

# PRISM SDI/IP WAVEFORM MONITOR

## Installation Instructions

These installation instructions can be used for all PRISM family products. Please check the Release Notes to verify that your PRISM product is compatible with the firmware being installed.

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NOTE: Upgrading to 4.x from 3.x (or earlier) requires that you start the 4.x upgrade process at 3.5.x. First perform this procedure to upgrade to 3.5.x, then follow the same procedure to upgrade to 4.x.

After upgrading to 4.x, it is not possible to downgrade to the earlier version without assistance from Telestream technical support.

MPP products cannot be downgraded to a version earlier than 4.1.

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### PERFORM THE FOLLOWING STEPS TO UPGRADE THE INSTRUMENT FIRMWARE:

1. It is recommended to save any presets on your PRISM in case the upgrade process does not complete properly.
  - Open a web browser and type the IP address or name of the PRISM instrument in the address bar.
  - Select “Preset Download and Upload”.
  - Select “Download from PRISM” tab and press “Download” button.
  - The .prst preset file will be downloaded to your computer.
2. Unzip and Copy the upgrade file from the upgrade package onto a USB memory device. You will need approximately 2 GB of available space on the USB device.
  - If you are upgrading from version 3.x or earlier, the upgrade file will have a .bin extension.
  - If you are upgrading from version 4.x or later, the upgrade file will have a .ubin extension.
3. Insert the USB memory device into a USB port on the PRISM instrument.
4. On the PRISM instrument, select the “Settings” (gear) icon to open the Settings menu.
5. Select “Utilities” to open the Utilities submenu.
6. Select “Firmware Upgrade”. The display will list all the files on the USB device with the proper file extension.
7. Select the desired file in the list, and then select “Install” to start the upgrade.
8. During the upgrade a message box will appear stating that the firmware installation is in progress. The instrument may reboot multiple times during the installation process and the screen may go blank for an extended time. The full upgrade process can take 15 minutes or longer to complete – it is important to not interrupt the instrument during the installation process.

The upgrade is complete when the PRISM application shows on the screen.

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**CAUTION:** Do not interrupt the instrument during the installation process.

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9. When the upgrade is complete:

- For MPI2/MPX2 or MPI/MPX with 25G: The instrument will reboot and complete the installation of the upgrade.
- For MPS/MPD/MPP: If the instrument shuts down and does not boot to the PRISM application, complete the installation process by (1) unplugging the power cable, (2) reattaching the power cable, and (3) if the instrument does not automatically reboot, press the power button.

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NOTE: Following this procedure is very important for completing the MPS/MPD/MPP upgrade process.

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10. Remove the USB device from the PRISM instrument.

**PERFORM THE FOLLOWING STEPS TO VERIFY THE INSTRUMENT UPGRADE:**

1. Select Settings (gear icon) > Utilities > Version to open the Version display.
2. Verify that the displayed firmware version number matches the version of the firmware upgrade package you installed.
3. Select Settings (gear icon) > Utilities > Options to open the Options display.
4. Verify that the instrument options are still present. If no options are shown, please contact Telestream Support:

<http://www.telestream.net/telestream-support/video/support.htm>

For product information, sales, service, and technical support:

Worldwide, visit <http://www.telestream.net/telestream-support/video/support.htm> to find contacts in your area.