Micro SD Card re-installation as a 'hotfix' for known booting issue.

Symptom: EX Processor will not boot or will only partly boot. **No display can be seen**. In some cases, no LEDs can be seen, except for network activity LEDs on the back.

Material / Tools Needed:

- a. PC with ControlSpace Designer 5.10.2 or higher.
- b. Cat 5/6/6e Ethernet cable and/or network switch and 2 Ethernet cables.
- c. Phillips screwdriver.
- d. microSD card PN: 850847-0010

Steps:

- 1. Remove EX-1280C from carton
- 2. Carefully Remove 8 Screws for Top Lid Note: Be Careful Not to scratch paint.



3. Carefully Remove Cover lifting up by the tabs at back of cover



4. With the unit open keep a hand or arm in contact with the exposed chassis metal Most Important: Touch any bare metal part first when the cover comes off.

Install Micro SD Card and Jumper

- 5. Remove old card if there is one installed already, and install Programmed Micro SD Card into socket at J1 (pictured) PN: 850847-0010
- 6. Install Jumper onto J2, ONLY IF NEEDED. If there is already a card installed, there should already be a jumper in place.



7. Add Kapton tape (1/2" or 3/8") to secure Micro SD fully seated. Re-using previous tape is acceptable. It is only used to keep the card in place.



- 8. Replace lid being careful not to chip paint along edge
- 9. Replace screws being careful not to scratch paint
- 10. Connect to Ethernet using Control Space RJ45 (or 'secondary' for EX-440C/1280/12AEC)
- 11. Power up and verify Front Panel Power LED comes on Once Power LED comes ON, do not Power Down until final steps.
- 12. Unit may take up to 15 minutes performing AEC Code Update: shown on Front Panel. (note: this is for older units only, but please wait the 15 minutes)
- 13. While AEC is updating (automatically), Update Dante firmware using FUM.exe from Audinate

FUM.exe tool may be found with CSD bin files in C:\Program Files (x86)\Bose\ControlSpace 5.10.2\Bin\FUM.exe

a. Using FUM.exe tool: Select Update Dante Firmware

Ma Dante Firmware Update Manager v3.10.1.2	>
Gudina	ate
	manager
Update Dante Firmware	
Failsafe Recovery	
	Back Quit
•	
Dante Firmware Update Manager v3.10.1.2	>
	ate
Firmware Update	Manager
Select Firmware Updat	ie File
	Provide and a second seco
	Browse
Override Device Matching	Browse
Override Device Matching	Browse

b. Click Browse

c. Select the firmware file for the product by name (EX-1280C, EX-1280, EX-440C or EX-12AEC) Code maybe found in:

C:\Program Files (x86)\Bose\ControlSpace 5.10.2\Bin\Dante Firmware\

🚺 =	C:\Program Files (x86)\	Bose\ControlSpace 5.0	\bin\Dante Firm	ware								
File	Home Share View											
€ €												
^		Date modified	Туре	Size								
	Bose_EX-4ML-X_v1.0.3.dnt	10/13/2017 1:20 PM	DNT File	678 KB								
1.1	Bose_EX-8ML_v1.0.3.dnt	10/13/2017 1:20 PM	DNT File	4,793 KB								
	Bose_EX-1280C_v1.0.11.dnt	11/7/2017 1:13 PM	DNT File	4,953 KB								
	Bose_EX-1280C_v1.0.12.dnt	5/24/2018 12:21 PM	DNT File	4,953 KB								
	Bose_EX-1280C_v1.0.13.dnt	6/26/2018 8:58 AM	DNT File	4,953 KB								
	Bose_EX-UH_v1.0.7.dnt	5/24/2018 12:21 PM	DNT File	405 KB								
	Bose_EX-UH_X_v1.0.7.dnt	5/24/2018 12:21 PM	DNT File	678 KB								
	Bose_MSA12X_ULT_v1.0.0.dnt	1/11/2018 1:38 PM	DNT File	405 KB								
	Bose_MSA12X_UXT_v1.0.0.dnt	5/24/2018 12:21 PM	DNT File	678 KB								
~	Bose_WP22B_v3.0.0.dnt	7/10/2017 1:47 PM	DNT File	405 KB								
21 items	1 item selected 4.83 MB											

d. Select Override Device Matching, Then Click <u>Next</u> (Bottom Right of screen)

10	Dante Firmware Update Manager v3.10.2.4	- 🗆 ×								
	<u>Audinate</u>									
	Firmware Update Manager									
	Select Firmware Update File									
	C:\Program Files (x86)\Bose\ControlSpace 5.0\bin\Dante Firmware\Bose_EX-1280C_v1.0.13.dnt	Browse								
	✓ Override Device Matching									
	Bart	Next								
	DOLA									
-										

e. Warning Screen comes up: Click Yes

	Warning	×
<u>^</u>	File type checking is disabled. This makes it possible to update a device with incompatible firmware. Are you sure you want to do this?	
	<u>Y</u> es <u>N</u> o	

- f. Circle in bottom right corner will 'spin' while tool finds unit
- g. Select Unit from list on screen by Clicking in Box on left
- h. Select Start (Bottom right corner) Unit is now updating

Status on Right will show:

Updating (1/1) Get File Updating (1/1) Flashing Update Done

	late Manager VS. 10. 1.2	- 11				ш	
		1 IIdi	nate	כ			
	Eirma		to Mana				
	ГШИ	ware opua		gei			
	1 m	natching devices f	ound (of 1 total	9			
load File: Bose_EX-12	80C_v1.0.12 (v3.9.6) for B	ose:EX-1280C					
Select All							
Name	Manufacturer	Model	Version	IP			
X-1280C-11c27a	Bose	EX-1280C	3.9.6.1	192.168.5.104	Ready		
X-1280C-11c27a	Bose	EX-1280C	3.9.6.1	192.168.5.104	Ready	,	

14. Once the Dante is Updated and the AEC update has completed **Power Cycle the unit**

- 15. Wait for unit to Boot up (40 seconds)
- 16. Using CSD 5.10.2 or higher, Update Firmware
 - a. Under the System Tab, Select Hardware Manager

.			h treat				Contre	olSpac	e Desigi	ner - U	Untitle	d*					_ □	×
<u>F</u> ile	<u>E</u> dit <u>V</u> iew	Tools	<u>S</u> ystem	Wind	low	<u>H</u> elp												
	Host NIC Setup)		2	Q	Q 100%	•			u €)	# C		\$		8	0		
De	Hardware <u>M</u> an	ager																
₽-	Ena <u>b</u> le Remote	Connect	tion															
	Enable E <u>n</u> dpoi	nt Contro	ol															
	Disable Dante	<u>Control</u>																
a	Dante <u>P</u> roperti	es																
_	Dynamic Routi	ng	•															
T	Retrieve Saved	<u>D</u> esign																
	Save Retrieved	Design t	o File	1														
	PM4500N																	
÷-4	USB																	
	Dante Endpoints																	
	EX-8ML																	
	EX-UH																	
	= EP40-D																	
	WP22B-D																	
		× 1																
Off-line	No DSPs S	Selected																10 _{.ti}

b. Hardware Manager Window comes up, select Firmware Update tab

Sanonie i rojoor oottingo		Host Ne	etwork Interface						
Network Address:	192.168.0.0	Card N	ame	IP	Address	Subnet	Subnet Mask		
Subnet Mask:	255.255.255.0	Etherne	t	-	192.168.0.160	255.	255.255.255.0		
Gateway Address:	192.168.0.1					,			
[Change								
Device Name	IP Address	Type	MAC Address	Subnet Mask	Gateway	DHCP	Status		
EX-1280C 1	192.168.0.114	EX-1280C	2C-41-A1-05-6D-CA	255.255.255.0	192.168.0.1	Fixed			

c. Click on Update. This will need V2.520 or higher

.		H	lardware Manager				×
Current Project Settings		Host Ne	stwork Interface				
Network Address:	192.168.0.0	Card N	ame	IP Address	ess Subnet Mask		
Subnet Mask:	255.255.255.0	Etheme	t	192.168.0.	160	255.255.255.0	
Gateway Address:	192.168.0.1						
	Change						
Device List Network	Settings Serial Por	Settings Fi	mware Update AEC Updat	te EQ Up	date Dante L	pdate	Discover Devices
Device Name	IP Address	Туре	Loaded Version	Latest Ve	rsion	Status	8
EX-1280C 1	192.168.0.114	EX-1280C	v1.160_build1	v1.160_bu	ild999	Out of	date
Change History					[Win	k Update

d. Wait for Transferring firmware, Followed by Update Successful window. Click on Yes to reboot unit.

Update Successful	×
Firmware update was successful. Reboot the device now?	
<u>Y</u> es <u>N</u> o	

- 17. Wait for unit to Boot up (40-60 seconds)
- 18. Verify Firmware Versions Displayed on Front Panel (Will slowly fill in as boot up continues)
- 19. Verify knob function:
- 20. Remove Power and Ethernet Cables, and perform re-packaging as needed.

Note: Customer will need to be aware that other components to their system must be updated. Also, this will delete any existing programming, so they should have a backup file ready to be re-uploaded.