
Firmware Upgrade Procedure

Secure Series II Firmware Upgrade Procedure

This document provides firmware update instructions and describes the process to upgrade firmware for the SUHD983-P and SUHD983-P-A Secure Series II panels.

FIRMWARE UPGRADE

The panel firmware consists of 2 upgrades. Scaler and ethernet firmware. Not all releases will require updating both sections. The versions are outlined below. In the firmware package the files will be named as follows

Scaler: **SUHD983P.bin**

Ethernet: **Ethernet_FW_98_Vxx.bin** (xx is the version number)

Scaler & Ethernet versions are updated separately. The firmware can be upgraded in any order.

When viewing the firmware through the web interface or OSD display, the firmware is displayed as [Scaler Firmware]-[Ethernet firmware] Ex. V1.0.2.8-20

- Scaler version: V1.0.2.8
- Ethernet version: 20

CRITICAL NOTE:

Before starting the updates, ensure the following settings are selected in the Setup menu of the WebUI or the on screen display:

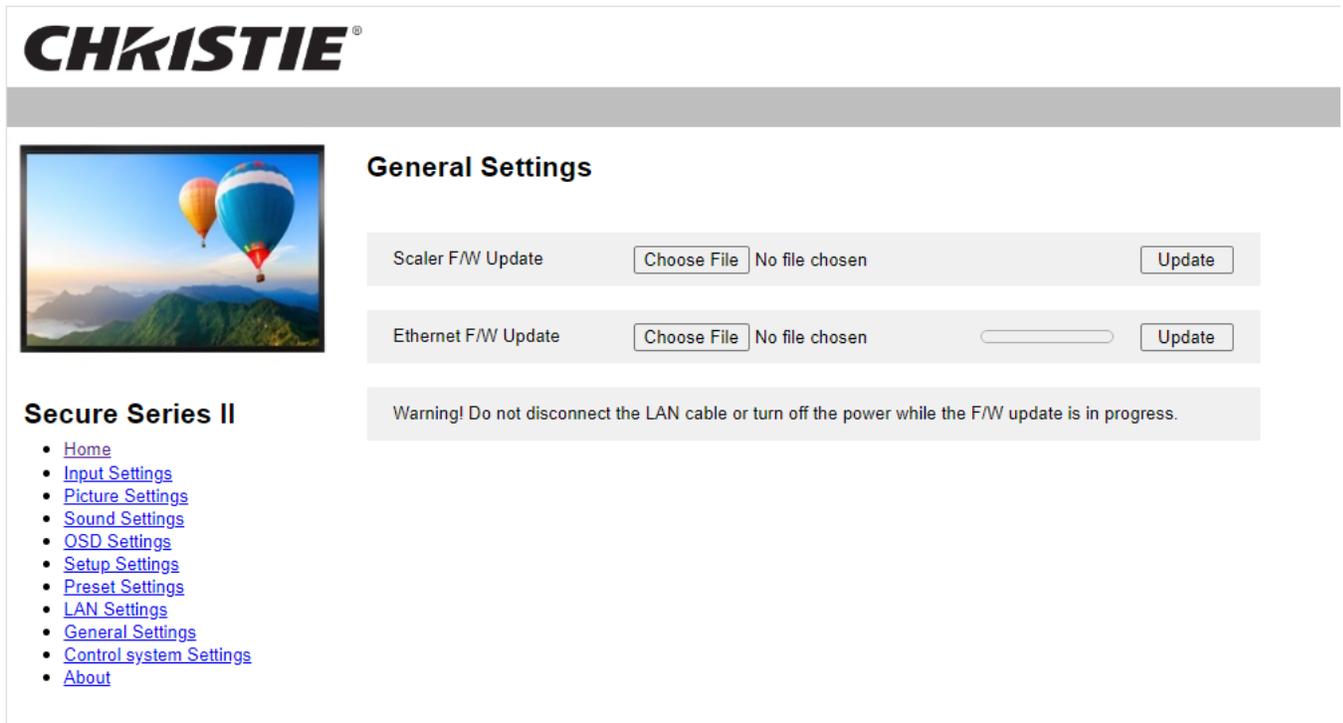
- **Setup > Power Save > Off**
- **Setup > Power Off Mode > Standby**

1. Scaler firmware update

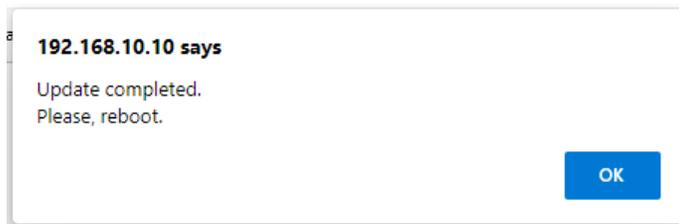
Scaler firmware can be upgraded by USB or over ethernet. USB method has a faster upgrade time.

a. Upgrade Scaler using Ethernet

1. Make sure the scaler firmware filename is named **SUHD983P.bin**
2. Connect to the panel over ethernet. (using a web browser)



3. Select the **General Setting** link on the left side of the page.
4. In the *Scaler Firmware Update* section – select **Choose File** button.
 - a. Browse your file system and select the scaler firmware
5. In the *Scaler Firmware Update section* – select the **Update** button.
 - a. **THE PANEL WILL GO BLACK DURING THE UPGRADE – DO NOT POWER CYCLE THE PANEL. The upgrade process will take approximately 8 minutes**
 - b. The web GUI will report back with the following dialog box



Note: the panel will automatically reboot at this time and display image / no signal dialogue

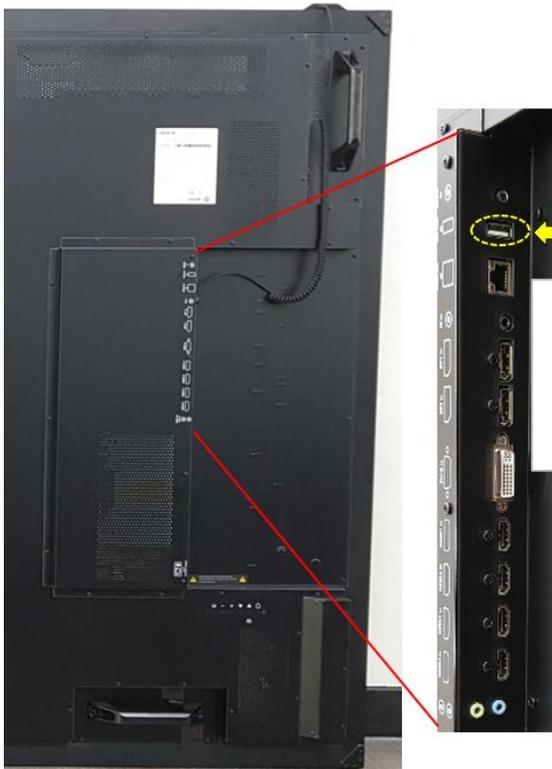
6. A/C power cycle the panel

b. Upgrade Scaler using USB storage device



Christie recommends updating the scaler firmware using the USB method as it is faster than the web server update method.

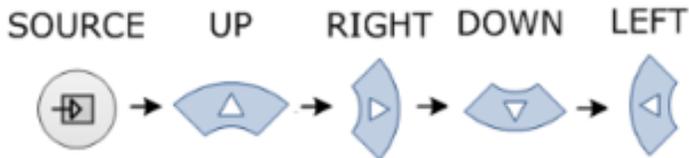
1. Make sure the scaler firmware filename is named **SUHD983P.bin**
2. Copy the Scaler firmware to the root of the USB storage device.
3. Plug in a USB memory to the service terminal.



USB storage device:

- Firmware for A/D B/D is stored on root of usb drive
- The filename of the firmware is named SUHD983P.bin

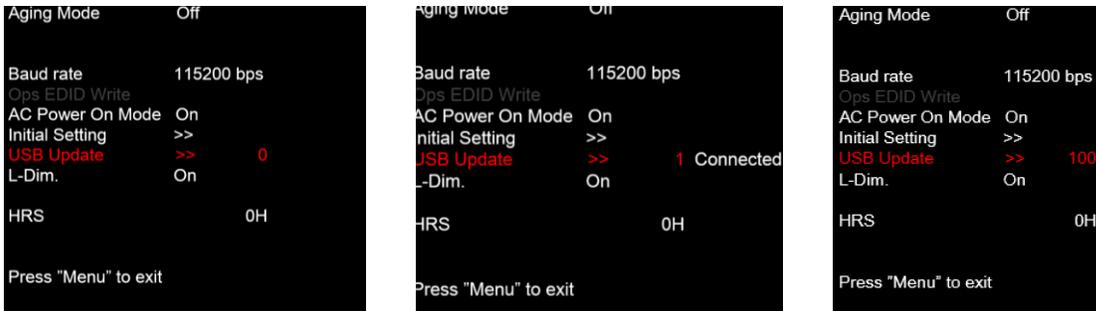
4. Enter the Factory-Menu.
To enter the Factory-Menu by remote control:



5. Select Software Update (USB) and press the **SEL** button on the remote control.



When set to Multi-Windows mode, you cannot enter the Factory-Menu. To enter the Factory-Menu, change the Multi-Window mode to off.



6. Select **USB Update**.

For compatible USB storage devices a Connected message appears. Proceed to step 5. If the USB storage device is not compatible, see error section. (try new USB device or reformat to FAT32 or NTSC)

7. If **Connected** appears, select **USB Update**.

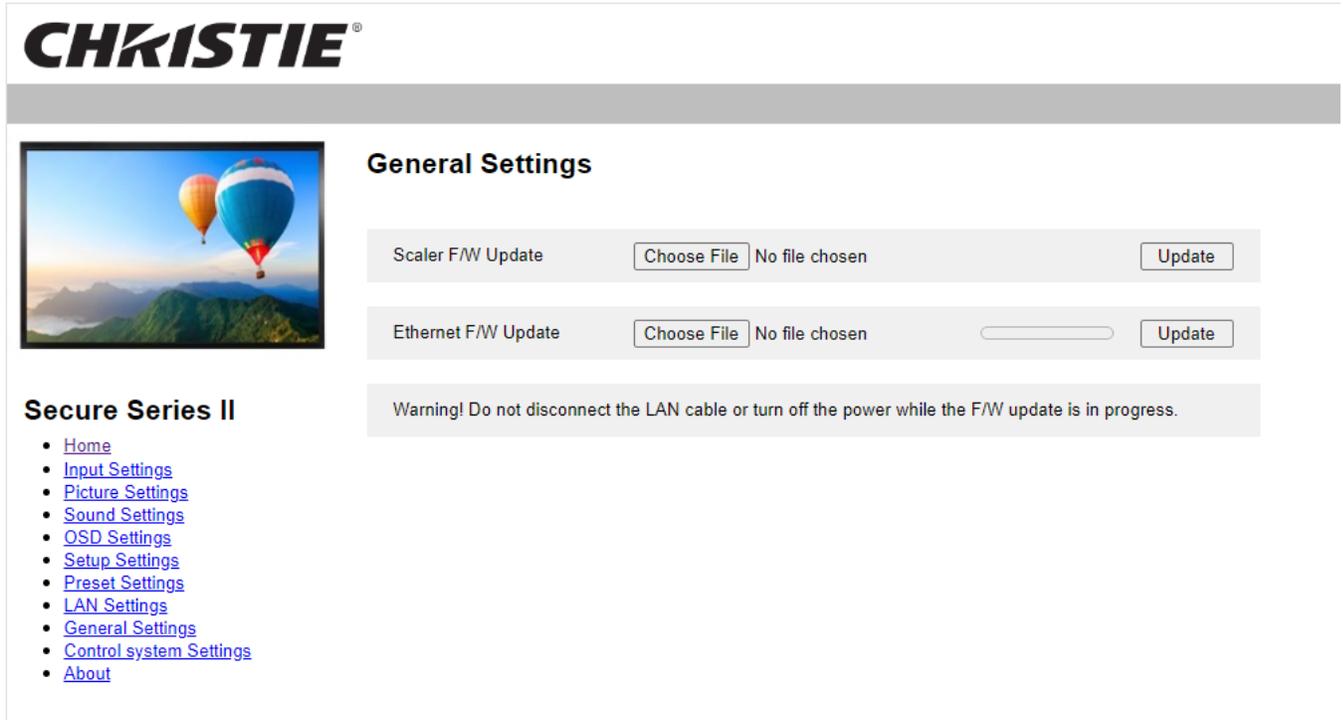
The firmware is updated automatically and the panel reboots into Standby mode after a successful firmware update (about 30 seconds).

- a. Reset the main power switch to turn the panel back on.
- b. When the firmware update is complete, From the Factory-Menu perform an **Initial Setting**.
- c. After Initial Setting, power off the panel using the rocker-switch.
- d. Wait at least 10 seconds and power the panel back on.

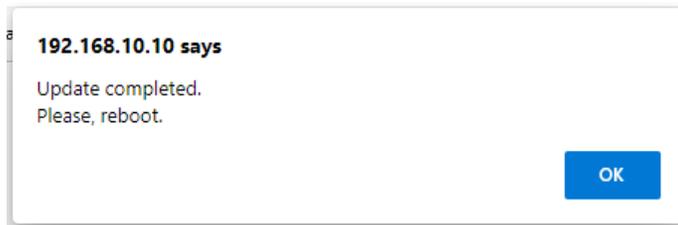
2. Ethernet firmware update

Ethernet Firmware must be upgraded over ethernet.

1. Make sure the ethernet firmware filename is named **Ethernet_FW_98_V*.bin** Where * is the 2 digit number that is the version of the ethernet firmware.
2. Connect to the panel over ethernet. (using a web browser)



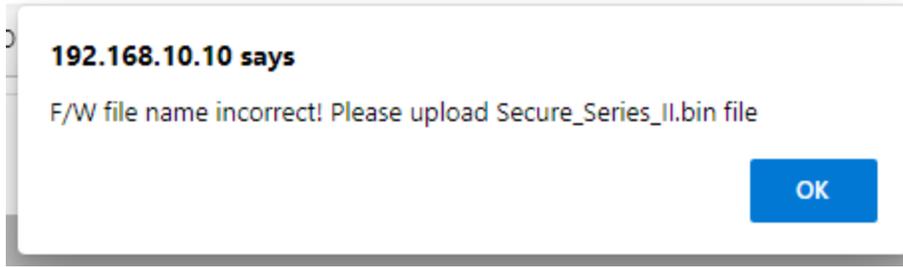
3. Select the **General Setting** link on the left side of the page.
4. In the *Ethernet Firmware Update* section – select **Choose File** button.
 - a. Browse your file system and select the scaler firmware
5. In the *Ethernet Firmware Update section* – select the **Update** button.
 - a. **Note: The panel will not change during this time. The web GUI will show a progress bar of the update. The firmware can take upwards of 5 minutes to complete.**
 - b. When the firmware update is complete the web GUI will report back with the following dialog box



6. A/C power cycle the panel

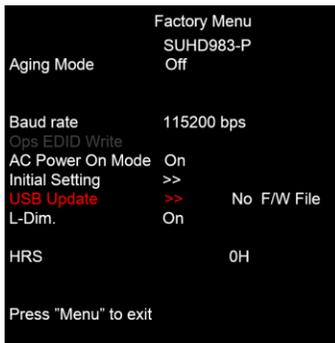
Error Messages

1. When trying to upload the scaler firmware you receive the following message

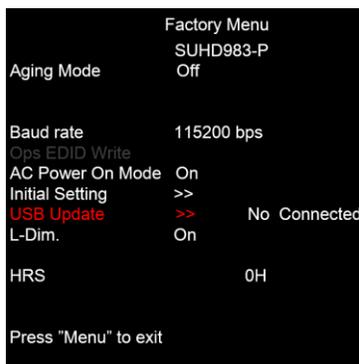


Make sure the Scaler firmware file is named **SUHD983P.bin**

2. The panel does not power up after reboot / firmware upgrade was interrupted (pulled out cable, power loss, etc)
 - a. Connect to panel over ethernet, trying the following connections in order.
 - i. Panel IP address.
 - ii. Default IP address settings
 1. IP Address: 192.168.10.10
 2. Subnet Mask: 255.255.255.0
 - b. If you can connect – re-run the scaler firmware upgrade procedure
 - c. If you can't connect – the scaler (A/D board) will need to be replaced.
3. When updating over USB – you see **No Connected**



- a. The panel does not recognize this USB / No USB is plugged in
 - i. Try a different USB
 - ii. Try formatting the USB to FAT32 or NTFS file system
4. When updating over USB – you see **No F/W file**



- a. The panel does not recognize the F/W file
 - i. Make sure the file is named **SUHD983P.bin**
 - ii. Make sure the file is on the root of the USB drive.

Product documentation

For installation, setup, and user information, see the product documentation available on the Christie website. Read all instructions before using or servicing this product.

1. Access the documentation from the Christie website:
 - Go to this URL: <https://bit.ly/2VccFTr> or <https://www.christiedigital.com/products/lcd-panels/secure-series-II/>
 - Scan the QR code using a QR code reader app on a smartphone or tablet.



2. On the product page, select the model and switch to the **Downloads** tab.

Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or *Support.Americas@christiedigital.com*
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or *Support.EMEA@christiedigital.com*
- Asia Pacific
 - Australia: +61 (0)7 3624 4888
 - China: +86 10 6561 0240
 - India: +91 (80) 6708 9999
 - Japan: 81-3-3599-7481
 - Singapore: +65 6877-8737
 - South Korea: +82 2 702 1601
- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*