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**CAUTION:** Only qualified personnel observing electrostatic discharge (ESD) precautions should perform the procedures in this document. Always wear a grounding strap connected to an approved grounding source when working on or around exposed electronic components. Handle circuit boards by their edges.

## C1507M (11/99) CM8504KIT-SPCL Firmware Upgrade Instructions

The CM8504KIT-SPCL is for upgrading the firmware from text to no-text in the EPROM on the CM8504 Video Output Matrix Card in the CM8500 Series Matrix System. There are two EPROMs included in the kit. Which one you use depends on the board installed in your CM8500.

To change the EPROM:

1. Turn off power to the CM8500.
2. Remove the four front cover screws from the corners of the card cage front panel and remove the front panel.
3. Use the motherboard PCB ejectors to pull and slide the main motherboard out of the card cage.
4. The CM8504 video input/output card(s) are in the slots (up to 16) closest to the front of the motherboard. Pull up on the ejector tabs of the video card to remove it from the motherboard.
5. Locate U4 (refer to Figure 1) and remove the EPROM from its socket.
6. Remove the new EPROMs from the electrostatic protective bag.
7. Identify which board you have (refer to Figure 1), and select the appropriate EPROM:
  - If your board is labeled PCB9000563 REV. G, use the EPROM labeled PRG563SPCL-R1.3.
  - If your board is labeled PCB9000563 REV. H or higher, use the EPROM labeled PRG563SPCL-R1.4.
8. Verify that the pins on the EPROM are straight.
9. Insert the new EPROM in the U4 socket. Orient the EPROM using the alignment notch as a guide (refer to Figure 1). Verify pin-to-socket alignment and carefully press the EPROM into the socket until it is fully seated.
10. Reinstall the CM8504 board into the motherboard. Make sure the ejector tabs lay down flat against the circuit board.
11. Repeat steps 4-10 for additional CM8504 boards.
12. Slide the motherboard back into the card cage and lock the ejectors into place.
13. Replace the front panel.
14. Turn on power.

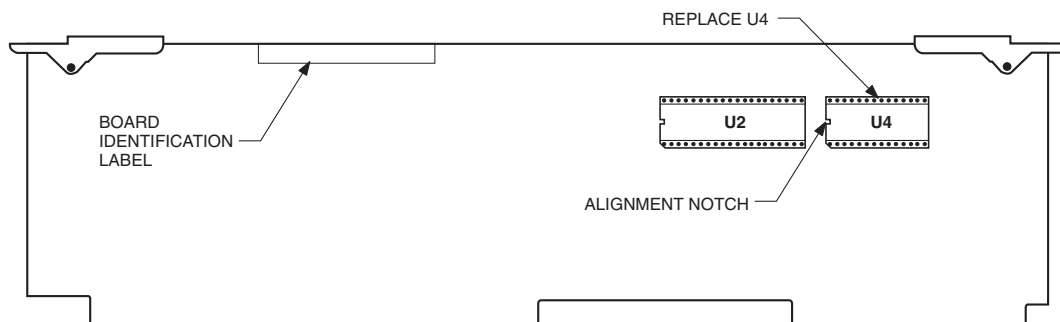


Figure 1. EPROM Replacement

## PRODUCT WARRANTY AND RETURN INFORMATION

### WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on FT/FR8000 Series fiber optic products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra®, Esprit®, ExSite™, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit® and WW5700 Series window wiper (excluding wiper blades).
- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, and Endura™ Series distributed network-based video products.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

### RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair).

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid. Ship to the appropriate address below.

*If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:*

Service Department  
Pelco  
3500 Pelco Way  
Clovis, CA 93612-5699

*If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:*

If the goods are to be sent by a COURIER SERVICE, send the goods to:

Pelco  
3500 Pelco Way  
Clovis, CA 93612-5699 USA

If the goods are to be sent by a FREIGHT FORWARDER, send the goods to:

Pelco c/o Expeditors  
473 Eccles Avenue  
South San Francisco, CA 94080 USA  
Phone: 650-737-1700  
Fax: 650-737-0933

### REVISION HISTORY

Manual #	Date	Comments
C1507M	11/99	Original version.

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