



Release 7 Firmware Update Process

Release 7 introduces new features to the MCA-C3/C5, MDK-C5/C6, TS3 Color Touchscreen, DMS-3.1 Digital Media Streamer and the My Russound App as well as adding popular streaming services.

To take full advantage of these features and enhancements it is necessary to perform firmware updates to the following components within the Russound C-Series installation:

- MCA-C3/C5 controller
- MDK-C5/C6 keypads
- TS3 touchscreen
- DMS-3.1
- My Russound App

Instructions for performing these firmware updates are available below, in the component firmware zip folders on Russound Support Center and within the SCS-C5 Help file. Please be aware of the time involved in updating each product to set an expectation on the length of the service call. The approximate times are noted below:

MCA-C3/C5 controller	5-10 minutes per controller
MDK-C5/C6 keypads	10 minutes per keypad
TS3 touchscreen	3-5 minutes per touchscreen
DMS-3.1	15 minutes per unit
My Russound App	Just download time

The updates should be performed in the following order:

1. MCA controller firmware
2. MDK keypad firmware
3. TS3 touchscreen firmware
4. DMS-3.1 firmware
5. My Russound App iTunes download

Important: When performing firmware updates, you must disconnect any FM Radio antenna connections. Make sure cables are labeled to ensure they are returned to their proper place. In a multiple controller systems for each controller to be updated, set the Controller ID to #1. Once updated, set the Controller ID # back to the original setting. It is also recommended that a complete system backup be performed before beginning updates. You must update controllers to version 7.00.02 or greater in order to perform keypad updates over IP.

Controller Firmware Update Process

MCA-C3/C5 Controller 5.01.01 or earlier

1. Turn all controllers off
 2. For the controller that is to be updated, make sure the Controller ID dial on the rear is set to "1"
 3. Remove all keypads, RNET link cables and Ethernet connections from the controller
 4. Remove any FM antenna connections
 5. Connect an RS-232 DB9 cable to the DB9 port on the rear of the controller
 6. Turn the controller on. It takes approximately 30 seconds for the controller to boot up completely
- While the controller is booting up continue with the following steps:
7. In the SCS-C5 project file, choose Tools> Device Update
 8. Select the appropriate COM port for the connection
 9. Select the appropriate product (MCA-C3 or MCA-C5)
 10. Browse for the Firmware Image using the "... " button
 11. Click the "update" button on the Device Update window
 12. When finished, the controller will reboot itself

continued next page

Release 7 Firmware Update Process (cont'd)

MCA-C3/C5 Controller 6.00.00 or greater Firmware Update

1. For the controller that is to be updated, make sure the Controller ID dial on the rear is set to "1."
 2. From a computer on the same network as the MCA-C3/C5 controller, open a web browser
 3. In the address bar, type MCAC3 or MCAC5 and the press the return key. The Product Information page will be displayed
 4. Select Firmware Update from the Administration menu
 5. From the Firmware Update page select "Update firmware", enter password "russound123" when prompted
- Once the firmware update has been completed and the controller has rebooted, the page will refresh to the Product Information page.

Keypad Firmware Update Process

IF KEYPAD UPDATE OVER IP IS DESIRED, CONTROLLER FIRMWARE MUST BE 7.00.02 OR GREATER

MDK-C5/C6 Keypad Firmware Update over IP

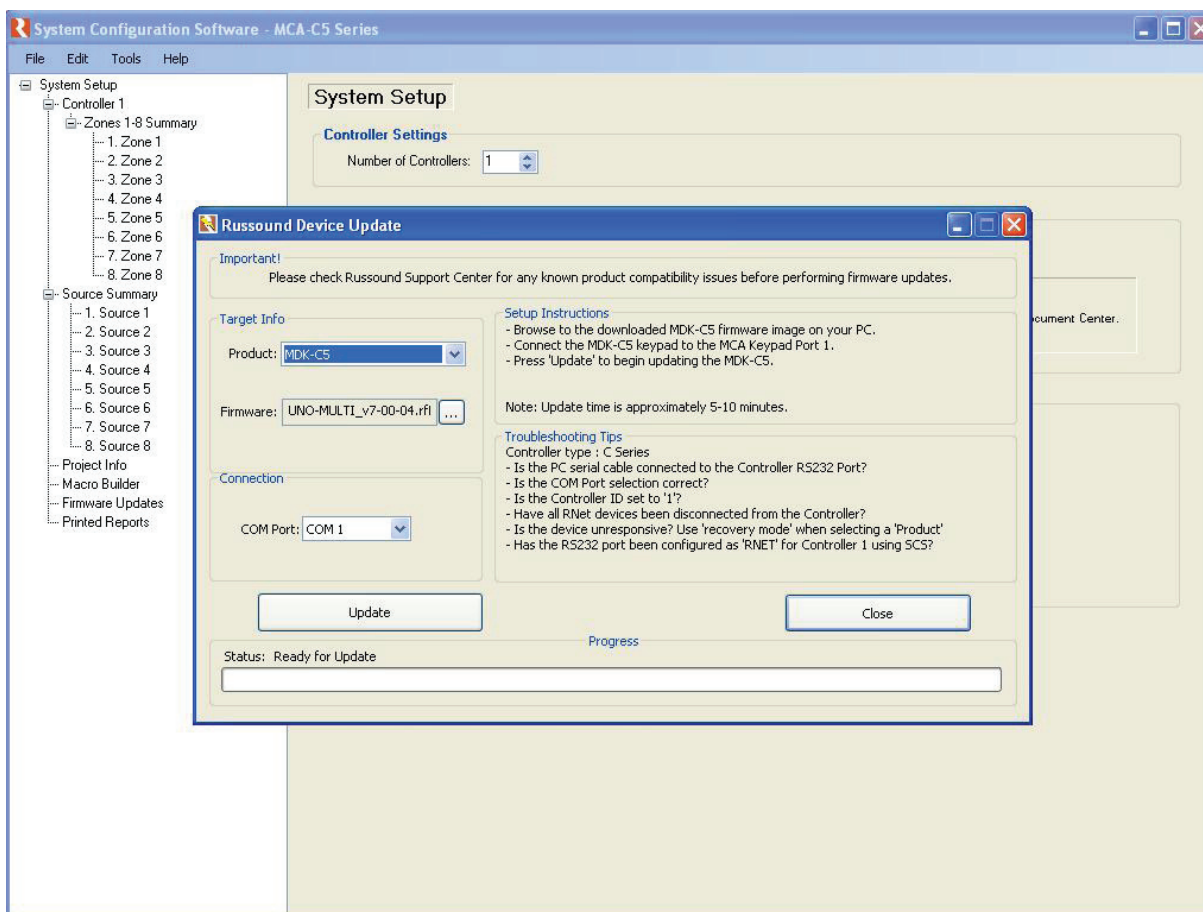
1. Ensure that all keypads to be updated are powered on
2. From a computer on the same network as the MCA-C3/C5 controller, open a web browser
3. In the address bar, type MCAC3 or MCAC5 and the press the return key. The Product Information page will be displayed
4. Select Firmware Update from the Administration menu
5. A list of keypads is displayed by hovering over MDK-C5/C6 Product Name and will be listed by controller
6. To update all system keypads place a check mark in the update box next to the MDK-C5/C6 Product Name; to update individual keypads, place a check mark in the update box next to each keypad name
7. Select "Update firmware"
8. Enter password, "russound123"
9. Select "Submit"



Release 7 Firmware Update Process (cont'd)

MDK-C5/C6 Keypad Firmware Update

1. Turn all controllers off
2. Remove all Keypads, RNET link cables and Ethernet connections from the controller.
3. Remove any FM Antenna connections.
4. Reconnect the keypad to be updated to Port 1 of Controller 1.
5. Connect a RS-232 DB9 cable to the DB9 port on the rear of the controller.
6. If Device Update is closed, reopen the window by going to Tools > Device Update.
7. Select the appropriate COM port for the Connection.
8. Select the appropriate Product (MDK-C5).
9. Browse for the Firmware Image using the "..." button.
10. Turn the controller on and wait 30 seconds for it to finish its boot cycle.
11. Click the "Update" button on Device Update.
12. When finished, unplug the updated keypad from port 1.
13. Connect the next keypad to be updated to Port 1 and click the "Update" button.
14. Continue until all keypads are updated.

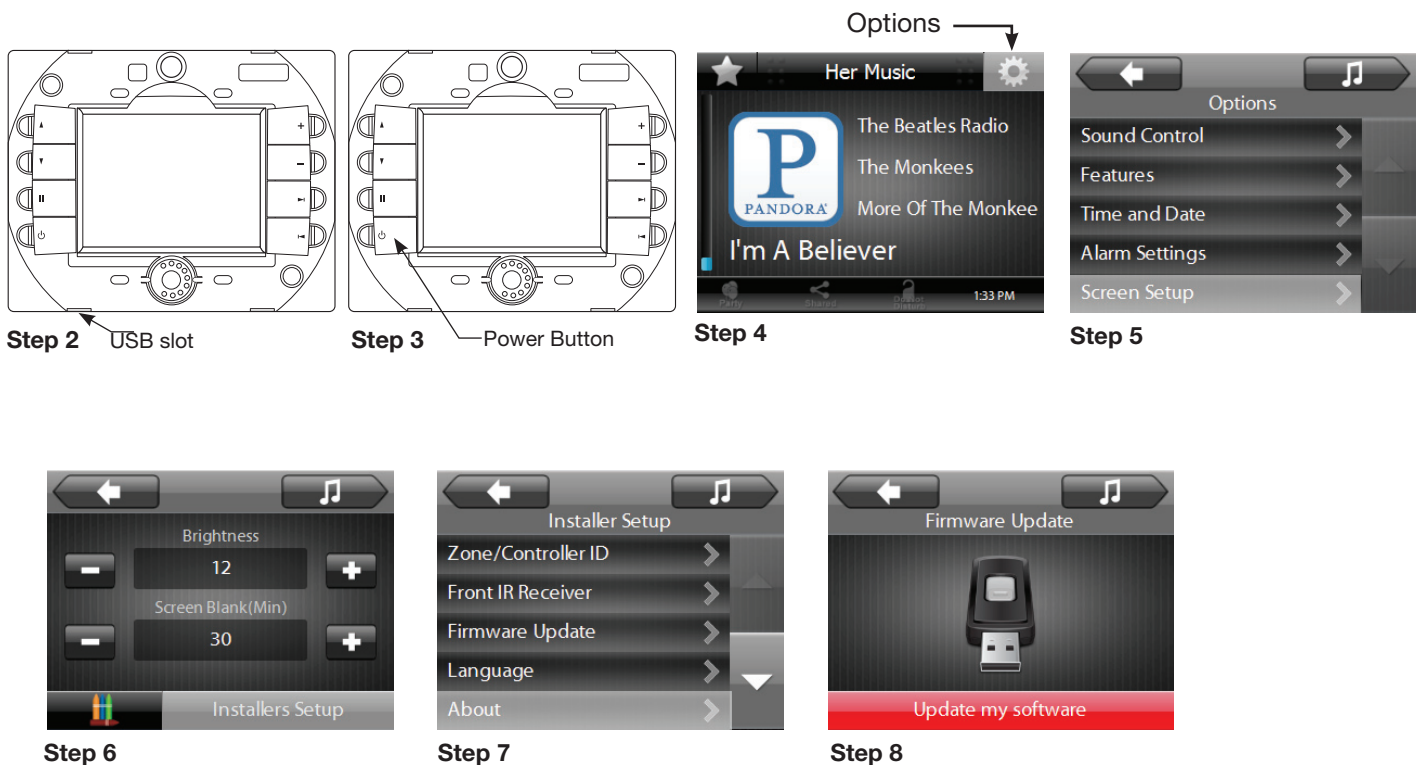


Release 7 Firmware Update Process (cont'd)

Touchscreen Firmware Update Process

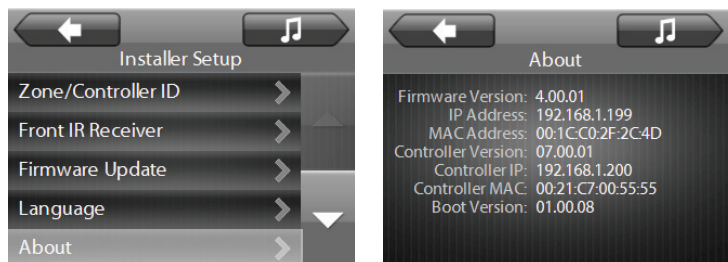
Update Steps

1. Remove TS3 Basel
2. Insert USB drive into USB slot
3. Power ON the TS3
4. From Main screen select "Options"
5. From Options screen select "Screen Setup"
6. From Screen Setup select "Installer Setup"
7. From Installer Setup select "Firmware Update"
8. From Firmware Update screen select "Update My Software"
9. Touchscreen Update screen will appear
 - a) Progress bar will appear and track installation
 - b) At 100% user will see "Update Complete"
 - c) TS3 will automatically reboot in 5 seconds
10. Remove USB drive from TS3
11. Installation is complete



Verify Update

1. To verify firmware version follow steps 3-6 above
2. From Installers Setup screen select "About"
3. About screen: Firmware Version should display the updated version

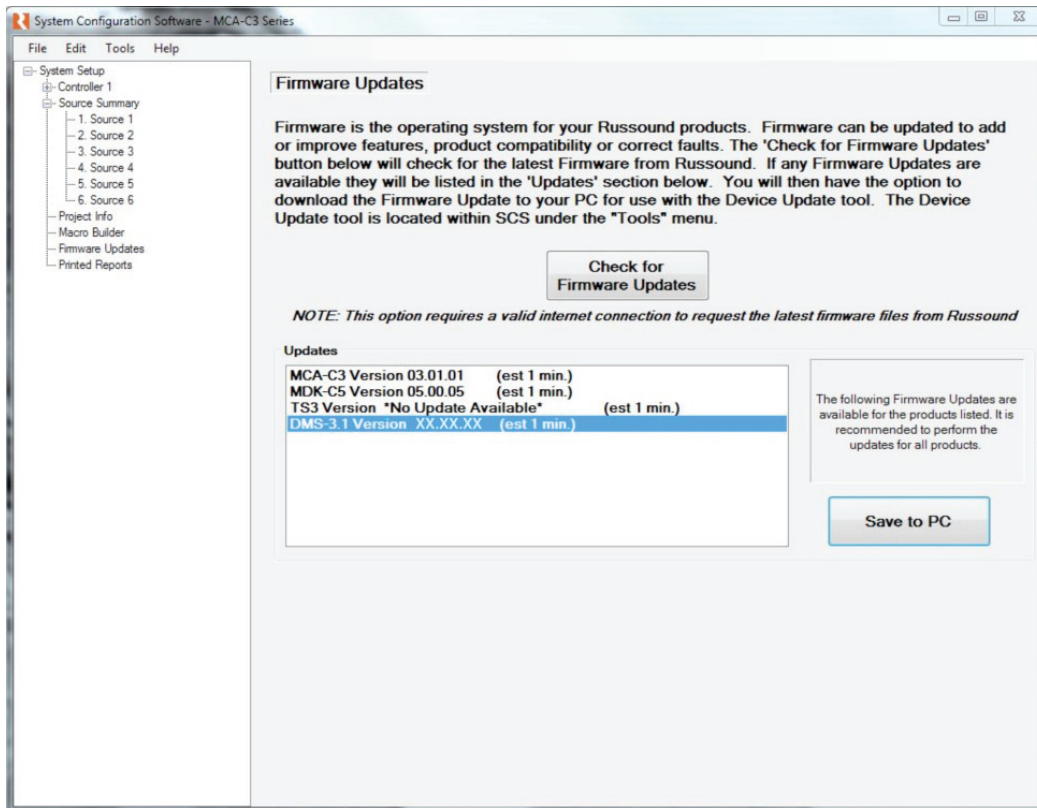


Release 7 Firmware Update Process (cont'd)

DMS-3.1 Firmware Update Process

Download appropriate firmware files (Internet connection required)

1. Launch SCS-C5 Configuration Software
2. From the menu tree on the left, click "Firmware Updates"
3. On the Firmware Update page, click "Check for Firmware Updates"
4. Select the DMS-3.1 Version XX.XX.XX, then click "Save to PC"



DMS-3.1 Firmware Update Procedure

1. Place the DMS-3.1 firmware file onto a standard USB flash drive.
2. Power the DMS-3.1 and allow boot to complete (approximately 1 minute).
3. Insert the USB flash drive into AUX USB port on the rear panel.
4. Power LED will begin flashing quickly for approximately 3 minutes.
5. Power LED will turn on solid for approximately 1 minute.
6. Power LED will begin flashing slowly for up to 15 minutes.
7. After Power LED remains solid for 1 minute, power off the DMS-3.1 and remove the USB flash drive.
8. Power on the DMS-3.1 and allow boot to complete.

My Russound App

Updates for the My Russound App are available from iTunes.

Release 7 Firmware Update Process (cont'd)

Troubleshooting

Due to varying differences in computer operating systems, preinstalled software, or environmental factors, a firmware update may not go through. Checking these items may help:

- If updating a Controller, make sure any cat5e cables and antennas are removed.
- If updating Keypads, make sure the one being updated is the only one connected and in port 1.
- In the case that a Keypad update fails, try pressing the update button again (try about 3 times). Sometimes minor interference on the Cat5e can block the update to the keypad. In these cases, you may have to pull the keypad from the wall and wire it to a local jumper cat5e and try updating again.
- To find the COM port being used for the RS232 connection, Click Start, Right-click Computer, Choose Manage. Select Device Manager and look under the category Ports.
- If using a USB-to-Serial Adapter to connect the PC to the RS232 port on the controller, it is important to note that some USB Adapter drivers can cause a firmware update to fail. You can check with the USB adapter manufacturer for any updated driver software downloads on their website.

NOTE: Although the Russound TCH-1 Touchpoint product ships with a Belkin USB adapter, it is not recommended to use this brand adapter for firmware updates.

- Some preinstalled products and software using COM ports may cause conflicts. The most notable are Virtual Serial Ports, *Bluetooth* Ports, and Com ports assigned to wireless adapter cards. They will be listed in Device Manager under Ports. Right-click on the item to disable and choose Disable. Be sure to check that you're not using any Bluetooth Keyboards or Mice, or do not need to access the Internet after disabling wireless cards. They can be re-enabled after the Firmware Update Procedure is complete.
- Reboot the PC and go directly into Device Update in SCS. The quickest way to launch SCS is to choose No Controller Connection, uncheck "Use Setup Wizard for New Projects" and choose Create a new project.
- If there is no internet access on site, it is highly recommended to download firmware files and update software prior to going to the job site. C-series firmware files can be found in the Russound Support Center under Documents and Files > C-series.
<https://www3.russound.com/Portal/SupportCenter/SupportDefault.aspx>
- All firmware must be extracted from zip folders before performing updates.

NOTE: If the red power light on the MCA controller is blinking, the controller can be reset using a specific procedure to reflash the controller's Bootloader which is not outlined in this document. If you require assistance at this point, please contact Russound Dealer Support.