

EXT SD memory replacement on Series NEO

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

Review: 1



1 INTRODUCTION

This handbook details solutions for NEO Series equipment with incidents related to ETX module SD memory, mainly for the NEO 8060 model.

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 standard incidents:

- The NEO 8060 device has the following fault: "2003: INTERNAL MEMORY FAILURE".
- The NEO 8060 unit has the following fault: "SYSTEM FLT Configuration", 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 SD 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 the use of older firmware versions. Therefore, to solve them, the first indication is to update it.

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: (bundle, etx.bin and front.bin). In this case you will need to **use only the file whose name begins with "etx", renaming it to "etx.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 ensures compatibility with all published firmware versions. This means that **an earlier version of the NEO Configurator may not be compatible with later published versions of NEO equipment firmware**.

3.2 Firmware update

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:

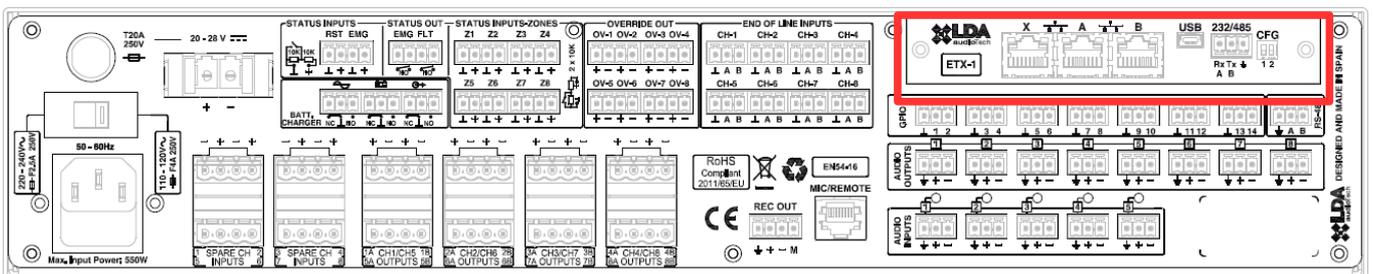
- By starting the software from the welcome window → "Update Device Firmware".
- From the main menu: "Tools" → "Update Devices Firmware".
- Press the "Ctrl" + "U" keys from the main window.

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.

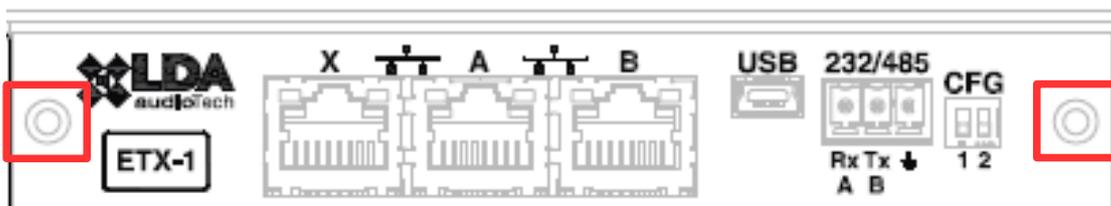
3.3 SD card replacement

After updating the firmware, if the fault occurs again, it is recommended to replace the SD 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 Ilustración 1: Ubicación del módulo ETX en 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

Carefully remove the module by pulling it out by the tabs on which it was screwed. Once it is loose, you can see the SD card inserted inside the module (Picture 3: SD card on

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ETX module). To remove it, simply press it slightly.



Picture 3: SD card on ETX module

Once removed, replace the card with a new SD card. This SD card must be 4GB maximum and must be in FAT 32 format, primary partition.

To recover the equipment, insert again the ETX module fixed with the screws and start the NEO 8060 equipment normally.

As this is a new card, the firmware must be installed as described in 3.2 Firmware update and, if necessary, restore the backup of the previous project. You can follow the instructions in the NEO Configurator User Manual.