

## Frame Recovery Procedure

If you are having serious problems with your Kalypso HD Video Processor frame you can use the following recovery procedure. Use this procedure only after all other troubleshooting procedures have been attempted.

**CAUTION:** The frame recovery procedure reformats the Video Processor Frame hard drive and removes all applications and files, including User and Suite configuration files and saved E-MEM registers. After running this procedure you will need to reinstall the Kalypso Video Processor frame software and reconfigure your system. This procedure uses the Kalypso HD Frame Recovery Disk boot floppy provided with the Kalypso HD system.

### Save Files to Zip Disk

If you still have communication between the Menu panel and the Video Processor frame, save any configuration files and E-MEM registers to Zip disk if you have not done so already.

### Reformat Frame Hard Drive

1. Open the front door to the Video Processor frame and set the Control Proc module **COMM** Boot dial switch to position **1**.
2. Insert the Kalypso HD Frame Recovery Disk into the floppy drive on the Control Proc module.
3. Press the Control module **Reset** button. It will take approximately five minutes to reformat the hard drive. The green light on the floppy disk drive will go on and off three times. There is no other indication that the process has completed so be sure and wait at least five minutes before removing the disk. If you have a VGA monitor connected to the front of the Frame Control Proc you can watch this process.
4. When the process is complete, remove the floppy disk and, with the rotary Boot switch still set to position **1**, press the Control module **Reset** button. Allow 45 seconds for the Video Processor frame to fully restore communications.

### Reinstall Frame Software

1. Follow the software installation procedure described in the Kalypso Release Notes to reinstall only the Video Processor frame software using the Kalypso Software Release CD.
2. When prompted to reset the Video Processor frame, set the Control Proc module COMM Boot switch back to position **0**, and then press the **Reset** button.

You should now be able to test for basic Kalypso system operation (see below) then complete the system reconfiguration by simply loading in your saved configuration files.

### Verify Overall System Operation

1. Once network communication is established with all Kalypso system components do the following to verify proper system operation:
2. To verify Video Processor Frame to Main panel communication is good change crosspoints and check that the video sources change.
3. To verify Main panel to Menu panel communication is working try a DPOP on an M/E **Wipe** button on the Main panel to make sure the proper menu comes up on the Menu panel.
4. To verify Menu LAN communication is good to the Main Panel make changes on a menu screen such as selecting a matte key in one of the M/E keyers and make sure the corresponding **Matte** button lights on the Main Panel in the Keyer sub-panel.

## Reload Saved Files From Zip Disk

If you were able to save your configuration files to ZIP disk prior to the Frame recovery see if you can reload them now. If you previously saved your configuration files exclusively to the Video Processor Frame hard drive (and not also to a Zip drive as recommended), the configuration files no longer exist and you will need to recon-figure your system as explained in *Section 3-Configuration*.

When the Kalypso system is properly configured, save the new system configuration files to both the Video Processor frame hard drive and a ZIP disk and then store the Zip disk in a safe place. If saving to a ZIP disk that contains an older software version, do not overwrite the files in case you want to revert to a previous version.

**Note:** It is recommended that you verify that your effects run properly. If there are differences, you will need to edit or rebuild the effect.