



# **Firmware Installation Guide**

Panel Update



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**The handling of documents**

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## CONTENT

<b>1</b>	<b>PANEL FIRMWARE UPDATE</b>	<b>5</b>
<b>2</b>	<b>CHARACTER SET</b>	<b>8</b>
<b>3</b>	<b>DANNER-PANEL 180 ROTATION</b>	<b>9</b>
3.1	Overview .....	11
<b>4</b>	<b>SERVICE</b>	<b>12</b>

# 1 PANEL FIRMWARE UPDATE

In order to see which version of firmware is in the panels, simply switch on the power of the panel without connecting it to the frame.

For example: In the bottom left key of the panel will be displayed something like MV-3.xx (Monitor file) next to it will be AV-3.xx (Artist file).



The actual firmware version of the panel can be obtained from the Riedel Customer Service or in the future over the internet. Please contact the service via the form on the Riedel website ([www.riedel.net](http://www.riedel.net) → contact → service); customerservice@riedel.net



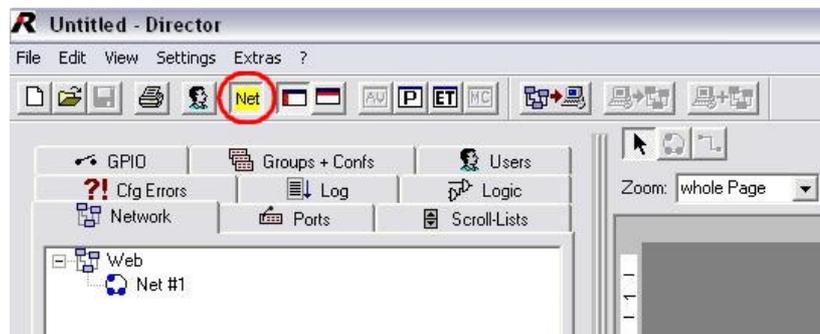
**For the Panel Update, you need the Artist client firmware 5010 / 5105 or higher.**



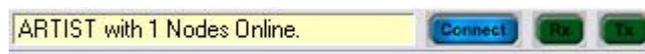
**A panel update MUST not be interrupted!**

## Upgrade procedure

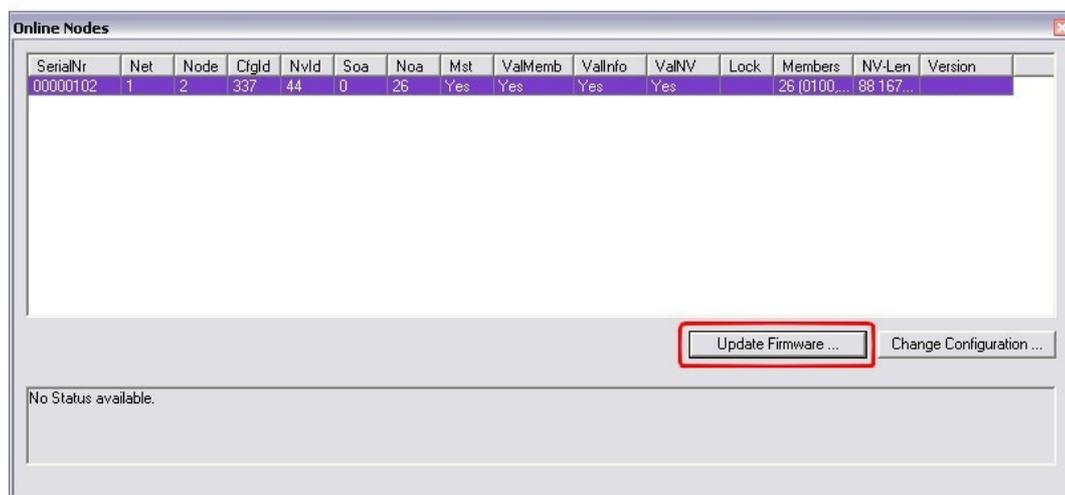
1. Copy the firmware files from the CD (or e-mail) you received to a working directory on your hard disk.
2. Make sure that you are connected to the Artist frame with either a Cat5 Ethernet cable through a router/hub or switch, or directly with a Cat5 crossover cable.
3. Make sure that the Artist frame is switched on.
4. Start the Director software.
5. Click the "Net" button to enable the network connection.



- When the connect button is lit, select "view" then "online bar" in your Director software.



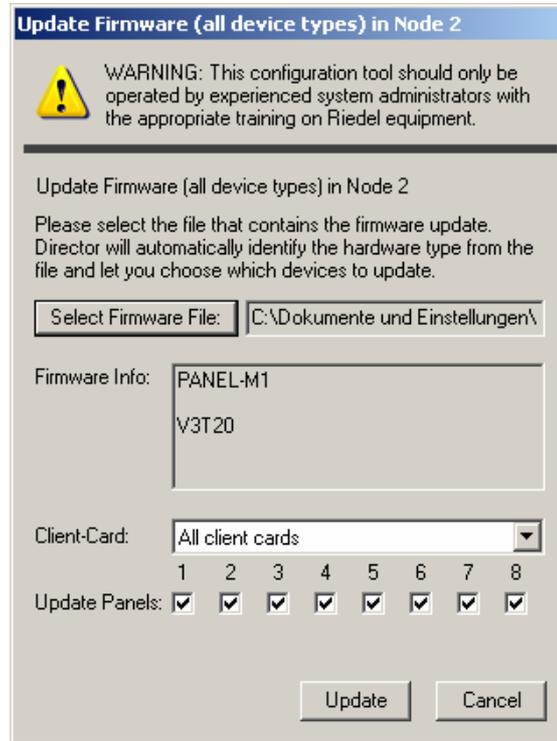
- Then select your node.



- Select „Update Firmware“.



9. Select the panel firmware file from your computer



10. The default setting is to update all port of the client card. Select the client card and the port where the panel is connected and press the „Update“button.



**IMPORTANT!!! DO NOT SWITCH THE PANEL OFF.**

11. This process also takes about 2.5 minutes

Ensure by looking at a panel that the update is finished. Do NOT look at the Director. Director has a timeout of one minute and this update takes longer. The panel will reboot when the update is complete.

If this process is interrupted, the affected panels will need to be returned to Riedel Customer Service for re-programming!

Now the update is complete.

## 2 CHARACTER SET

This chapter describes the install a new character set on a panel.

1. Follow the steps in chapter 1. Instead a panel firmware selects a font file.
2. After this make a panel reset.
3. When the panel shows „Wait for ....." Then press the **SHIFT**, **OPT** and **NORM** key at the same time.



4. Now the panel starts in the demo mode. Press the **OPT** key and simultaneously press the "INI-FONT" key on the below left site. Release both keys.



5. The new character set is now installed in the panel.

### 3 DANNER-PANEL 180 ROTATION

In some cases, after the Update the font on the Danner panels (DBM1004, DEM 1006) is turned by 180° degrees after powering.

If you encounter the font turned by 180° degrees, please follow the next few steps.

#### Requirements

- Director Version 5101
- node-firmware 6.55 (or higher)
- client-firmware 5106Q03
- DIF with Firmware AV3.27 (or higher)



#### Note:

- Node-firmware 6v55 will work with this workaround.
- Client card firmware 5106Q03 is capable of turning the font inside the Danner-panel.
- Higher client card firmware is only capable of turning fonts inside 2000-series panels.
- Since Director 52xx (or higher) is not compatible to client card firmware 5106Qxx you have to use Director5101.
- Therefore it is essential to save your Artist system configuration before starting this procedure.
- If necessary, please take a look into the Director User Guide to assist.

1. Save your Artist-configuration
2. Close your Director-Version and open Director Version 5101.



**Note**

If Director5101 is not available, please contact the Riedel Service department.

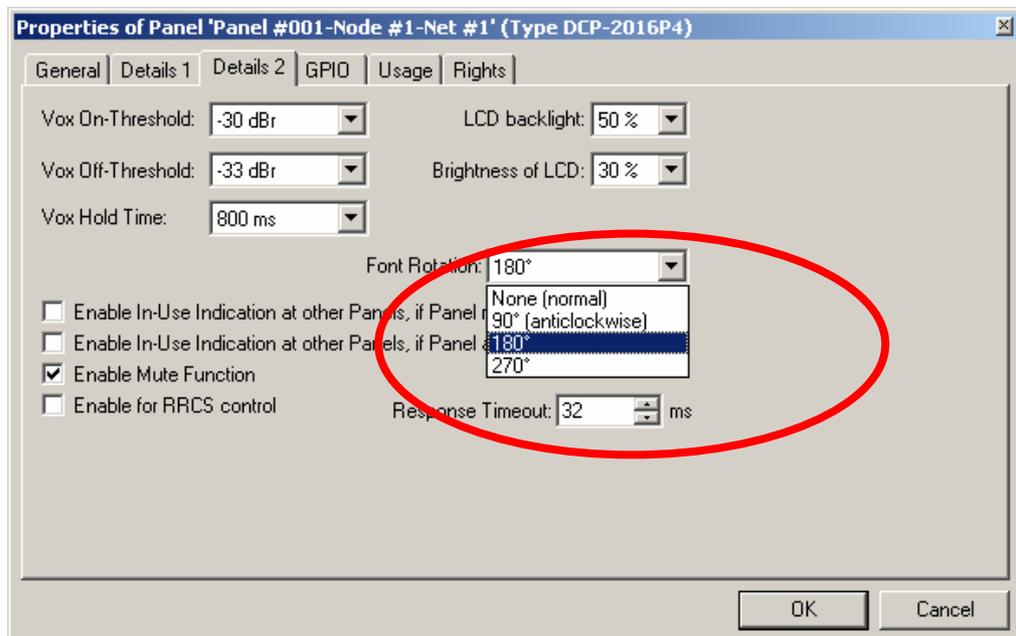
3. Enable a network connection and open the "ONLINE BAR" window. You will now have to up-/down date the client card to which the Danner-Panel is connected to. Use the client card firmware 5106Q03.
4. Check that the DIF1000 has the right firmware AV3.27 (or higher).



**Note:**

If this file "Artist327.bin" (or higher) is not available, please contact Riedel Service department.

5. Create a new configuration containing at least a Coax or Cat5-client card where your Danner panel is connected to. Instead of the Danner panel configure a DCP2016P Panel on the according port. Configure at least one key, for making the font orientation visible. If the font is upside down, you have to turn the orientation by 180 degrees; do so by following the next few steps.
6. Open the panel view, right-click on the grey panel surface and enter the "Properties"
7. Under "Details 2" select 180° Font Rotation



8. Click "OK" and send the configuration to your Artist, if needed – do a system-reset!
9. First disconnect the DIF1000 from power then disconnect the DBM1004 from power.
10. Wait for 10 seconds
11. First re-connect the DBM1004 to power then re-connect the DIF1000 to power again.
12. While the Danner-panel reboots, you should see if the font orientation is ok now.
13. Update your client card firmware back to the original version.
14. Close Director 5101 and open the Director you usually use.
15. Re-load your saved configuration file and save it to your Artist system.
16. This procedure is finished and you can work with the Danner-panel as usual.

### 3.1 Overview

Client	2000		Danner	
	Rotation	None Rotaion	Rotation	None Rotaion
< 5104	NONE LCD SUPPORT	NONE LCD SUPPORT		X
< 5104Q19	X		X	
5104Q21	X			X
5105	X		X	
< 5106Q03	X		X	
> 5106Q05	X			X

Panel Artist versions (AV) 3.27 (or higher) will forward the rotation-bit received from a client card to the front board-

Panel Artist versions (AV) 3.24 (or lower) will not forward a received Turn-bit s.o..

## 4 SERVICE

In case you have any other question, Riedel offers a wide range of services for your product including:

- Telephone
- E-Mail
- Fax
- configuration support
- Training
- Repairs

Your first service contact is your local distributor.

Additionally you can contact the Riedel Customer Service in Wuppertal.

**Telephone: +49 (0) 202 292 9400**

(Monday thru Friday, 8 am - 5 pm CET)

**Telefax: +49 (0) 202 292 9419**

**Or you can use the contact form on our homepage**

**[www.riedel.net](http://www.riedel.net)**

For repairs, please contact first your local distributor, who will assist you with the handling or replacement of the repair items.

Repairs going directly to Riedel Communications GmbH should be sent to the following address:

Riedel Communications GmbH

- Repairs -

Uellendahler Str. 353

D-42109 Wuppertal

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## NOTES





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