

# SOFTWARE UPGRADE GUIDANCE NOTES AND INSTRUCTIONS : UK, EMEA

It's important that you follow the correct upgrade instructions as products upgrade in different ways.

There are broadly three types of upgrade procedure. The products which upgrade in a similar way are grouped together. If your product belongs to one of the groups below, then please follow the relevant upgrade procedure for that group. e.g. if your product is a SD Excel, follow Upgrade Procedure A etc.

**Upgrade Procedure A :** For SD, SD Advanced SD Excel, EcoSense, DV-IP (products with CD drive)

**Upgrade Procedure B :** For DS2PD, BX2PD, Eco9 / I6 (products with CD drive)

**Upgrade Procedure C :** For new Eco4, DV-IP NVI, DV-IP ATM Express (products without CD drive but do have USB port)

*Note: Older products which do not contain a CD writer and also do not have a USB port can typically be upgraded using a serial connection however, these products e.g. "beige" Eco4 do not have any recent software update. If software has to be restored, please refer to our software download area which can be found on the Dedicated Micros web site(s): [www.dedicatedmicros.com](http://www.dedicatedmicros.com). If you do not see your product in the list below, please refer to [www.dedicatedmicros.com](http://www.dedicatedmicros.com).*

(Lower case letters indicate wild card characters).

| <b>UPGRADE PROCEDURE A : SD, SD Advanced, SD Excel, EcoSense, DV-IP products</b> |  |  |
|--|--|--|
| <b>Product</b>   | <b>Product PIN</b>                                   | <b>How to identify the product</b>   |
| SD 4 (M3S)   | DM/SD04N30<br>DM/SD04N60                             | Identify from the product PIN code<br>Check Board reference (M3S) under "Boot software ref" on Software revision page                                |
| SD 4 (M3T)   | DM/SD04N30<br>DM/SD04N60                             | Identify from the product PIN code<br>Check Board reference (M3T) under "Boot software ref" on Software revision page                                |
| SD 8/I6 Front Panel KBD (M3S)  | DM/SDnnMIN<br>DM/SDnnMED                             | Identify from the product PIN code<br>Has front panel keyboard<br>Check Board reference (M3S) under "Boot software ref" on Software revision page    |
| SD 8/I6 Front Panel KBD (M3R)  | DM/SDnnMIN<br>DM/SDnnMED                             | Identify from the product PIN code<br>Has front panel keyboard<br>Check Board reference (M3R) under "Boot software ref" Software revision page       |
| SD 8/I2/I6 no KBD (M3S)  | DM/SDnnN30<br>DM/SDnnN60<br>DM/SDnnM30<br>DM/SDnnM60 | Identify from the product PIN code<br>Has no front panel<br>Check Board reference (M3S) under "Boot software ref" on Software revision page          |
| SD 8/I2/I6 no KBD (M3R)  | DM/SDnnN30<br>DM/SDnnN60<br>DM/SDnnM30<br>DM/SDnnM60 | Identify from the product PIN code<br>Has no front panel keyboard<br>Check Board reference (M3R) under "Boot software ref" on Software revision page |

If you require further help or information please contact Customer Services:

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**UPGRADE PROCEDURE A : SD, SD Advanced, SD Excel, EcoSense, DV-IP products**

| Product                           | Product PIN  | How to identify the product   |
|-----------------------------------|--|---|
| SD 32 (M3G)                       | DM/SD32L30<br>DM/SD32L60<br>DM/SD32M30<br>DM/SD32M60               | Identify from the product PIN code<br>32 channel<br>Has no front panel keyboard<br>Check Board reference (M3G) under “Boot software ref”<br>on Software revision page |
| SD 32 (M3H)                       | DM/SD32L30<br>DM/SD32L60<br>DM/SD32M30<br>DM/SD32M60               | Identify from the product PIN code<br>32 Channel<br>Has no front panel keyboard<br>Check Board reference (M3H) under “Boot software ref”<br>on Software revision page |
| SD Excel Closed IPTV (M3U)        | DM/SDEXC/I6MAX   | Identify from the product PIN code<br>Has HDMI monitor connection   |
| SD Excel NON Closed IPTV (M3U)    | DM/SDEX/I6MAX  | Identify from the product PIN code<br>Has HDMI monitor connection   |
| SD Advanced Closed IPTV (M3U)     | DM/SDACP08MIN<br>DM/SDACP I6MIN<br>DM/SDACP I6MAX<br>DM/SDACP32MAX | Identify from the product PIN code<br>Has HDMI monitor connection   |
| SD Advanced NON Closed IPTV (M3U) | DM/SDAV08MIN<br>DM/SDAV I6MIN<br>DM/SDAV I6MAX<br>DM/SDAV32MAX     | Identify from the product PIN code<br>Has HDMI monitor connection   |
| SD Advanced 8/12/16 VGA           | DM/SDAVnnX14<br>DM/SDAVnnX30<br>DM/SDAVnnX60                       | Identify from the product PIN code<br>Has VGA monitor output  |
| EcoSense 1 4/8/16 (M4T)           | DM/ECSI/nnn/nn   | Identify from the product PIN code  |
| EcoSense 2 8/16 (M4T)             | DM/ECS2/nnn/nn   | Identify from the product PIN code  |
| DV-IP NV4 (M3H)                   | DM/DVIP/NV40GB<br>DM/DVIP/NV4MAX                                   | Identify from the product PIN code<br>Has dual HDMI monitor connection  |
| DV-IP NV8 (M3H)                   | DM/DVIP/NV8MAX   | Identify from the product PIN code<br>Has dual HDMI monitor connection<br>Has additional network ports  |

**UPGRADE PROCEDURE B : DS2PD / BX2PD and Eco9 / 16**

| Product       | Product PIN  | How to identify the product        |
|---------------|--|------------------------------------|
| DS2 (M2I)     | DM/DS2PDnnn/06<br>DM/DS2PDnnn/09<br>DM/DS2PDnnn/16<br>DM/DS2ADnnn/06<br>DM/DS2ADnnn/09<br>DM/DS2ADnnn/16 | Identify from the product PIN code |
| ECO9/16 (M2I) | DM/ECO9C/nnn<br>DM/ECO16C/nnn  | Identify from the Product PIN code |
| BX2PD (M2I)   | DM/BX2D/nnn  | Identify from the product PIN code |

**UPGRADE PROCEDURE C : New Eco4, DV-IP NVI, DV-IP ATM Express**
**Products which do not have a CD writer but do have a USB port**

| Product                 | Product PIN                | How to identify the product                              |
|-------------------------|----------------------------|--|
| New Eco4 (M4Q)          | DM/ECO4/USB<br>DM/ECO4/nnn | Identify from the Product PIN code<br>Small Black case   |
| DV-IP NVI (C1L)         | DM/DVIP/NVI                | Identify from the Product PIN code                       |
| DV-IP ATM Express (C2T) | DM/DVPAT/nnn/4             | Identify from the Product PIN code<br>Blue Extruded case |

Note: Older products which do not contain a CD writer and also do not have a USB port can typically be upgraded using a serial connection however, these products e.g. "beige" Eco4 do not have any recent software update. If software has to be restored, please refer to our software download area which can be found on the Dedicated Micros web site(s): [www.dedicatedmicros.com](http://www.dedicatedmicros.com). If you do not see your product in the list below, please refer to [www.dedicatedmicros.com](http://www.dedicatedmicros.com).

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## UPGRADE PROCEDURE : A

### Ensure correct upgrade

- Check that you have the correct upgrade CD for the product your are upgrading.

### Insert upgrade CD

- Insert the upgrade CD picture side up into the CD drive on the front of the unit.

## ▼ TO START THE UPGRADE PROCEDURE ▼

1. Enter the menu on the unit, by either pressing the **Menu soft key** or the assigned menu key on the **front panel** or **remote control**.
2. Navigate to the **SYSTEM | MAINTAIN** page.
3. Select the **RED - RESET** button.
4. You will be prompted **“Do you want to restart the unit”**. Confirm by pressing **OK**.
5. The unit will restart and will automatically upgrade the software from the CD.
6. On completion a prompt will be displayed :  
**“Upgrade Successful - Please remove Media and Reset system.”**
7. Eject CD by pressing button on front of CD Writer.
8. Remove the CD from the product.
9. Close the drawer
10. Press any front panel key to reset the system

### IMPORTANT

TRYING TO UPGRADE THE INCORRECT HARDWARE PLATFORM WILL POTENTIALLY HARM THE UNIT AND RENDER IT UNUSABLE, RESULTING IN A RETURN TO BASE WHICH MAY INCUR A CHARGE

### WARNING

DO NOT POWER DOWN THE UNIT DURING THE UPGRADE PROCESS. IT IS NORMAL FOR SOME MODELS TO BEEP AND FLASH A RED LED DURING THE UPGRADE PROCESS.

POWER DOWN DURING UPGRADE MAY RENDER THE UNIT INOPERABLE AND MAY RESULT IN A CHARGEABLE REPAIR AS A RESULT.

Software Upgrade Guidance Notes and Instructions available to download at [http://www.dedicatedmicros.com/software\\_upgrade](http://www.dedicatedmicros.com/software_upgrade)

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For DS2, BX2PD and Eco9/I6 products with CD / DVD drive

## UPGRADE PROCEDURE : B

### Ensure correct upgrade

- Check that you have the correct upgrade CD for the product your are upgrading.

### Insert upgrade CD

- Insert the upgrade CD picture side up into the CD drive on the front of the unit.

## ▼ TO START THE UPGRADE PROCEDURE ▼

### 1. Restart the unit:

- **PRESS** and **HOLD** the **MENU** key to access the **USER** or **INSTALLER** menu.
- On the 'Time, Date and Language' page of the menu :
  - Using the **YELLOW DOWN ARROW KEY**, **SELECT** the **SYSTEM SHUTDOWN** and press the **BLUE RIGHT BUTTON**.
  - Once this is highlighted **SELECT** the **YELLOW DOWN ARROW KEY**.
  - You should then be presented with a **BLACK BOX** stating >  
*"To abort shutdown press MENU/MODE key To confirm shutdown, press and hold camera 1 key for 5 seconds, then switch off. "*
- **PRESS AND HOLD** <CAMERA 4> **KEY FOR 5 SECONDS**.

### 2. The unit will start to load the upgrade application from the CD-ROM when it reboots.

### 3. A message will appear on screen "System Upgrade" and "format drives?"

- The option to **FORMAT DRIVES** should be avoided. You should select **Option 3 - No Format**
- Press <CAMERA 3> on the front panel of the unit to make your selection.
- After picking one of the above and confirming the selection by pressing the <MENU> key, the unit will now upgrade to the latest revision that is on the CD-ROM supplied. After installation the unit will eject the CD-ROM and then will automatically reboot.
- Remove the Upgrade CD-ROM.
- **Check the software upgrade.**
- You can now check the revision by pressing the **MENU** key once. On the '**Time, Date and Language**' of the menu under the Dedicated Micros section in the middle of the screen, the version of the unit's software can be found.

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## UPGRADE PROCEDURE : C

### Please Note

These products do not have a CD writer but do have USB port.  
Note this method will also work on latest products, as well as the CD upgrade process

#### Prepare Upgrade Media

- Using a PC, Insert CD into PC and then Copy all files from CD onto a blank USB memory stick / Thumb drive

#### Upgrade Product

- Insert USB stick with upgrade files on into a USB port of the product

### ↓ TO START THE UPGRADE PROCEDURE ↓

1. Enter the menu on the unit, by either pressing the **Menu soft key** or the assigned menu key on the **front panel** or **remote control**.
2. Navigate to the **SYSTEM | MAINTAIN** page.
3. Select the **RED - RESET** button.
4. You will be prompted **“Do you want to restart the unit”** Confirm by pressing **OK**.
5. The unit will restart and will automatically upgrade the software from the USB stick.
6. On completion a prompt will be displayed **“Upgrade Successful - Please remove Media and Reset system.”**
7. Remove USB stick from the product.
8. Either press any front panel button to reset the unit or where there is no front panel keyboard, remove and re-insert the power connector to the product.

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**NOTES**

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