

# Read Me First!

## Important Installation Information for NSV-AUD16 and NSV-AES16 Audio Modules

---

### About This Document

This document provides audio module installation information for users who are upgrading an existing NEO SuiteView system with NSV-AUD16 and NSV-AES16 audio modules.

If your NEO SuiteView system was shipped with NSV-AUD16 and NSV-AES16 audio modules installed, your system has been configured with the latest firmware version. You do not need to follow the instructions provided in this Read Me First document. For information about your NSV-AUD16, NSV-AES16, NSV-AUD-BM, and NSV-AUDIO-BO modules, see your *NEO SuiteView Hardware Installation and Operation Manual*.

### Pre-installation Information

You will need CCS CoPilot, Pilot, or Navigator version 3.1.3 or later to perform the firmware upgrading procedure. You must download NEO SuiteView system firmware version 2.0 or later for audio module support.

You can download the latest version of CCS Co-Pilot from our website. For information about the location of the latest NEO SuiteView system firmware, contact your Customer Service representative.

## Upgrading Your NEO SuiteView System

To upgrade your NEO SuiteView system for audio module support, you must complete the following steps:

- Upgrade NEO SuiteView firmware using the Upgrade Wizard  
You can also upgrade your system's firmware or the firmware on individual modules using the NSV-OUT output module's card-edge controls (Internal Upgrade mode). For more information, see [“Upgrading Your Firmware Using Internal Upgrade Mode”](#) on page 4.
- Install your NSV-AUD16 and NSV-AES16 audio modules for operation
- Install the Layout Designer for NEO SuiteView software

## Upgrading NEO SuiteView Firmware Using the Wizard

Using the Software Upgrade tool, you can upgrade the firmware on the entire NEO SuiteView frame including all modules. During the upgrade process, the Software Upgrade Tool performs a factory recall of your NEO SuiteView system parameters and settings. Therefore, before starting the firmware upgrade, use the Layout Designer to back up the preset layouts that are currently stored on the NEO SuiteView hardware to a local or network drive.

Because of the extensive nature of this upgrade, it can take considerably longer than other upgrades—minutes rather than seconds. Ensure that you have sufficient time to complete the upgrade. The maximum time required to complete the upgrade is as follows:

- NSV-OUT output module-10 minutes per system
- NSV-H4, NSV-S4, NSV-V4, and NSV-G3 input modules-10 minutes total per system
- NSV-AUD16 and NSV-AES16- 10 minutes per module



### Note

If you are upgrading from firmware version 1.xx to version 2.0 or later, during the upgrade, you will need to set your NSV-OUT module to fail-safe loader mode. Instructions about how and when to do this are provided below.

You will need to be able to physically access your NEO SuiteView frame in order to complete the upgrade process.

## Preparing Your NEO SuiteView System for a Firmware Upgrade

To prepare your NEO SuiteView system for a firmware upgrade, follow these steps:

1. Back up all your layouts stored on the NSV-OUT using the Layout Designer.



### Note

If you do not back up your layouts, they will be lost forever, because the upgrade utility performs a factory recall on the system.

2. If you have an audio module installed directly below your system's NSV-OUT module, you must remove the audio module from the frame.  
If you do not remove this audio module, your upgrade will fail.
3. While in Build mode in CCS CoPilot, Pilot, or Navigator choose **Tools > Software Upgrade** from the main menu.  
The **Software Upgrade** tool opens.
4. Click **Add** and select the NSV-OUT module.
5. Press **Browse...** and select the software upgrade package (ZIP file).  
If the upgrade package shows that you are upgrading from firmware version 1.xx to version 2.0 or later, you will need to set your NSV-OUT module to fail-safe loader mode. For more information, see [“Setting the Module to Fail-Safe Loader Mode”](#). If you are upgrading from version 2.0 to a later firmware version, go to [“Running the Upgrade Wizard” on page 3](#).

### Setting the Module to Fail-Safe Loader Mode

If you are upgrading from firmware version 1.xx to version 2.0 or later, you will need to set your NSV-OUT module to fail-safe loader mode as follows:

1. Remove the NSV-OUT module from the NEO frame.
2. Press the **Nav** switch down while simultaneously pressing both the **Escape** and **Enter** buttons.
3. While still pressing the buttons and the **Nav** switch, reinsert the module into the frame and hold for approximately three seconds until the display on the module reads **Offline-H** (or **Offline-L**) **Upload Required**.

### Running the Upgrade Wizard

After you have either set your NSV-OUT module to fail-safe mode, or determined to that you do not need to (your current firmware version is 2.0 or later), you can run the Upgrade Wizard.

To run the Upgrade Wizard, press **Submit Transfer**.

The **NEO SuiteView Upgrade** wizard opens.

The wizard will take you through the steps of upgrading your NEO SuiteView and all the modules in it. Follow the instructions that appear on the screen.

Modules will only be updated as required, and in the following order:

- NSV-OUT module
- NSV-IN module
- NSV-AUD module(s)

In the event that an upgrade fails (perhaps because of a power failure), modules can be upgraded individually. See [“Upgrading Your Firmware Using Internal Upgrade Mode” on page 4](#) or [Appendix A: “Frequently Asked Questions”](#) of your *NEO SuiteView Hardware Installation and Operation Manual* for information about using Internal Upgrade mode to correct a failed software upgrade.

If you backed up your layouts to a computer, you can now use Layout Designer to transfer them back onto the NSV-OUT module. See your *Layout Designer For NEO SuiteView Software Application User Guide* for more information.

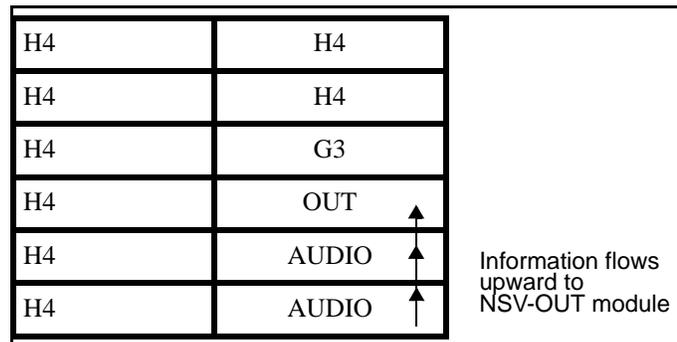
## Upgrading Your Firmware Using Internal Upgrade Mode

To upgrade your firmware using the NSV-OUT card-edge controls (Internal Upgrade mode), follow these steps:

1. To enable the NEO SuiteView Internal Upgrade mode, hold down the toggle switch on the NSV-OUT module while you re-power the NEO frame.
2. Release the toggle switch when **INTERNAL UPGRADE** appears in the NSV-OUT card-edge display.
3. Follow the prompts displayed in the NSV-OUT card-edge display.

## Installing Your NSV-AUD16 and NSV-AES16 Audio Models

After completing the firmware upgrade, install your NSV-AUD16 and NSV-AES16 audio modules directly below the your NEO SuiteView system's NSV-OUT module as illustrated in Figure 1-1.



**Figure 1-1.** Audio Support (Front View)

For information about your audio components and audio connections, see the following sections of your *NEO SuiteView Hardware Installation and Operation Manual*:

- [“NSV-AUD16-BM”](#)
- [“NSV-AUDIO-BO Breakout Module”](#)
- [“NSV-AUDIO-BO Breakout Module Input Connectors”](#)
- [“Connecting the NSV-AUDIO-BO Breakout Module”](#)

## Installing Layout Designer

For best results, Layout Designer requires a PC with the following system specifications:

- Intel Pentium 4 processor at 3.0 GHz or faster
- 1.0 GB or more of physical memory (RAM)
- Display card supporting 1900×1200 resolution
- Microsoft Windows XP

## Installing the Software

Before installing Layout Designer, uninstall any previous versions of the Layout Designer or NEO SuiteView Layout Manager, and ensure that you have a correct serial port or TCP/IP Ethernet connection between your PC and the NEO SuiteView system.



### Note

The installed NEO 3901RES-E resource card must be version res3901-rel-2-9-b4 or later to enable the TCP/IP connection. For more information, see your *NEO SuiteView Hardware Operation and Installation Manual*.

To install Layout Designer for NEO SuiteView, close all other applications running on the PC, and then insert the Layout Designer installation CD into the PC CD-ROM drive. (The setup program starts automatically.) Follow the on-screen instructions to install the software to your system's hard drive.



**Figure 1-2.** Installing Layout Designer

If the installation does not auto-run, find and double-click the Install\_\*.exe file on the CD (where "\*" is the software number).

## Configuring Audio

For information about configuring audio, see "[Configuring Audio](#)" in your *Layout Designer For NEO SuiteView Software Application User Guide*.