

Application Guide

Using the ZAC-60 Emergency Recovery Wizard



The ZAC-60 Emergency Recovery Wizard is a special program that can help you recover from a firmware update that failed, or was otherwise interrupted.

Special Notice

You should not attempt to use this utility to “refresh” or “re-initialize” a known, working controller, nor should you use this program to apply a firmware update on a controller that may be experiencing other technical issues. Using this utility for anything but recovering from a failed firmware update will cause the controller to become unstable, and will require the device to be returned to the factory for service.

Before You Begin

It is suggested that you do the following prior to running the emergency recovery wizard:

1. To make the operation of the program easier for you, and to eliminate any possible cabling issues, it is best to have the affected ZAC-60 where you can connect it to a ZON router on a standard 3 meter network patch cable. This recommendation may make it necessary to uninstall a ZAC-60 from it's current location.
2. Disconnect all ZAC-60 and ZIM-4 input modules from the ZON router. Also disconnect any audio cables from the router's local input.
3. Use your computer's built in 9-pin DSUB serial adapter. If you don't have one, you should use either a PCI or PCMCIA serial adapter. You should not use a USB to serial adapter. The USB to serial adapter is not 100% reliable during serial communications.

Locating the Emergency Recovery Wizard

The emergency recovery wizard is located in a folder called “ER” in the ZON CONFIG directory (which was created during the ZON Configuration Utility installation on your computer), as shown in Figure 1 above.

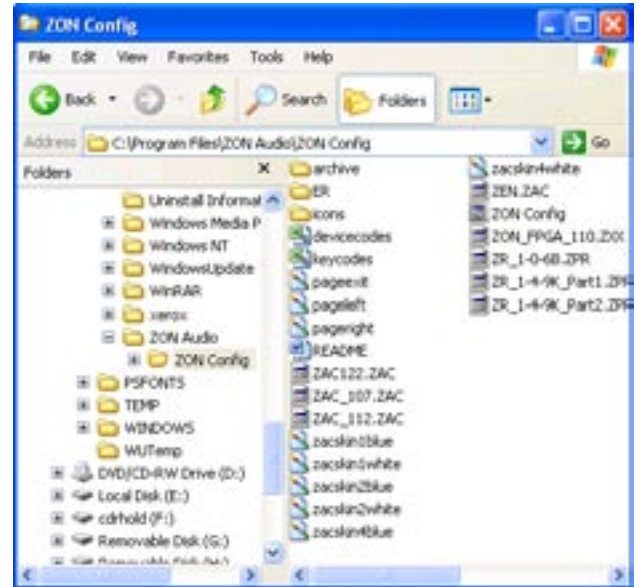


Figure 1



Figure 2

Using the Emergency Recovery Wizard

The wizard is a self-guided program that provides step-by-step instructions on each of its screens. Figure 2 shows a typical instruction screen. You should take your time and read the instructions carefully before moving on to the next step.

The following is a summary of what you will be doing:

- Verify connections and equipment setup
- Connect the ZAC-60 to the ZON router
- Establish serial communications with the ZON router
- Apply a specific ZAC-60 firmware file

Helpful Hints:

Properly Connecting a ZAC-60 to the ZON Router

The wizard will prompt you when to connect the affected ZAC-60 to the ZON router.

Connect one end of the CAT-5e/CAT-6 cable to the FROM ROUTER jack on the back of the ZAC-60. When prompted, press and hold both the PAGING button and the JOG WHEEL while connecting the other end of the patch cable to the ZON router (Figure 3). If this step was successful, the ZAC-60 will illuminate; the volume indicator will be blank, and so will the controller's display.

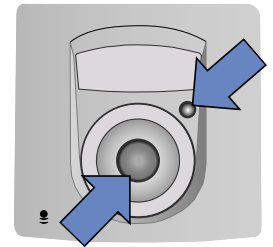


Figure 3

Establishing Flash Mode

Knowing the correct COM port your computer uses for serial communications is important. If the wizard cannot communicate with the ZON router, it will be unable to place the ZAC-60 into flash mode. The wizard will ask you to choose the COM port your computer will use to connect to the ZON router. After successfully connecting to the ZON router, the wizard will place the ZAC-60 controller into "flash mode". When in flash mode, the controller's volume indicator will have a single LED illuminated in the 7 o'clock position (Figure 4a). There will also be a prompt from the wizard (Figure 4b) verifying the same. If the device is not in flash mode, you will need to restart the process.



Figure 4a



Figure 4b

Choosing the ZON AMP/CONTROLLER Port on the Router

The wizard does not read the MASTER SOURCE TABLE on the ZON router when it connects. The program shows each of the four ZAC-60 ports on the ZON router when it prompts you to choose the port in which your affected ZAC-60 is connected (Figure 5).

Working with Firmware Files

During the last steps of the wizard, you will be asked to locate the ZAC-60 firmware file the program will use.

Firmware files for the ZAC-60 are located in the main directory of ZON CONFIG on your computer. The files have the ".ZAC" extension. Figure 1 shows a typical ZON CONFIG directory.

You may have several versions of ZAC firmware files in your ZON CONFIG directory. When using the wizard, it is recommended that you do not try to apply a firmware file that is less than what your device previously used. For example, if you were attempting to apply a version 112 firmware file to a version 107 ZAC, you should not go back to anything less than version 107 using this utility. It is okay to use the wizard to apply the save firmware version that failed while using the ZON serial configuration utility.



Figure 5

Notice:

Improper use of the Emergency Recovery Utility may cause damage to your ZAC-60 controller. Such damage may not be covered under Oxmoor's limited two year warranty. Refer to the ZON Installation and User's guide for warranty and factory service information.