams Admin Center where applicable.

By using the 'Update now' functionality, updates can be applied as soon as they are available, before the nightly run. Available updates can be applied to individual or paired devices at any time using the 'Update Now' button on a Device's modal on the Devices page.

Any number and combination of devices can be manually updated by clicking each desired device card on the Devices page (multi-select), then pressing the cog 'Update' icon in the toolbar at the top of the page. This means that updates can easily be applied to Locations, Regions, Profiles etc. by first using filters, then selecting and updating the desired devices.

To avoid network congestion, if you schedule more than 10 devices to update at the same time, we will spread out the excess devices over a maximum of one hour.

If both a new Neat OS version and a new Zoom Rooms/Microsoft Teams are available, we recommend that you update at the same time. You do, however, have the option to opt out updating Zoom Rooms/Microsoft Teams when applying an update.

For compatibility reasons, you can not update Zoom Rooms/Microsoft Teams separately from the Neat OS version on your selected channel - if there is a Neat OS update available this must also be installed.

Note
Updates will not happen if a device is in use. If a device is in use or offline, we will try to update it when it becomes available.

Note: this could mean that a device that is powered off will immediately update on reconnection, this could cause disruption if devices are regularly powered off overnight and restarted just before any meetings.

Step by step guide

1. **Automatic Updates**
   Note: Automatic Updates are enabled by default unless the manual channel is selected on a profile applied to Devices themselves, or the Room the devices are located in.

   - On the Devices page, click the Device card to bring up the Device modal
   - Scroll down to the 'Updates' accordion and open the menu
   - Under 'Update channel' select either Stable or Preview
   - Click the 'Automatic updates' radio button

- When the clock for a device passes through 0100 or 0200 local time for Neat OS and 0300 or 0400 local time for apps, any updates pending will then install within the first 50 minutes of the hour. Devices must be connected to the network and online during this time.

2. **Update now**
- On the Devices page, find the devices you want to perform an update for using search and filters
- Select the devices by clicking Select all
- If you want, you can choose to unselect specific devices manually
- Press the 'Update' cogwheel icon on the toolbar at the top of the page
- Start the update now by pressing 'Update' or cancel out of the update by pressing 'Cancel'

3. **Profile**
- Navigate to the Profiles page
- Create a new profile using the 'Add new' button or select an existing profile to edit
- Scroll down to the 'Updates' accordion and open the menu
- Under 'Update channel' select either Stable or Preview
- Click the 'Automatic updates' or the 'Manual updates' radio buttons as desired
- On the Devices page, find the devices you want to apply the profile to using search and filters
- Select the devices by clicking Select all
- On the toolbar, find apply the profile using the 'Assign profile' drop down menu
- Profiles can also be applied directly on the Room modal and the Device modal

Delaying Automatic Software Upgrades

Introduction

In addition to manually updating software or receiving updates automatically when a new version is available, Neat Pulse also offers the ability to delay automatic updates by a set amount of time.

Note: this feature is only available to customers on a paid Pulse plan.

Overview

Neat Pulse offers two ways of updating software on Neat devices:

- **Automatic.** Software updates will happen automatically after a new release is available
- **Manual.** No software updates will happen unless an administrator executes the update

Setting devices to Automatic updates gives you three options:

- **When available.** Devices will download and install software as soon as a new version is available.
- **One week after a new release.** Devices will download and install software 1 week after it was first made available.
- **Four weeks after a new release.** Devices will download and install software 4 weeks after it was first made available.

Options available depends on your Update channel:

- If you have selected *Stable*, you can choose to delay by one week or by four weeks
- If you have selected *Preview*, you can only choose to delay by one week, as Preview software generally gets replaced by a Stable version in less than four weeks.

Devices set to Automatic updates will download and install updates overnight, on the day it's supposed to do so according to the descriptions above. Updates will not happen if a device is in use.

Automatic updates can be applied to all device software, including Neat OS, Zoom Rooms, Microsoft Teams, and other apps installed on the device. Only Neat OS and Zoom Rooms/Microsoft Teams updates can be delayed (as a bundle), not other apps.

Automatic updates can be configured for individual devices and for multiple devices using Profiles

The Updates page, accessible from the side menu, will provide an overview of available updates, pending updates, and scheduled updates, together with a visual representation of the Neat firmware roadmap. Automatic updates, both *delayed* and *when available*, will show up under Pending updates.

To avoid network congestion, we will spread out devices updating over up to a maximum of one hour.

Step by step guide - individual device

1. Select the device
- Find the device you want to apply automatic update to on the Devices page.
- Click the device to enter the Device view.

2. Set Automatic updates for this device
- Scroll down to Device Settings. Click Update to expand.

- Make sure you have selected the software channel you wish to be on for this device. The default setting is *Stable*.
- If not selected, click Automatic Updates. Read the information. Click Confirm.
- Select the option you want from the drop down menu: *When available*, O*ne week after a new release,* or *Four weeks after a new release*.
- Changes are saved automatically.

Step by step guide - device settings profile

1. Select the profile
- Navigate to the Profiles page in the side menu.
- Click the profile you want to apply these settings to, or create a new device settings profile.

2. Set Automatic updates for this device settings profile
- The default software channel is *Stable*. If you want to be on another channel, make sure to select *Update channel* and pick from the dropdown the channel that you want devices using this profile to be on.
- Make sure that *Neat OS* is selected. Select Automatic updates.
- Select the option you want from the drop down menu: *When available*, O*ne week after a new release,* or *Four weeks after a new release.*
- Click Save in the top right corner to save changes.

3. Assign the profile
- If the settings profile isn't already assigned to one or mode devices, there are multiple ways to do so:
  - From the Devices page, by selecting one or more devices and selecting which profile to assign from the dropdown
  - From the Room/Space view, by selecting which profile to assign from the dropdown
  - From the Device view, by selecting which profile to assign from the dropdown

Notes
- If a device is in a call or offline, the update will be installed if the device becomes available within the firmware upgrade window
- If the device doesn't become available within this window, we try again during the next nightly window

Scheduling Software Upgrades

Introduction

In addition to manually updating software or receiving updates automatically when a new version is available, Neat Pulse also offers the ability to schedule updates for a specific date and time within the next 60 days.

Note: this feature is only available to customers on a paid Pulse plan.

Overview

Neat Pulse offers two ways of updating software on Neat devices:

- **Automatic.** Software updates will happen automatically after a new release is available
- **Manual.** No software updates will happen unless an administrator executes or schedules the update

Setting devices to Manual updates gives you two options:

- **Manually download and install.** Update devices individually and immediately.
- **Schedule update.** Schedule any number or combination of devices to update at a specific time and date

Scheduled updates will not happen if a device is in use. If a device is in use or offline, Neat Pulse will try to update it when it becomes available. Note: this could mean that a device that is powered off will immediately update on reconnection, this could cause disruption if devices are regularly powered off overnight and restarted just before any meetings.

You can schedule updates for Neat OS and Zoom Rooms/Microsoft Teams. For compatibility reasons, you can not update Zoom Rooms/Microsoft Teams separately from the Neat OS version on your selected channel - if there is a Neat OS update available this must also be installed. You can schedule updates no longer than 60 days into the future.

If both a new Neat OS version and a new Zoom Rooms/Microsoft Teams are available, it is recommended to schedule them to update at the same time. You do, however, have the option to opt out updating Zoom Rooms/Microsoft Teams when scheduling an update.

If your device is in App Hub mode, updates to other apps installed on the device can also be scheduled, in addition to being either on Automatic or Manual mode.

Scheduled updates can be applied to any number and combination of devices by selecting them (multi-select) on the Devices page. This means that scheduled updates easily can be applied to

Locations, Regions, Profiles etc by first using filters, then selecting and scheduling the devices that match that scheduling criteria.

The Updates page, accessible from the side menu, will provide an overview of available updates, pending updates, and scheduled updates, together with a visual representation of our firmware roadmap.

To avoid network congestion, if you schedule more than 10 devices to update at the same time, we will spread out the excess devices over a maximum of one hour.

Step by step guide

1. Select devices
- On the Devices page, find the devices you want to schedule an update for using search and filters
- Select the devices by clicking Select all
- If you want, you can choose to unselect specific devices manually

2. Schedule an update
- With the devices selected, click the cogwheel icon that is now visible
- You will now get two options: Update now and Schedule Update.
- Click Schedule update. Choose the date and time you want to schedule this update for. Click Schedule. Date and time represents the local time for the device(s).
- In this stage, if a Zoom Rooms/Microsoft Teams update is available, you have the option to not include it
- Your scheduled update is now visible on the Updates page, under Pending updates -> Scheduled updates

3. Reschedule or unschedule updates
- Navigate to the Updates page
- Find the schedule you want to change or delete under Pending updates -> Scheduled updates
- Click the Edit button. You will be presented with two options: Reschedule and Unschedule
- Clicking Reschedule will bring up the calendar view to allow you set a new time and date.
- Clicking Unschedule will bring up a confirmation window. Click Unschedule to remove the update.

Notes
- Available updates can also be scheduled and rescheduled from the Updates page, under Available updates, and the Room/Space view by clicking the cogwheel icon.
- Scheduled updates can always be updated immediately, either from the Updates page or from the Device view.

- If a device is in a call or offline, the update will be installed when the device becomes available next