SYSTEM 9760® KBD FIRMWARE INSTALLATION INSTRUCTIONS
C1500M (9/99)

IMPORTANT SAFEGUARDS AND WARNINGS

IMPORTANT: Performing the System 9760 KBD upgrade does not erase user-programmed information in existing keyboards.

CAUTION: Only qualified personnel observing Electrostatic Discharge (ESD) precautions should perform the procedures described in this document. Always wear a grounding strap connected to an approved grounding source when working on or around exposed electronic components. Handle circuit boards by their edges.

DESCRIPTION OF CHANGES

The instructions in this manual cover the installation of the following items:

CM9760-KBD-E75

System 9760 KBD Software **Upgrade** Instructions

Package contents:
1   System 9760 KBD software U3 PROM chip, version 7.50, p/n IC53-0043-2750
1   Chip Extraction Tool

Not included, but needed:
1   Phillips screwdriver

The chip provided in this package is for upgrading KBDs that have version 3.11 or earlier software. To enable the full feature set embodied in this package, the MGR and system software should be at the corresponding version level (7.50.000). The expanded feature set includes:

Feature Set:
✓   Feature set of button key define functions commensurate with 9760MGR version 7.50.000
✓   Date format entry changed from day-month-year to month-day-year
✓   "Preset delete" option moved to the Define Preset Menu
✓   Parity byte selection for Coms 1-3 can be changed to none, even or odd

Button Key Functions Added:
✓   MAC Group X
✓   ALT BWD

Functions Added:
✓   Options to define PIN in direct control mode
✓   GPI selection range extended

OR

CM9760-KBD-E35

System 9760 KBD Firmware **Downgrade** Kit

Package contents:
1   System 9760 KBD software U3 PROM chip, version 3.50, p/n IC53-0006-2305
1   Chip Extraction Tool

Not included, but needed:
1   Phillips screwdriver

The chip provided in this package is for downgrading new KBD orders to allow them to be used with version 9760MGR 1.16.010 or earlier version of software. With this kit, the user can add new keyboards to an existing system (version 1.16.010 or earlier 9760MGR software) without having to upgrade to the latest system and 9760MGR software.

Of course, the feature set available for the keyboard will correspond to that associated with the 1.16.010 version of 9760MGR software.

The installation of this chip enables the following:

✓   The feature set of button key define functions is commensurate with 9760MGR version 1.16.010 or earlier software
✓   Eliminates problems arising out of conflicts between new 9760KBDs using version 7.5 firmware with 9760MGR version 1.16.010 software

INSTALLATION

To change the U3 PROM chip on the KBD motherboard:

1. Log off of the keyboard and then unplug it (note which port you unplugged it from; if you plug the cable back into the wrong port after the procedure, your screen will be blank and you might draw the wrong conclusion as to the reason why).

2. Turn the keyboard over on its back and remove the 9 phillips screws that attach the bottom plate. Refer to Figure 1; pay attention to the text references in the figure.
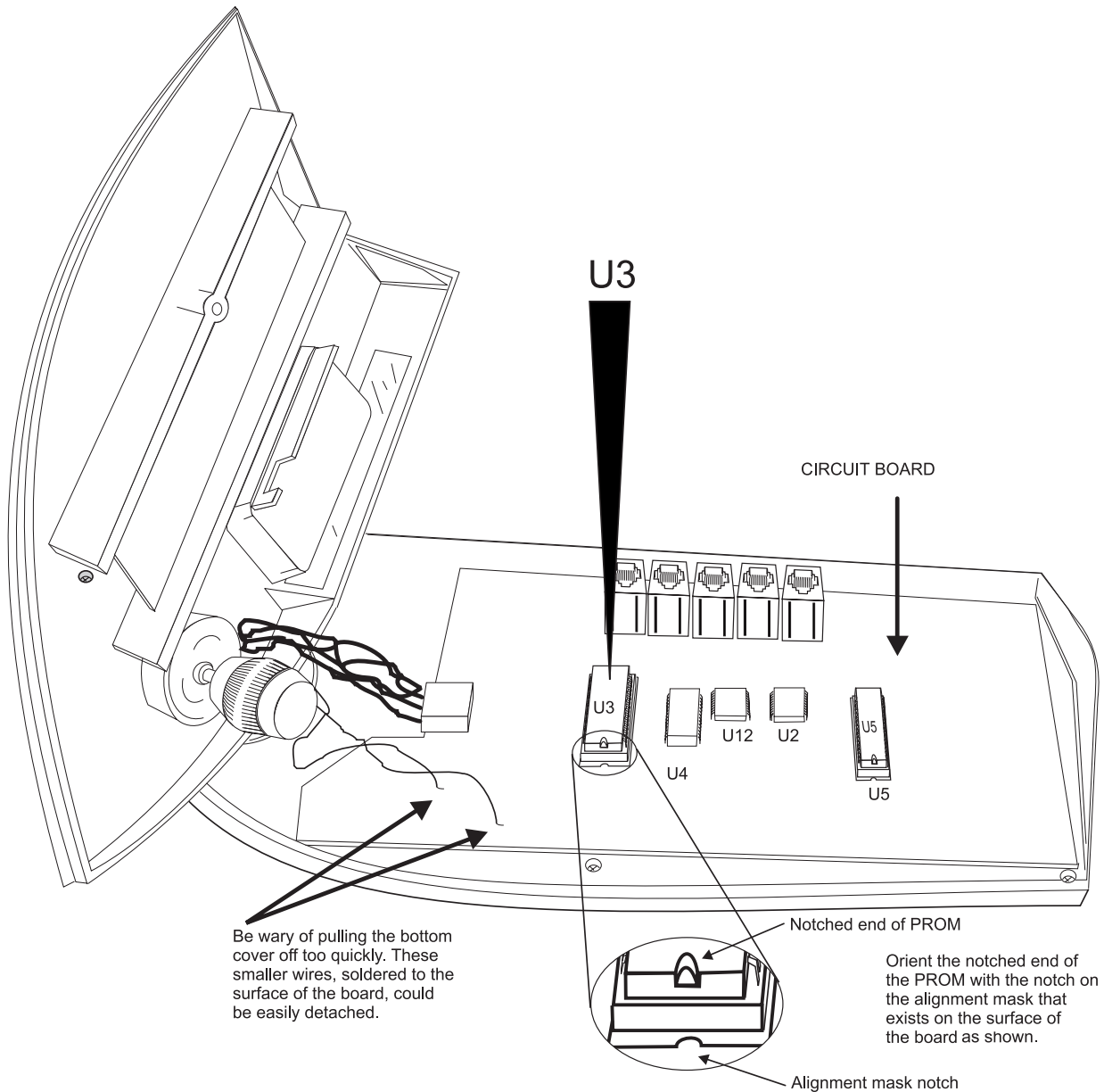
    NOTE: The screw towards the middle of the keyboard has a plastic retaining nut (on some models). This screw must be removed LAST (it is referenced as screw #9 in Figure 1). Remove all other screws FIRST, then lift the back cover off slightly; reach in carefully to locate and hold the nut in place with your finger to keep it from turning and remove the last screw.

    CAUTION: After the last screw is removed, lift off the bottom plate of the keyboard CAREFULLY and GENTLY in the direction indicated in Figure 2. Of the several wires that have their destination in the boot cover for the joystick, are several fine wires that are soldered to the surface of the motherboard. Rough handling could cause a wire to detach inadvertently.
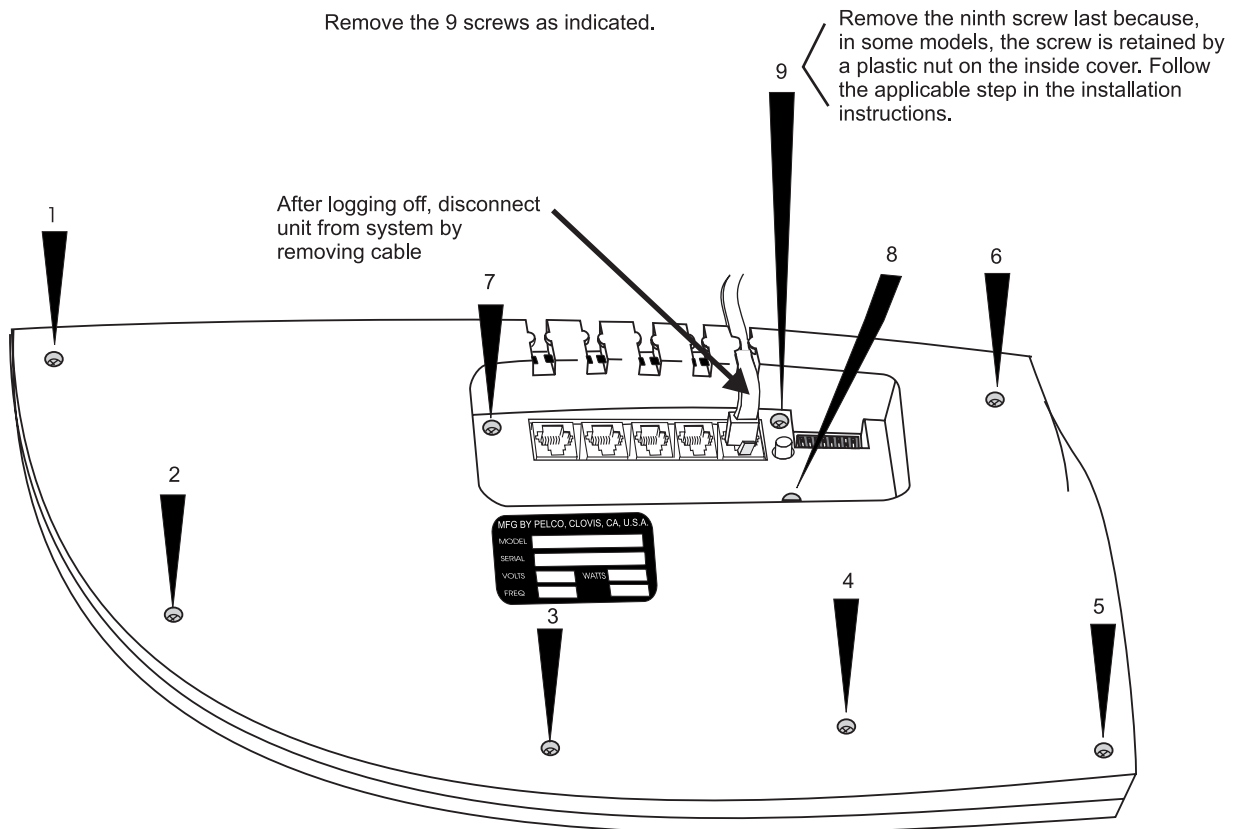
Figure 1. Removing the CM9760-KBD Bottom Cover

3. Remove the existing U3 PROM chip (refer to Figure 2) from its socket using the provided extraction tool. Work the chip out slowly to avoid damaging the socket.

4. Remove the replacement PROM from the electrostatic bag and inspect it to confirm that the pins are straight.

5. Orient the chip using the alignment notch as a guide (refer to Figure 2, inset). Verify pin-to-socket alignment and carefully press the chip into its socket until completely seated.

6. This completes the installation. Replace the cover. Plug the cable detached in step 1 back into the same port.

U3

CIRCUIT BOARD

U3

U12 U2

U5

U4

U5

Be wary of pulling the bottom cover off too quickly. These smaller wires, soldered to the surface of the board, could be easily detached.

Notched end of PROM

Orient the notched end of the PROM with the notch on the alignment mask that exists on the surface of the board as shown.

Alignment mask notch

Figure 2. Replacing the U3 PROM Chip

PRODUCT WARRANTY AND RETURN INFORMATION

WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on FT/FR8000 Series fiber optic products.

- Three years on Genex® Series products (multiplexers, server, and keyboard).

- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.

- Two years on standard motorized or fixed focal length lenses.

- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.

- Two years on Spectra®, Esprit®, ExSite™, and PS20 scanners, including when used in continuous motion applications.

- Two years on Esprit® and WW5700 Series window wiper (excluding wiper blades).

- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, and Endura™ Series distributed network-based video products.

- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.

- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair).

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid. Ship to the appropriate address below.

If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:

    Service Department
    Pelco
    3500 Pelco Way
    Clovis, CA 93612-5699

If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:

If the goods are to be sent by a COURIER SERVICE, send the goods to:

    Pelco
    3500 Pelco Way
    Clovis, CA 93612-5699 USA

If the goods are to be sent by a FREIGHT FORWARDER, send the goods to:

    Pelco c/o Expeditors
    473 Eccles Avenue
    South San Francisco, CA 94080 USA
    Phone: 650-737-1700
    Fax: 650-737-0933