EX-1280/1280C/440C/12AEC microSD Card Replacement

Chris Jackson   May 31st, 2023

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
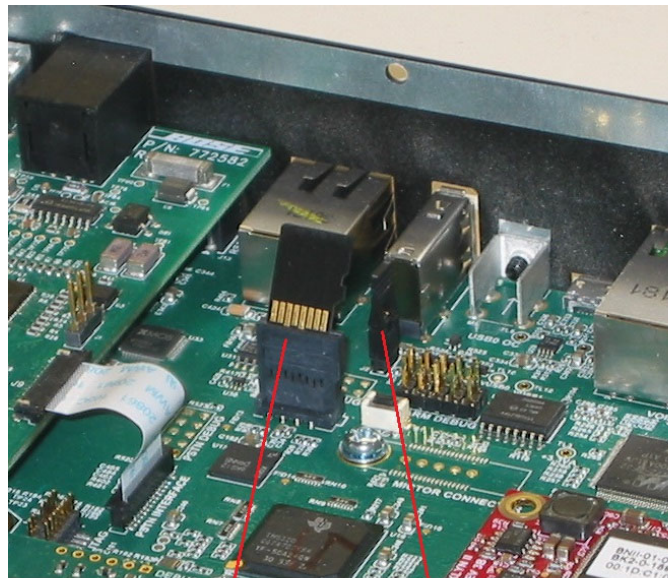   Note: Be Careful Not to scratch paint.

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.

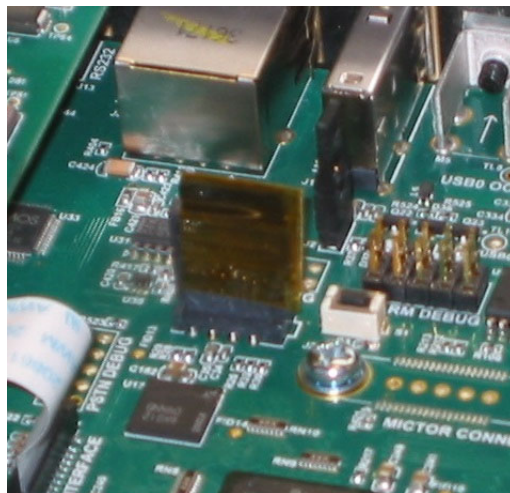## Install Micro SD Card and Jumper

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.

Micro SD Card Orientation   Add J2 Jumper

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.
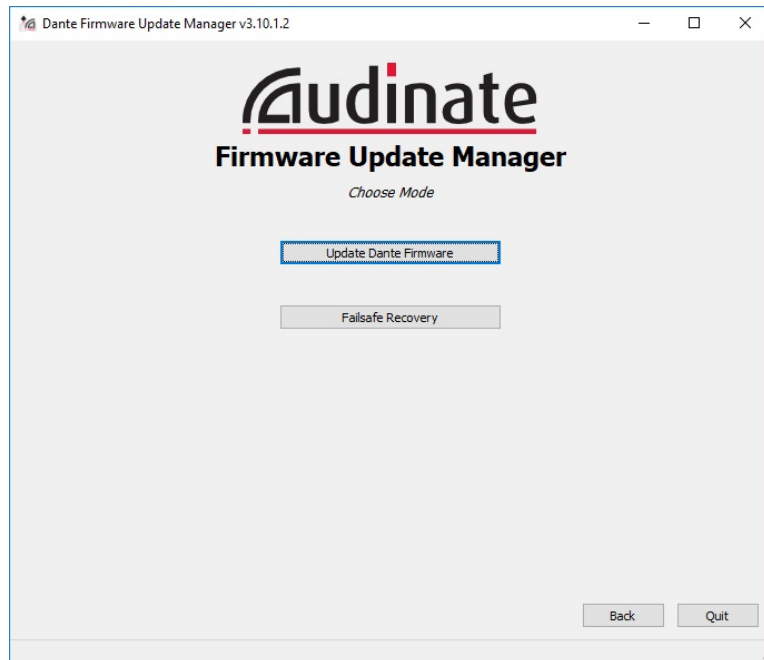
8. Replace lid being careful not to chip paint along edge

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
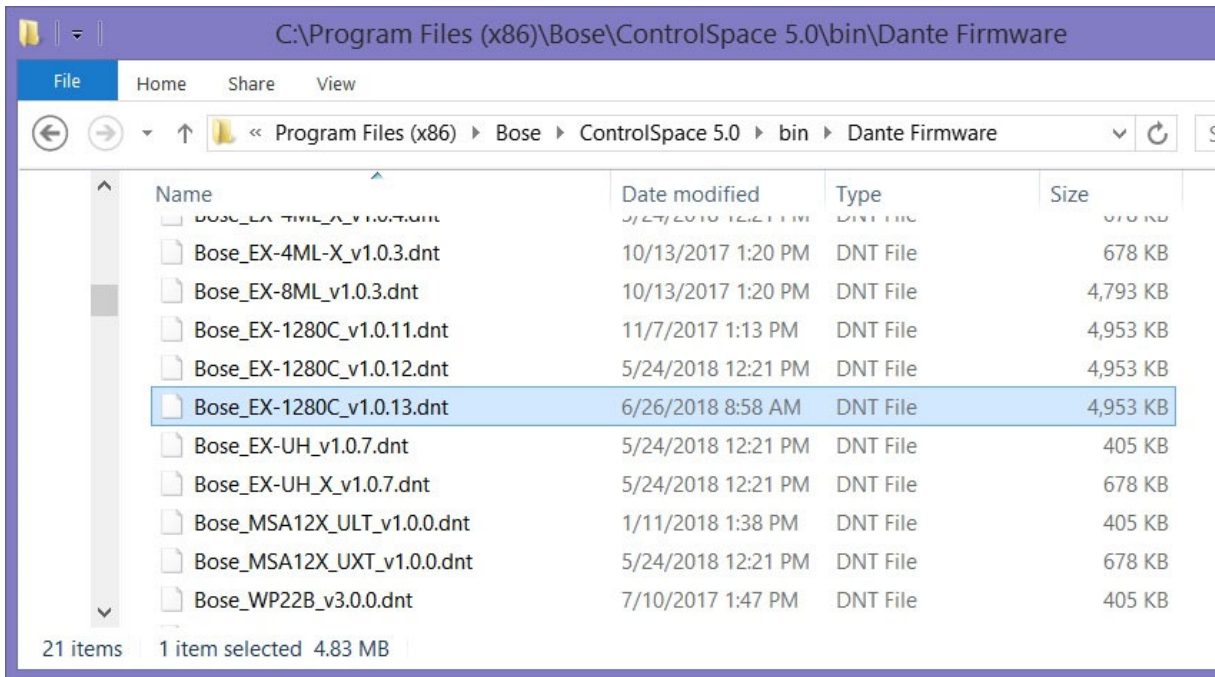   C:\Program Files (x86)\Bose\ControlSpace 5.10.2\Bin\FUM.exe

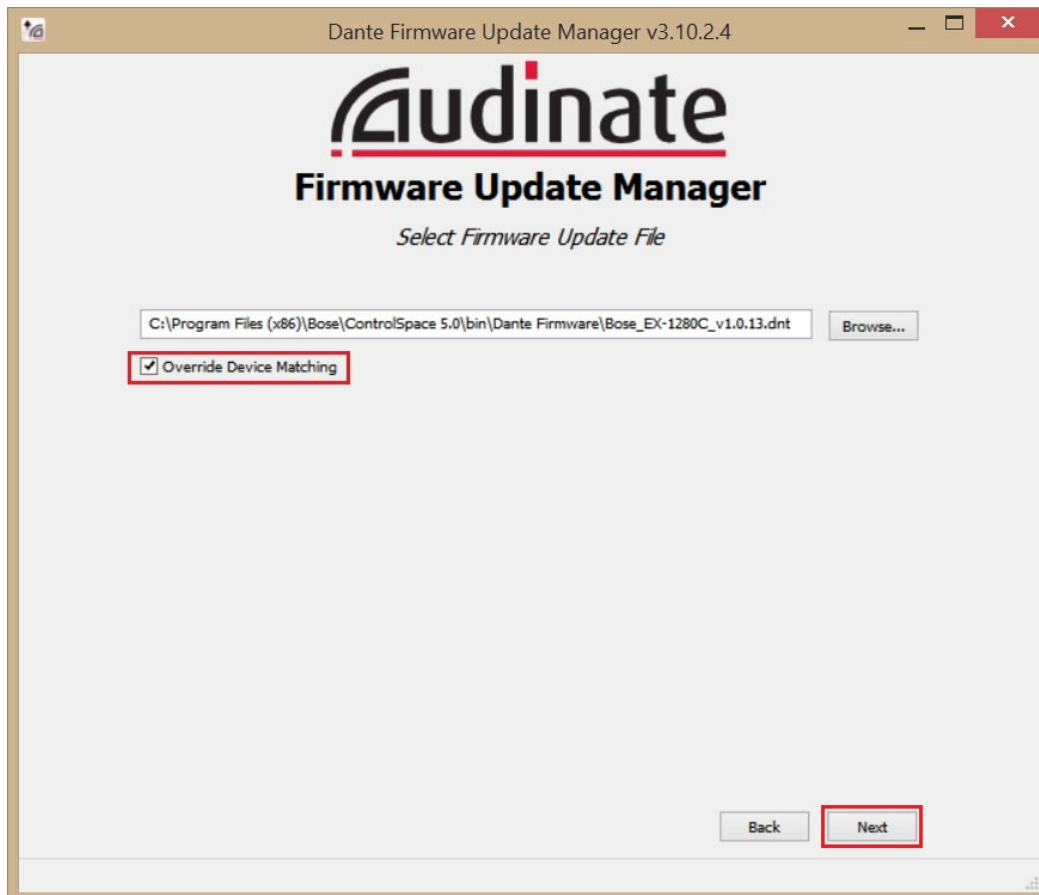   a. Using FUM.exe tool: Select Update Dante Firmware
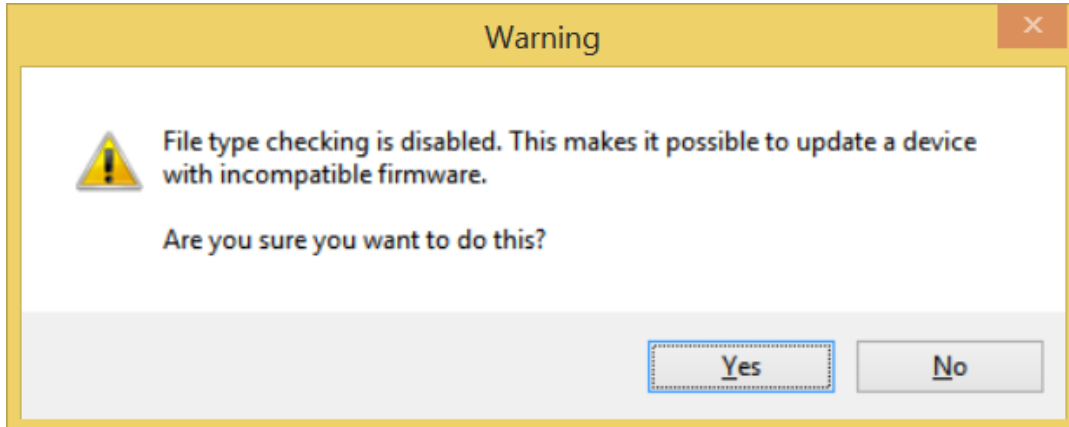

        b. Click Browse

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\

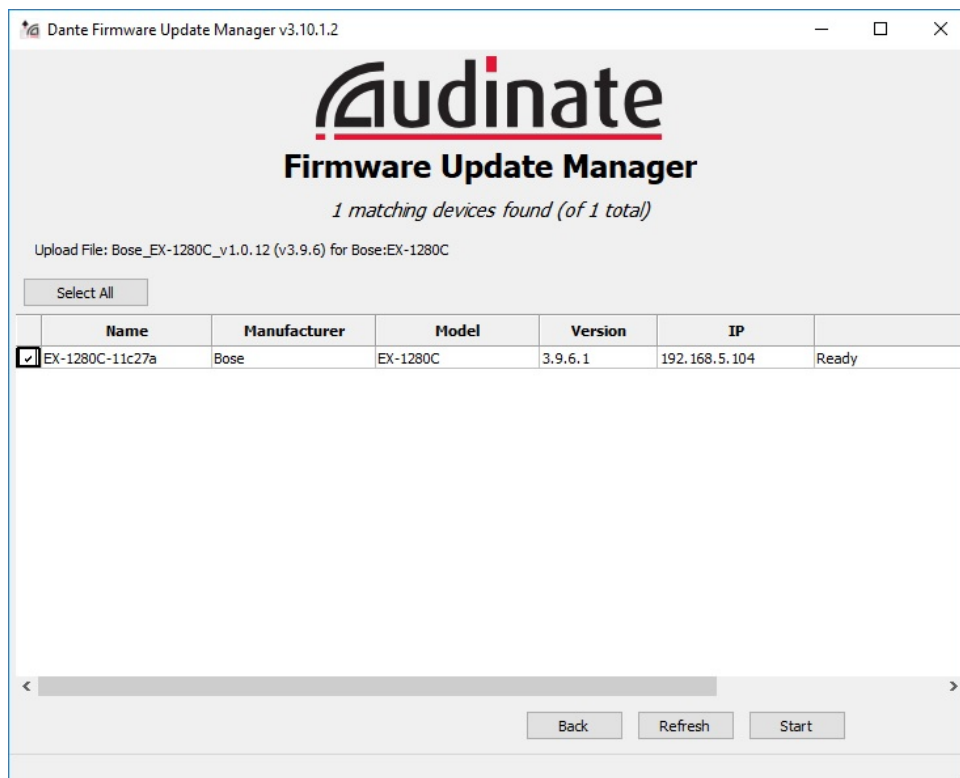d. Select Override Device Matching, Then Click <u>Next</u> (Bottom Right of screen)
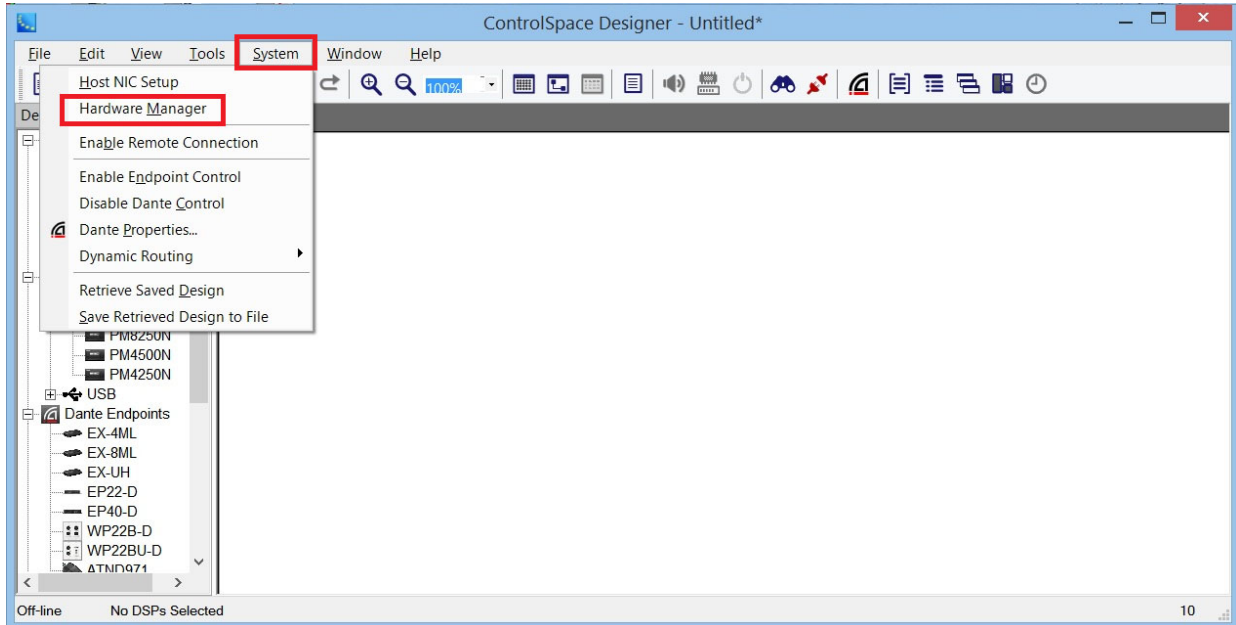
e. Warning Screen comes up: Click <u>Yes</u>

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
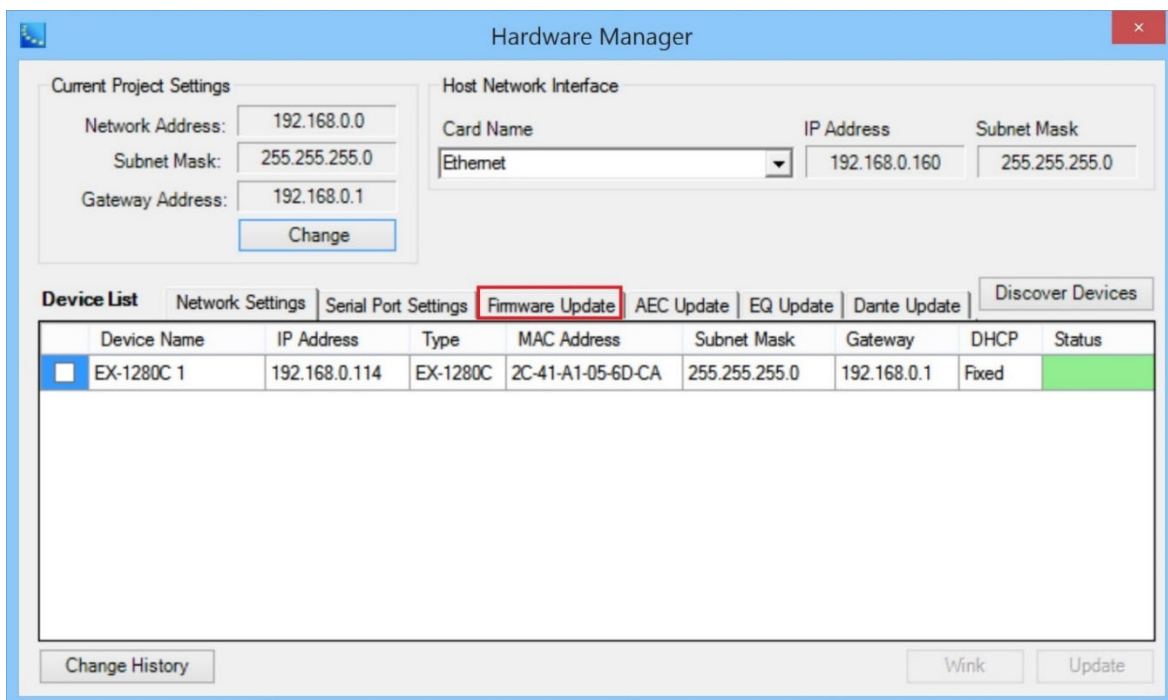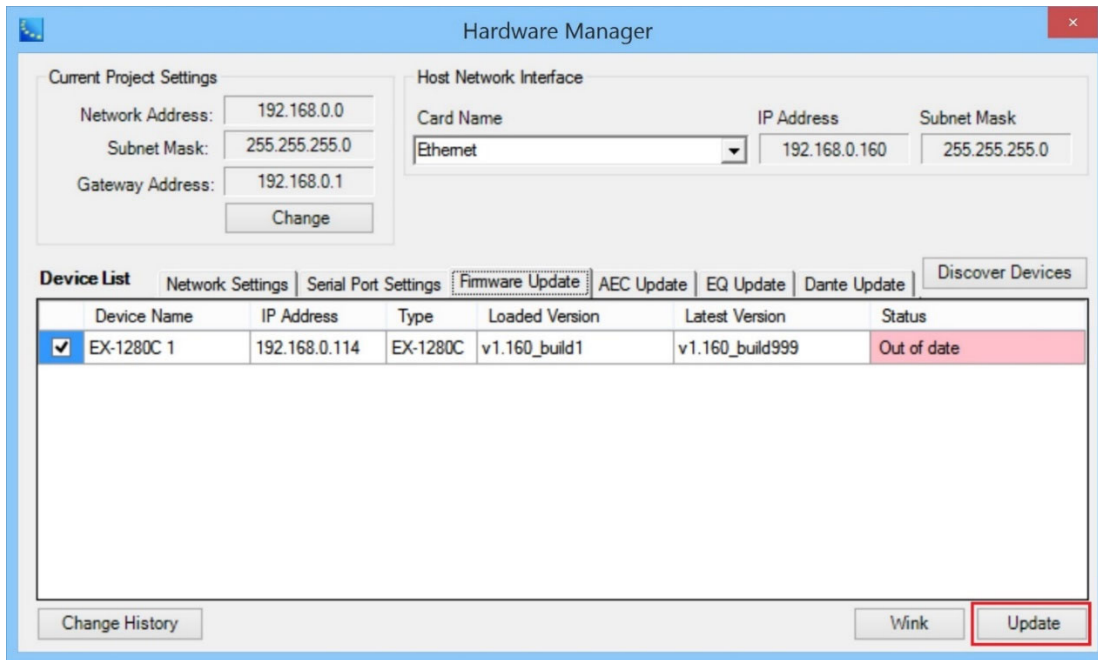   Updating (1/1) Flashing
   Update Done

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
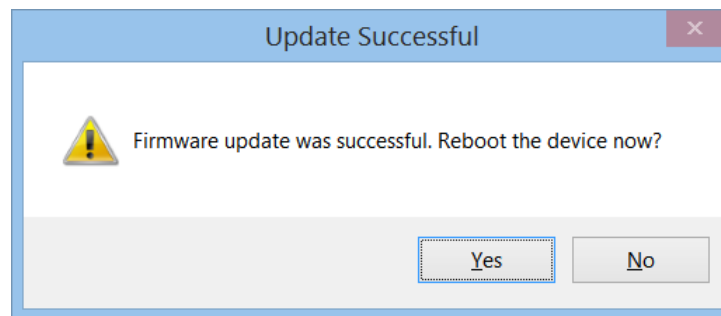   a. Under the System Tab, Select Hardware Manager

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

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

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

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.