

## User's Guide

The RCP 2000 will work with an ISS 108 or ISS 408 that has firmware version 1.01 or later. Check the firmware installed in your ISS switcher. If the installed firmware is version 1.0 or earlier, install the firmware chips that are attached to this sheet.

### Check the ISS's Firmware level

Apply power to the ISS. During the power up process, the switcher displays the model name, part number, and the **firmware version** in its LCD display (figure 1).

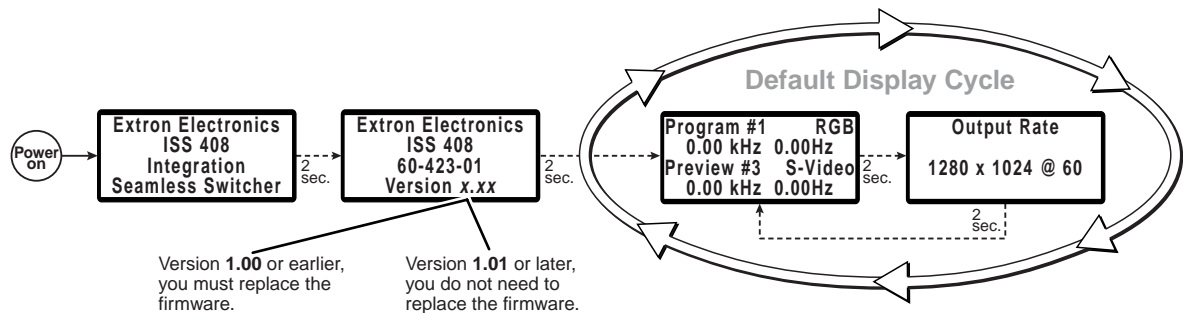


Figure 1 — Identifying the firmware version

### Replace the ISS's Firmware

1. Disconnect the AC power cord from the ISS to remove power from the unit.

**WARNING** To prevent electric shock, always unplug the ISS from the AC power source before opening the enclosure.

**CAUTION** Changes to firmware must be performed by authorized service personnel only.

2. If the ISS is installed in a rack, disconnect all signal and control cables and remove the ISS from the rack.
3. Remove the 16 screws, 8 on the top and 4 on each side of the ISS cover (figure 2 on the opposite side of this guide).
4. Remove the top two front panel screws.
5. Lift the top cover straight up approximately five inches until you can access the fan power cords.

**CAUTION** Do not touch any switches or other electronic components inside the ISS. Doing so could damage the switcher. Electrostatic discharge (ESD) can damage IC chips even though you cannot feel it. You must be electrically grounded before proceeding with firmware replacement. A grounding wrist strap is recommended.

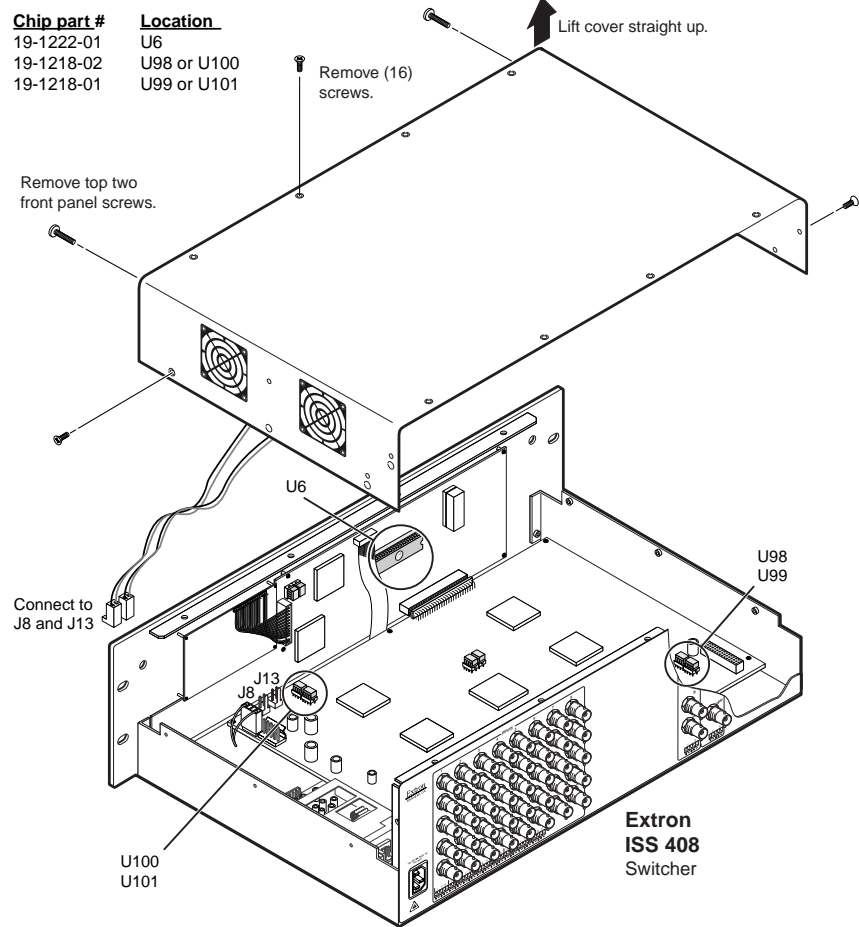
6. Disconnect the two fan power cords from connectors J8 and J13 on the main board.
7. Lift the top cover out of the way.
8. Locate firmware chip U6 on the front panel circuit board and chips U98, U99, U100, and U101 on the main circuit board (figure 2).

9. After you are electrically grounded, use a DIP chip puller to grasp the IC chips and pull them out of the socket.
10. The table in figure 2 identifies the socket into which each firmware chip is to be installed.

**NOTE** Ensure the correct chip is installed in each socket. The wrong chip will not work and may damage the ISS.

The U98 and U100 chips are identical and can be installed in either location.

The U99 and U101 chips are identical and can be installed in either location.



**Figure 2 — Opening the switcher and firmware locations**

11. Align the notches on one end of each chip with the notches in the socket in the same orientation as the old chips. Gently, but firmly, press the chips into place in the socket.
12. Reconnect the two fan power cords to connectors J8 and J13 on the main board. It does not matter which fan is connected to which connector.
13. Replace the top cover on the ISS.
14. Fasten it with the screws that were removed in step 3 and step 4.
15. Rack mount the switcher if desired and reconnect all cables.

**NOTE** The new firmware has several new features and revised LCD displays. Obtain the latest ISS 108 and ISS 408 manual from the Extron Web site, [www.extron.com](http://www.extron.com).



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