

5000-Series

Firmware Update Instructions



5000-Series • Firmware Update Instructions

- Cal Media Part Number: **5000-UI**
- Document Version: 1.0
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Updating the Firmware

Cal Media cards can be quickly and easily updated through Dashboard*, or using a MMC or SD memory card (*Firmware can only be loaded with Dashboard™ on cards having firmware version 2.0 or greater already installed).

Note: The 5000-Series card should not be used on-air during the firmware installation process. The card will stop communicating with Dashboard™ and will need to re-boot upon completion.

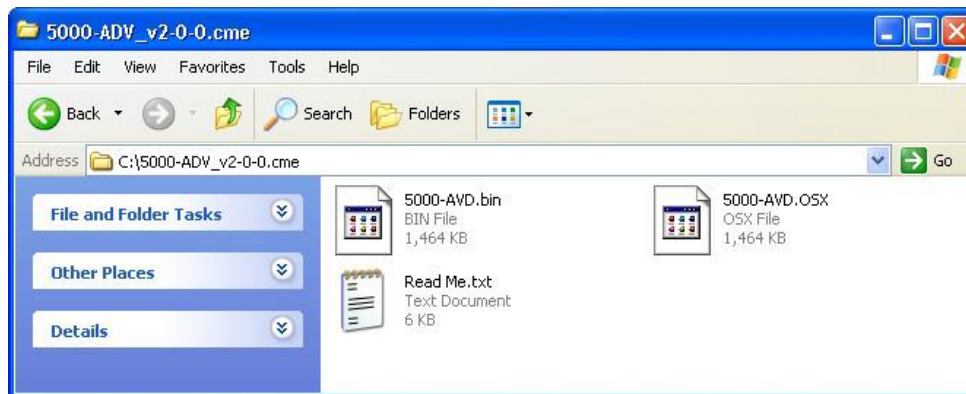
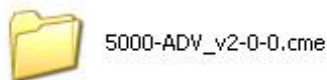
Obtaining New Firmware

The current version of firmware can be obtained from California Media Engineering (www.calmedia.com).

Preparing Firmware Files

The firmware will be provided as a .zip file. Before it can be used, the file must be unzipped. **Be certain that no errors occur during the unzip process.**

Once unzipped, the firmware update should be a folder which contains several files.



Be sure and open the *Read Me.txt* file for any additional instructions.

To update the 5000 card using Dashboard™, copy or move the folder to a location accessible from Dashboard™.

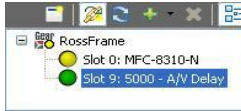
To update the 5000 card using a MMC or SD memory card, copy the entire folder to a MMC or SD memory card's root directory.

Note: The 5000 card can only recognize one folder with a “.cme” extension. If the memory card already has a “.cme” folder from an earlier version or another product, then that folder must be moved from the root directory or renamed or deleted. Do not combine files from other versions into the same “.cme” folder, as the 5000 card will only read the first “.osx” file it finds.

Installing Firmware using Dashboard™ Version 3.0 or Greater

Note: This process typically takes about 90 seconds.

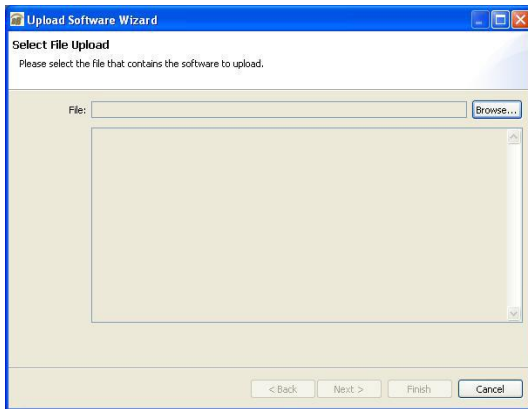
1. Launch the Dashboard™ application and open the desired **5000-Series** card listed in the Basic Tree View.



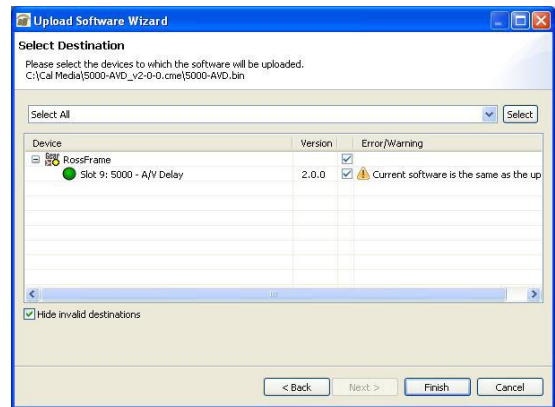
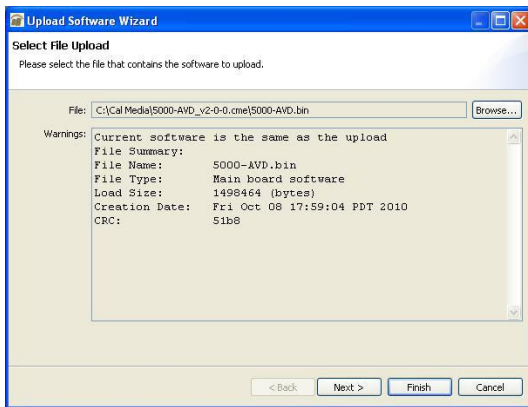
2. Click on the **Upload** button at the bottom of the Dashboard™ control screen.



3. The *Upload Software Wizard* will open. Click **Browse** and navigate to the location of the firmware file folder. Select the “.bin” file and click **Open**.



4. The *Upload Software Wizard* will now display the selected firmware file and its description. Click **Next**. The 5000-Series card should be selected to receive this file. If other 5000-Series cards are listed, check these cards too if they are to receive this firmware update.



5. Click **Finish** to begin installing the new firmware. When the installation is complete Click **OK**. The Upload Wizard will close and the 5000-Series card will automatically reboot with the new firmware. Verify that the new version numbers are displayed on the Dashboard™ control *Product* menu.

Note: Some updates may require additional time for the initial reboot cycle (approx. 15 seconds).

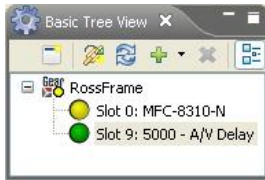
WARNING! Do not cancel the upload or cycle power once the firmware begins copying until the firmware is completely loaded and the card has rebooted.

If the firmware installation process is interrupted then the 5000-Series card may not be able to reboot. If Dashboard™ then fails to open the card, the firmware must be reinstalled using a SD memory card.

Installing Firmware using Dashboard™ Version 2.0

Note: This process typically takes about 90 seconds.

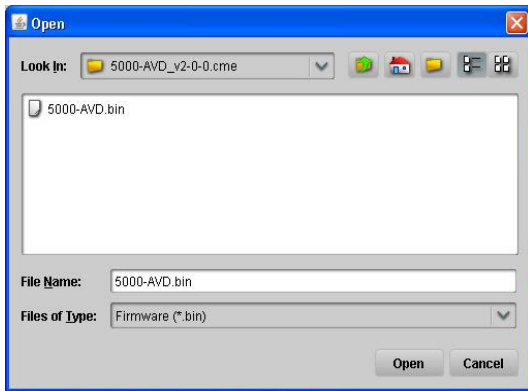
1. Launch the Dashboard™ application and open the **5000-Series** card listed in the Basic Tree View.



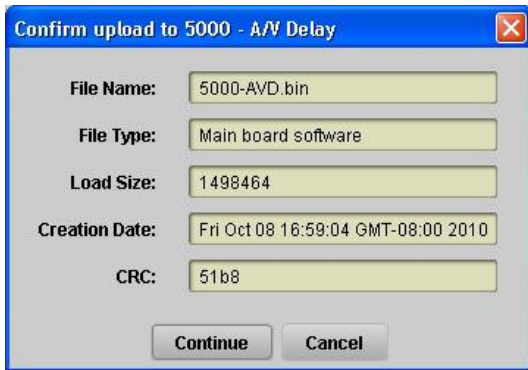
2. Click on the **Upload** button at the bottom of the Dashboard™ control screen.



3. The *Open* dialog window will appear. Click **Browse** and navigate to the location of the firmware file folder. Select the ".bin" file and click **Open**.



4. A confirmation window should now display the selected firmware file and its description.



5. Click **Continue** to begin installing the new firmware. When the installation is complete the 5000-Series card will automatically reboot with the new firmware. Verify that the new version numbers are displayed on the Dashboard™ control **Product** menu.

Note: Some updates may require additional time for the initial reboot cycle (approx. 15 seconds).

WARNING! Do not cancel the upload or cycle power once the firmware begins copying until the firmware is completely loaded and the card has rebooted.

If the firmware installation process is interrupted then the 5000-Series card may not be able to reboot. If Dashboard™ then fails to open the card, the firmware must be reinstalled using a SD memory card.

Installing Firmware using a SD or MMC Memory Card

Note: This process typically takes about 30 seconds.

1. Install the memory card containing the firmware update folder on the 5000-Series card (see section *Installation and Setup* for details).



Figure 4-1. FLASH button and POWER LED location.

2. Press and hold in the “FLASH” button for approximately 2 seconds until the POWER LED begins flashing. The LED will rapidly **flash red** as the new firmware file is being copied (approximately 20 seconds). The LED will then rapidly **flash green** as the new file is verified (approximately 10 seconds). Once it has finished, the card will automatically re-boot.

Note: Some updates may require additional time to process the new firmware file. During this time the LED will again rapidly flash red (approximately 10 seconds), and then rapidly flash green (approximately 5 seconds). Once it has finished, the card will automatically re-boot.

3. Verify that the new version numbers are displayed on the Dashboard™ control **Product** menu.

WARNING! Do not remove the memory card or cycle power once the firmware begins copying until the firmware is completely loaded and the card has rebooted.

If the firmware installation process is interrupted, then the update must be performed again.

Retrying Firmware Installation

If the first attempt has failed or was interrupted, the 5000-Series card may not function correctly or even boot. To install the firmware under these conditions, a power-cycle firmware installation may be required.

1. Unseat the 5000-Series card from the frame slot and wait a few seconds.
2. Install the memory card on the 5000-Series card.
3. Press and hold in the “FLASH” button while fully inserting the 5000-Series card into the slot.
4. Keep holding in the “FLASH” button until the POWER LED begins flashing. (The firmware update should now continue as a normal installation described above).

Firmware Installation if Boot File has failed

In the unlikely event that the 5000-Series card will not boot, and will not accept a firmware installation, a jumper may be installed which will force the card to use the factory default boot file.

1. Unseat the 5000-Series card from the frame slot.
2. Install a jumper on J905 (pins 1-2) as shown (*right*).
3. Perform the power-cycle firmware installation as described above under *Retrying Firmware Installation*.
4. Once the 5000-Series card has booted, again unseat the card from the frame slot and remove the jumper and memory card.
5. Re-install the 5000-Series card into the frame slot.



Figure 4-2 Boot-Loader jumper location

6. Once installed, the 5000-Series card should automatically generate a new boot file. This should take approximately 15 seconds as the POWER LED will rapidly flash red, then green.
7. Upon completion, the 5000-Series card should successfully reboot.

Troubleshooting Firmware Installation

Troubleshooting Dashboard™ Firmware Installation

Use the following information if the firmware upload process has failed:

- If the “**Selected file does not exist**” or “**Selected file is not a valid upload file**” error conditions are displayed in the **Upload Failed** dialog box, select **OK** from the dialog box and re-start the upload process and select the correct file.
- If a “**No response from device**” condition is encountered, the upload failed while in progress due to loss of power or communications. Verify that the card is powered up and there is communication with the openGear™ frame. Restart the upload process.

In the unlikely event the 5000-Series card becomes unresponsive, try the following:

1. Unseat the 5000-Series card from the frame slot and wait a few seconds.
2. Reinstall the 5000-Series card into the frame slot.
3. If Dashboard™ is able to open the control panel for the 5000-Series card, repeat the installation process using Dashboard™.
4. If Dashboard™ is not able to open the control panel for the 5000-Series card, perform the installation using a SD or MMC memory card (*see previous section*).
5. If the 5000-Series card still does not properly operate after trying all suggestions, contact customer support at support@calmedia.com.

Troubleshooting Memory Card Firmware Installation

If the LED does not begin to rapidly flash red when the FLASH button is pressed, check the following:

1. The FLASH button is not being pressed continuously for 2 seconds.
2. Possible bad memory card. Check if the memory card is indentified on the Dashboard™ control **Product** menu. Try a different memory card.
3. Incorrect Firmware. Check that the Firmware files are meant for that model 5000-Series card.
4. Incorrect Firmware files or folder. See **Preparing Firmware Files** section above.
A single “.cme” folder must be located in the root directory of the memory card.
A single file with a “.osx” extension must be located within the “.cme” folder.

If the POWER LED immediately changes from a rapidly flashing red (10 flashes a second) to a slower flashing red (2 flashes a second) and continues flashing for more than a minute, then the firmware file (“.osx”) is incorrect or damaged. Check the files. Try again with a different memory card.

If the card has not re-booted after several minutes, then the firmware update has probably failed. Try again with a different memory card.

Note: It is safe to remove the memory card and/or power cycle the 5000-Series card as long as the POWER LED is not rapidly flashing red (10 flashes a second).

If the 5000-Series card still does not properly operate after trying all suggestions, contact customer support at support@calmedia.com .

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