

ETX microSD memory replacement on NEO Series

Firmware update and microSD card memory
replacement on ETX module for NEO 8060

ref: D09540_EN_r1.2



1 INTRODUCTION

This handbook details solutions for NEO Series equipment with incidents related to ETX module microSD memory, mainly for the NEO 8060 model with FW version prior to v02.27.x.x.

Before performing this operation, it is strongly recommended to make a backup of the current system project. To do so, follow the instructions in the NEO Configurator User's Manual; available at [LDA Support Website](#).

2 POSSIBLE CASES

The indications in this handbook are prescribed for the following faults indications:

- The NEO 8060 device has the following fault: "2003: INTERNAL MEMORY FAILURE".
- The NEO 8060 unit has the following fault: "SYSTEM FLT Configuration" or "Error 2001", in units that **have had firmware versions prior to v02.27.xx.29 installed (build 1.1)**.
- NEO 8060 units that **have had firmware versions prior to v02.27.xx.29 installed** (not included); which have been previously recommended to replace the ETX module microSD memory by the manufacturer.

In case of doubt, please consult LDA Audiotech Technical Support Department.

3 RESOLUTION

In the cases indicated for this resolution (section 2 POSSIBLE CASES), a fault is diagnosed in the access to the memory used by the ETX module of the System Controller equipment, model NEO 8060.

3.1 Download the firmware and software

Most of the memory related issues of the ETX module are caused by some system configuration an uses together with older firmware versions. Therefore, to solve them, the first indication is to update the firmware.

Both the NEO Configurator software and the firmware of the various NEO Series units are updated regularly. The latest versions of these are published in the "Software & Firmware" section of the [LDA Support Website](#). Both will be required for any update process.

The downloaded firmware file contains three files: (neo_update_bundle_vxxx.nfw, etx_neo_fxxx.bin and front_neo_vxxxx.bin).

Confirm that you have the latest available version of NEO Configurator installed to perform the detailed operations. The latest version of the NEO Configurator software is compatible with previous firmware versions.

3.2 Firmware update with NEO Configurator

The firmware update of any NEO Series equipment should be done through the "Equipment Firmware Update" tool in the NEO Configurator software.

This tool is accessible in the following ways:

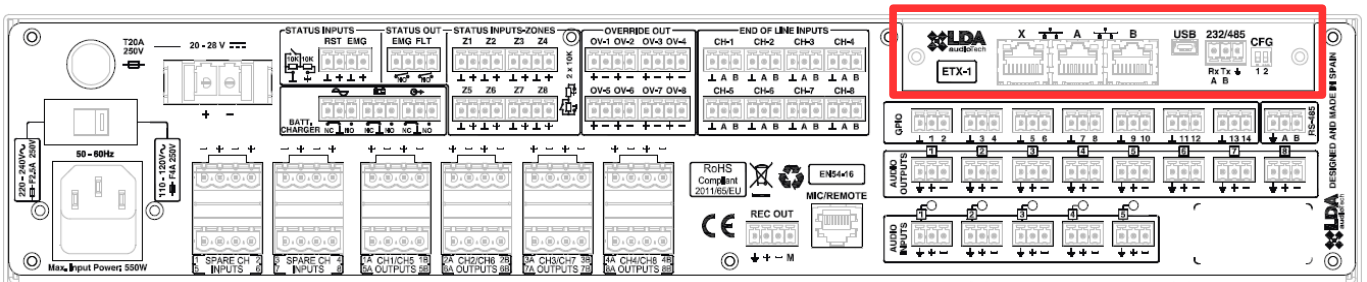
- By starting the software from the welcome window → "Update Device Firmware".
- From the main menu: "Tools" → "Update Devices Firmware".
- Press the "Ctrl" + "U" keys from the main window.

For more information about updating the firmware version of a NEO unit, please refer to the NEO Configurator Software User's Manual.

NOTE: When upgrading the NEO firmware, it should be checked that the new FW version is compatible with ECI events since events from firmware versions prior to v2.27.01.29 may be lost. To fix this, modify the events offline and load the project with the new firmware previously installed.

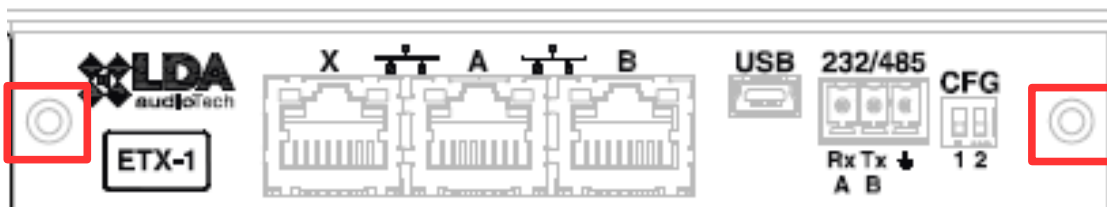
3.3 microSD card replacement

If the fault occurs again or if it is not possible to connect with the software, it is recommended to replace the microSD memory of the NEO ETX module, as it may have become corrupted. How to replace it is detailed below.



Picture 1: ETX module location at NEO 8060

The ETX module is located at the rear of the NEO 8060. The illustrations in Picture 1: ETX module location at NEO 8060 and Picture 2: Screw location at ETX module show respectively the module location and the screws that fix the assembly.



Picture 2: Screw location at ETX module

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Carefully remove the module by pulling it out by the tabs on which it was screwed. Once it is loose, you can see the microSD card inserted inside the module (Picture 3: microSD card on ETX module). To remove it, simply press it slightly.



Picture 3: microSD card on ETX module

Once removed, replace the card with a new microSD card. This microSD card must be in FAT 32 format, primary partition up to 8Gb capacity. We recommend to use LDA provided microSD cards.

3.4 Firmware update using microSD card

If it not possible to connect using NEO Configurator and with FW versions lower than v02.27.x.x we recommend to use this method.

Copy to microSD card the file `etx_neo_vxxx.bin` and **rename** as **etx.bin**

To recover the equipment, insert the card to the ETX module and fix the module with the screws. Plug in the NEO 8060 equipment normally.

If NEO is recovered you will need to update front firmware according to the downloaded version.