

Xciter™ Recovery procedure

When USB connection fails

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Xciter recovery procedure, rev. A



Revision History

Version	Init.	Date	Description
A	KVH	05/03/2009	Initial release





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1. Introduction

1.1 Purpose of the Document

This document describes:

- How to install the PC software: Factory Manager
- How to erase the Xciter's memory
- How to connect to Xciter
- How to upload the firmware
- How to upload the libraries

1.2 Tools needed

Item
Xciter
MS Windows PC with COM 1 available
Special Xciter serial cable
USB cable, type AB
Factory Manager software
Xciter Manager software
2 jumpers
Screwdriver (hex)



2. Getting started

When a firmware update to the Xciter fails, it is possible that the device does not respond anymore. In case no USB connection to the Xciter is possible anymore, you can use this document to flash the Xciter without the use of a USB link.

2.1 Install the PC software

First you will have to install a software tool that you will find on the supplied CD. Startup "*setup FM.exe*" on a Windows PC, and follow the on screen instructions.

3. Erase the internal memory

3.1 Place jumpers and cable

- Open up the Xciter by unscrewing the 4 hex screws in the front and the back.
- Locate jumper position J3 and J5 and place a jumper.
- Connect the special RS232 cable on J4 and make sure that the white mark on the connector is faced towards the front of the Xciter.



3.2 Connect to the Xciter

- 1. Startup Factory Manager on your PC
- 2. Startup the Xciter. The LED on the left side of J3 should be lit. Now click on "Boot" and check if you receive the "Boot OK" message.

PCB firmware update		
Processor id = D5 Blockcnt=28 Blocksize=4 Block 3 : 32 Block 2 : 1174 Boot OK !!	result	Clear list Check Check Erase segments(s) Baud rate C 11520 C 57600
	Boot Burn factoryware	



3. Click in the "X-Flash" section on the "Check" button. (1) Select all "Not empty segments" in the list. (2) Click "Erase segments". (3)

PCB firmware update	
r=7F8000 a=7B0000 r=7F8000 a=7B8000 r=7F8000 a=7C8000 r=7F8000 a=7C8000 r=7F8000 a=7D8000 r=7F8000 a=7D8000 r=7F8000 a=7E8000 r=7F8000 a=7F8000 r=7F8000 a=7F8000 r=7F8000 a=7F8000 segment:63 7E0000-7FFFFFF not empty End of "Check x-flash"	Clear list X-Flash Check 1 Erase segments(s) 3 Baud rate C 11520 C 57600
Boot Burn factoryware	
PCB firmware update	X
r=7F8000 a=7D8000 r=78CCB7 a=7E0000 r=7F8000 a=7F8000 r=7F8000 a=7F8000 sEGMENT:63 7E0000-7FFFFF not empty End of "Check x=flash" Erasing segment 0=0-1FFFF Erasing segment 1=20000-3FFFF Erasing segment 1=20000-3FFFF Erasing segment 2=40000-5FFFF Erasing segment 3=60000-7FFFFF Erasing segment 63=7E0000-7FFFFF	Clear list X-Flash Check Erase segments(s) Baud rate C 11520 C 57600

Boot

4. Click on the "Clear list" button.

PCB firmware update				
r=7F8000 a=7D8000 r=7E8000 a=7E8000 r=7F8000 a=7E8000 r=7F8000 a=7E8000 r=7F8000 a=7E8000 SECNENI263 7E0000-7FFFF End of "Check x=flash" Erasing segment 1=20000-7 Erasing segment 1=20000-7 Erasing segment 1=20000-7 Erasing segment 3=60000-7 Erasing segment 3=60000-7	not enpty FFFF FFFF - 7FFFFF 7CB firmware update	Clear in: X-Fisih Check E-size cognorit(1) Courd rate C 11520 C 57800		Coar list X-Flach Creck Elate segneration Elate segneration Reactions C 11520 C 57500
		Bock	Bunfactoryware	

Burn factoryware



5. Click in the "*X-Flash*" section again on the "*Check*" button. Now all segments should be blank. If not, repeat the previous steps until all segments are blank.

PCB firmware update r=7F8000 a=7A8000 r=7F8000 a=7B0000 r=7F8000 a=7C0000 r=7F8000 a=7C0000 r=7F8000 a=7C8000 r=7F8000 a=7D0000 r=7F8000 a=7E0000 r=7F8000 a=7F8000 r=7F8000 a=7F8000 r=7F8000 a=7F8000 r=7F8000 a=7F8000 End of "Check x-flash"	Result	Clear list Check Erase segments(s) Baud rate C 11520 C 57600
	Boot Burn factoryware	

4. Burn the factoryware

Now that the internal memory is completely empty, it's time to import the factoryware in the Xciter. Make sure that the Xciter is still connected to the PC as described in section 3.1

To import the factoryware, click on the "Burn factoryware" button in the Factory Manager software.

	PCB firmware update	
\langle	address=C08000 address=C0B000 address=C0B500 address=C10000 address=E00000 address=E00000 Burning 7E0000-7E0DB5 Sum ok Checking C00000-C000F1 C00000-C000F1 -> no difference Nothing to burn	Clear list X-Flash Check Erase segments(s) Baud rate C 11520 C 57600
	Boot Burn factoryware]

When the factoryware is successfully imported into the Xciter, you can disconnect the plug from the power supply, remove the jumpers on J3 and J5, and detach the special serial cable. Replace the Xciter's frontpanel back on its casing by fastening the 4 removed hex screws.



5. Upload the firmware

Connect the Xciter via a USB type AB cable with your PC. Power up the Exciter and start the Xciter Manager software.

- Select "Utilities" (1)
- In the "*Firmware*" tab (2) click on the "*Upload*" button (3). Wait until the Xciter's screen shows version 2.15

Note: this can take a while. Do NOT interrupt this process!





6. Upload the libraries

When the firmware is successfully installed, it's time to upload the libraries.

- Select the "*Library*" tab (1).
- Select the desired source library (Category, Manufacturer, Fixtures). (2)
- Click on the "Add" button (3) and then the "Update" button (4).

Utilities				
Firmware Library B	/Re	store Fixture Label Editor		
Source Library		Xciter Library		
Category:		Category:		
Moving head	-	Moving Head 💌		
Manufacturer:		Manufacturer:	Update	
Martin	•	MARTIN		
Fixtures:		Fixtures:		
MAC 250 M2 V1 MAC 250 + M2 V1 MAC 250 + M4 V1 MAC 250 + M4 V1 MAC 300 M2 V0 MAC 300 M4 V0 MAC 500 DMX 1 MAC 500 DMX 2 MAC 500 DMX 3 MAC 500 DMX 3 MAC 500 DMX 4 MAC 500 DMX 4 MAC 500 DMX 4 MAC 7V1 EXT MAC 1200 M2 MAC1200 M2 MAC1200 M4 MAC250 ent 168 MAC250 ent 168 MAC250 kr 168 MAC250 kr 168 MAC250 kr 168 MAC250 wash 16 MAC250 wash 16		MAC 250 M2 V1 MAC 250 M4 V1 MAC 250+ M2 V1 MAC 250+ M4 V1 MAC 300 M2 V0 MAC 300 M4 V0 MAC 500 DMX 1 MAC 500 DMX 3 MAC 500 DMX 3 MAC 500 DMX 3 MAC 575 16b Ext MAC 575 16b Ext MAC TW1 MAC TW1 EXT MAC 1200 M4 MAC 250 ent 16B MAC 250 ent 16B MAC 250 kr 16B MAC 250 kr 16B MAC 250 wash 16 MAC 250 wash 16	Add Remove Export	3
Done. Xciter ready.				

Disconnect the USB cable when the update was successful. Your Exciter is now again in factory default state, and ready for use.