System Update Procedure

Prerequisites

1. A USB drive containing the K2 Prime and DEC update files supplied for the release being installed.
2. The release notes or update instructions supplied with those files, identifying the expected K2 Prime firmware version and DEC application version.
3. The equipment required for post-update verification.

Use the K2 Prime and DEC update files supplied together for the intended release.

Context

This procedure describes how to update the K2 Prime firmware and DEC application and verify that the updates were successful.

Refer to the release notes supplied with the update files for release-specific changes, expected software versions, supported equipment, and any additional instructions.

Screenshots

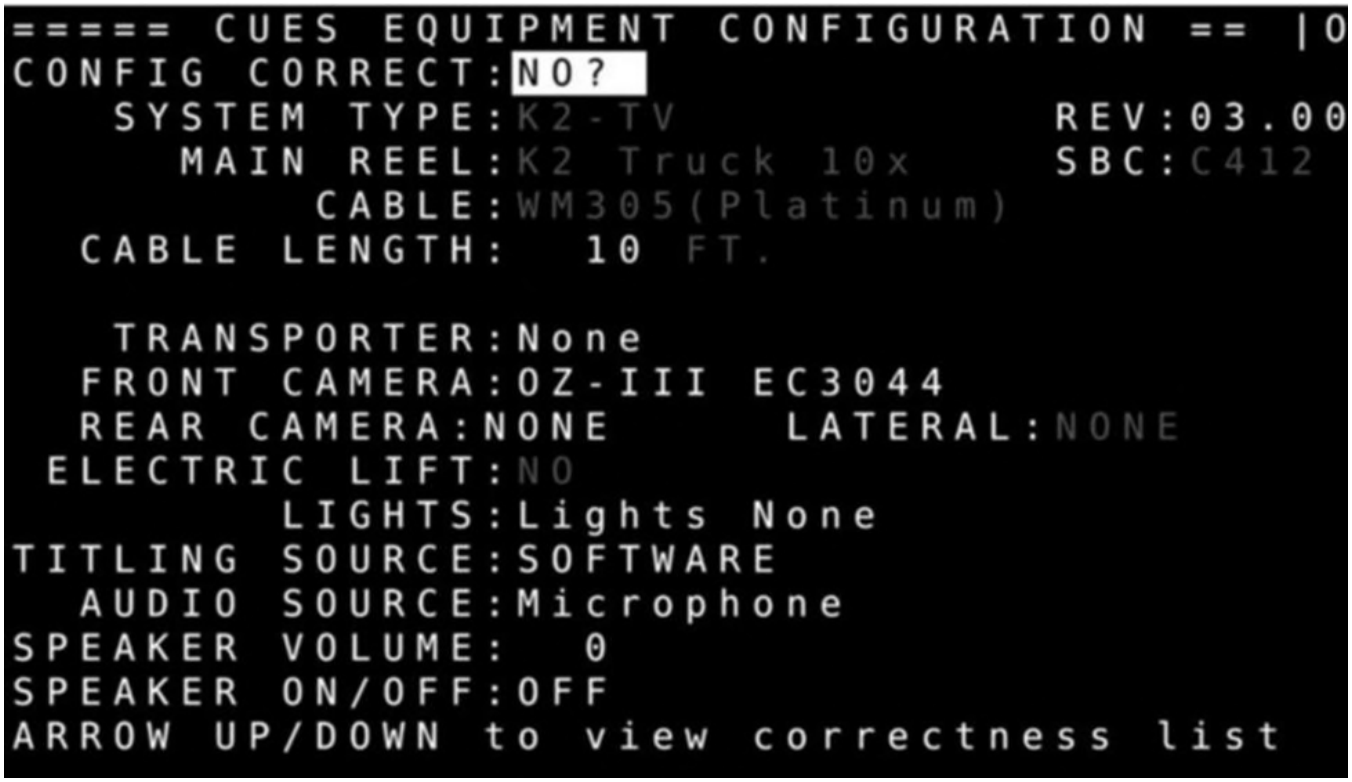
Screenshots are provided for reference. Displayed software versions, build dates, equipment settings, and update messages may differ from those shown. Use the release notes supplied with the update files to determine the expected versions.

Important

1. Do not remove power while an update is in progress.
2. Do not remove the USB drive until instructed by this procedure.

K2 Prime Update Process

1. Turn on the K2 Prime system.
2. Plug the USB drive into the K2 Prime.
3. Press the Tab key to move the cursor to the FRONT CAMERA field. Use the Up or Down arrow keys to set the FRONT CAMERA field to NONE.
4. Tab down to the SPEAKER ON/OFF field and press Ctrl+Alt+A to enter administrator mode on the K2.
5. Using the Tab key, navigate to the CONFIG CORRECT YES/NO field. Use the arrow keys to select YES, then press Enter.



K2 Prime Update Process (continued)

6. Wait about 10 to 15 seconds. The system will display the RUNTIME screen without video because no camera input is selected.



K2 Prime Update Process (continued)

7. Press Esc to open the MAIN MENU. Use the Down Arrow to navigate to COPYRIGHT, then press Enter to open the COPYRIGHT screen.

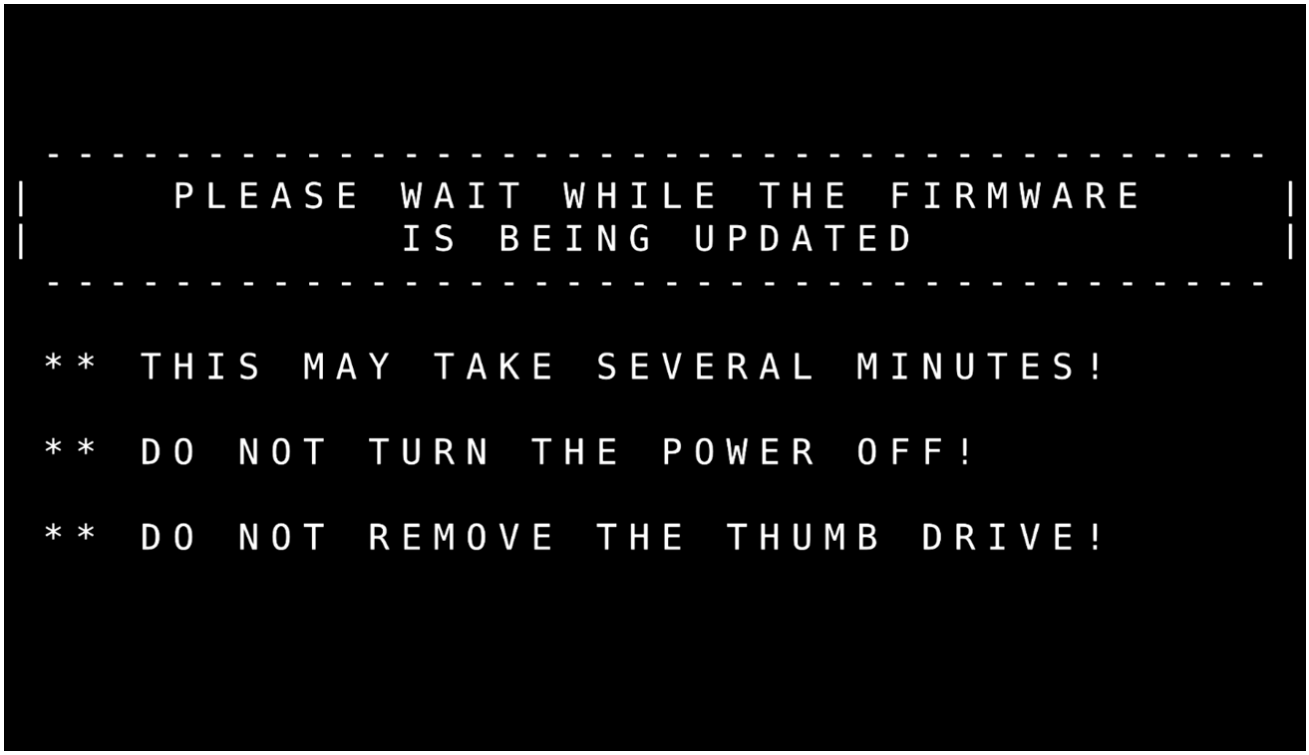


8. While on the COPYRIGHT screen, press Ctrl+Alt+U to begin the K2 Prime update.



K2 Prime Update Process (continued)

9. Confirm that the firmware update message appears.



Important: During the K2 Prime update, remove the USB drive when the LED on the CCU next to the power switch begins flashing, even if the screen still says not to remove it. Leaving the USB drive inserted may cause the CCU to attempt to boot from it.

10. Watch the LED on the CCU component next to the K2 Prime power switch. When it begins flashing, remove the USB drive from the K2 Prime CCU.

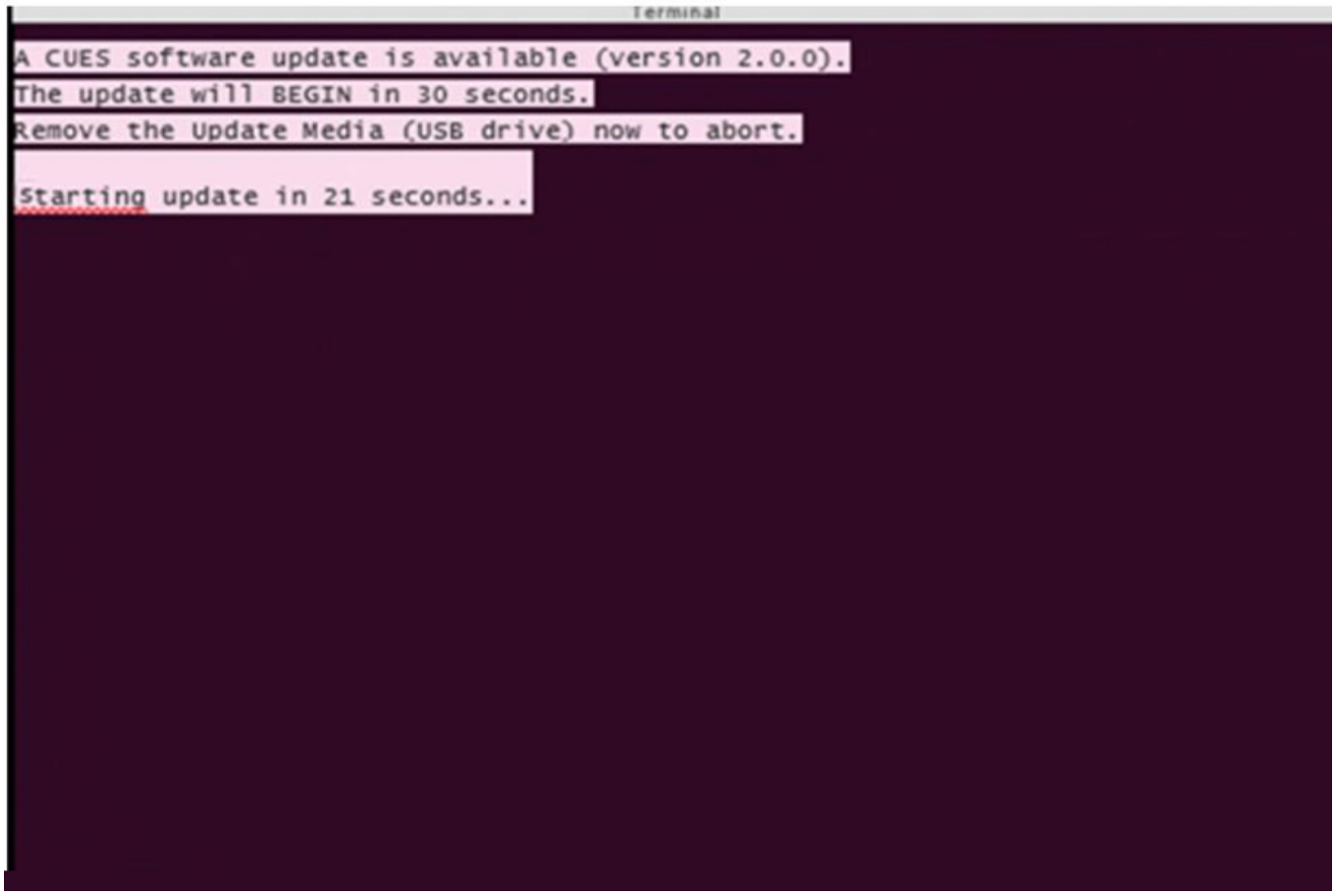
11. The K2 Prime will restart automatically after the update process is complete.

12. Manually restart the K2 Prime a second time.

13. The DEC update can start while the K2 Prime finishes.

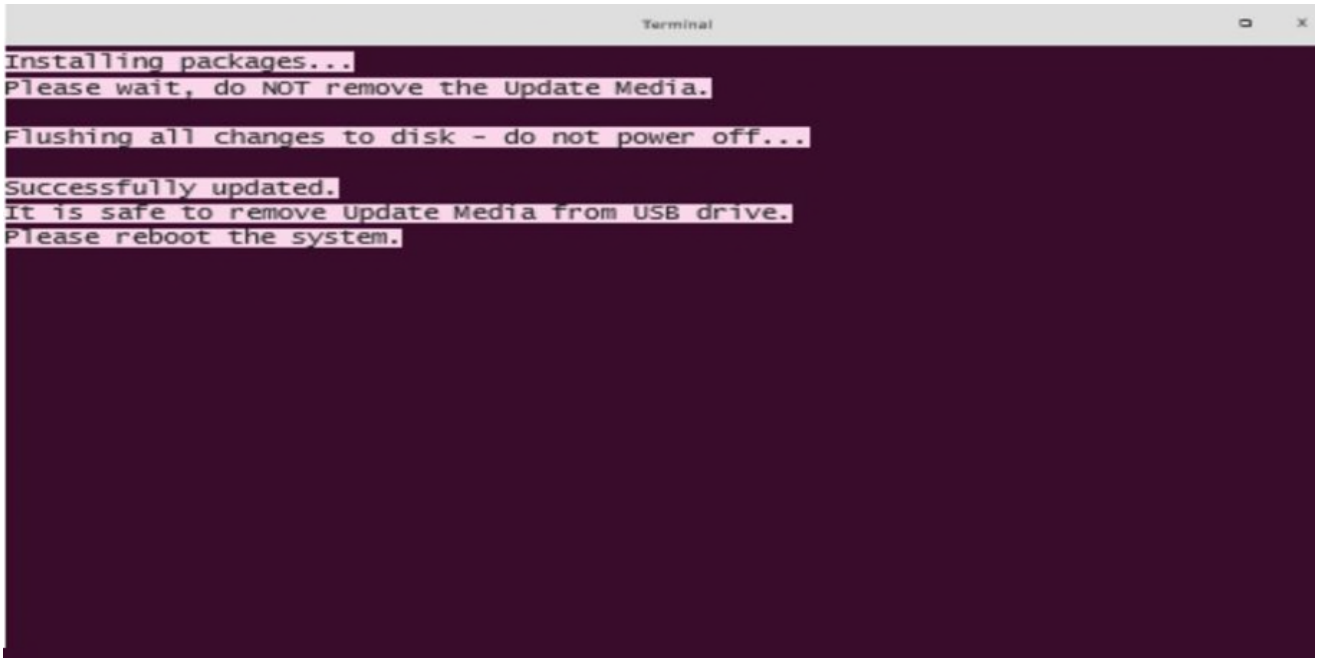
DEC Update Process

1. Plug the USB drive into the DEC computer. A terminal window will appear indicating that the update will begin in 30 seconds.



DEC Update Process (continued)

2. Wait for the terminal window to close. Shortly after, a new terminal window will appear stating whether the update succeeded or failed.



Important: If the update failed, remove and reinsert the USB drive to start the update again.

3. After a successful update, remove the USB drive and restart the DEC and K2 Prime computers.

Verify Successful Update for K2 Prime

1. Return to the EQUIPMENT CONFIGURATION screen.
2. Press the Tab key to move the cursor to the FRONT CAMERA field. Use the Up or Down arrow keys to set the FRONT CAMERA field to NONE.
3. Using the Tab key, navigate to the CONFIG CORRECT YES/NO field. Use the arrow keys to select YES, then press Enter.
4. Wait about 10 to 15 seconds for the RUNTIME screen to appear. There will be no video feed because no camera input is selected.
5. Press Esc to open the MAIN MENU. Use the Down Arrow to navigate to COPYRIGHT, then press Enter.
6. Verify that the firmware version displayed on the COPYRIGHT screen matches the expected K2 Prime firmware version listed in the release notes supplied with the update files.

Verify Successful Update for DEC

1. From the EQUIPMENT CONFIGURATION screen, press the Tab key to move the cursor to the FRONT CAMERA field. Use the Up or Down arrow keys to select NONE.
2. Using the Tab key, navigate to the CONFIG CORRECT YES/NO field. Use the arrow keys to select YES, then press Enter.
3. Wait about 10 to 15 seconds for the RUNTIME screen to appear without a video feed. Press Esc to open the MAIN MENU.
4. Select UTILITIES, located directly above COPYRIGHT, and press Enter.
5. Use the arrow keys to navigate to PERIPHERAL FUNCTIONS and press Enter.
6. Use the arrow keys to navigate to DISPLAY DEC APP VERSION and press Enter.
7. Verify that the displayed DEC application version matches the expected DEC application version listed in the release notes supplied with the update files.

Note: The DEC version is also displayed on startup.

Appendix A — Accessing the Main Menu

1. From the EQUIPMENT CONFIGURATION screen, use the Tab key to navigate to the CONFIG CORRECT field.
2. Use the Up or Down arrow keys to select YES, then press Enter.
3. If an OZ4-HD is connected, wait up to one minute for the RUNTIME screen to appear. The time varies depending on the selected camera or whether NONE was selected.
4. Press Esc to open the MAIN MENU.