

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.

NOTE: Contact Telestream technical support if you need to downgrade your software to an earlier version.

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 the upgrade file from the upgrade package,
 - 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. Upload the upgrade file to the PRISM instrument. There are two ways to initiate this:
 - a. Use a USB Memory Device (approximately 2GB of available space is required)
 - Download the upgrade file to the USB memory device.
 - Insert the USB memory device into a USB port on the PRISM instrument.
 - b. Upload directly to PRISM
 - Open a web browser and type the IP address or name of the PRISM instrument in the address bar.
 - Select “Capture / Firmware / Diagnostics”.
 - In the “Firmware Upload” section, press “Browse” to select the upgrade file, then press the “Upload” button.
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 available upgrade files.
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.

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

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: Depending on the contents of the upgrade package, the instrument may shut down and not boot to the PRISM application. This is not common, but if it occurs, 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.

NOTE: Following this procedure is very important to properly complete the MPS/MPD/MPP upgrade process.

10. If a USB memory device was used to upload the upgrade file, 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.