

Troubleshooting for Download Problem

1. PC to Receiver Downloading

NO	Problem	Possible Causes	What to do
1	Time out error appears without progress after starting	1-1) Please check RS-232C cable and cable connection 1-2) flash memory has any damage on boot software.	1-1) Please check again RS-232C cable or conection. 1-2) You need to write again boot software by JEI flash programmer or you need to change flash memory.
2	Error appears while downlodng	2-1) Some of PC not stable for the 115200bps speed.	2-1) Re-start downloading 2-2) Please try again with "57600"bps speed against "115200"bps default speed.
3	Time out error appears while flash writing	3-1) receiver has 15 October boot or main software. 3-2) flash memory have any damage on boot software.	3-1) You must download "mast-boot-fta.mem" file for SR-190D model and "mast-boot-ci.mem" file for SR-X220CI model firstly. ※ Please refer to below appendix1. 3-2) You need to write again boot software by JEI flash programmer or you need to change flash memory.
4	"Version Mismatch" error Appears message	4-1) you download different model software. 4-2) you download low version of boot software compared exiting software on receiver.	4-1) Please corect model type of software. 4-2) You must download higher version

Appendix1 : Mast Boot software downloading

※ If receiver has 15 October software when you want download software by PC, you must download Mast Boot software firstly to clear downloading problem which appear "Time Out Error" message.

1. Download "mast-boot-fta.mem" file for SR-190D model and "mast-boot-ci.mem" file for SR-X220CI model.
(Now, solved downloading problem by the PC.)

2. You can download main software which have latest function.

2. Receiver to Receiver Downloading

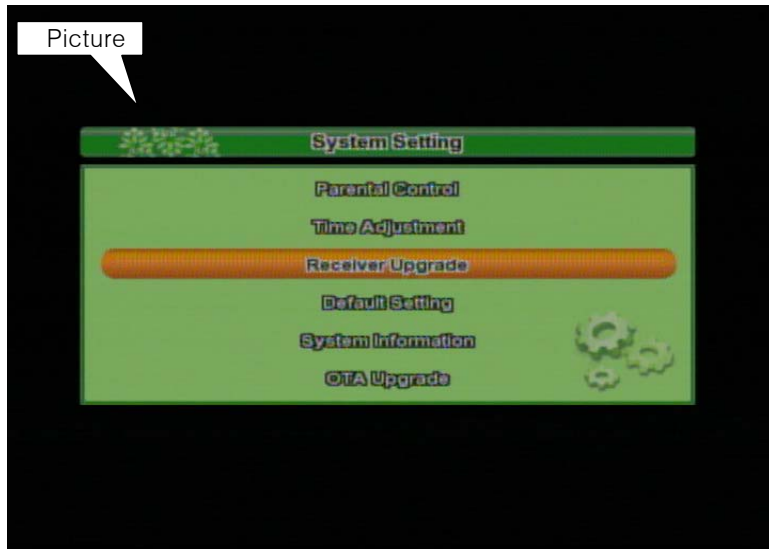
NO	Problem	Possible Causes	What to do
1	When can not starting downloading and display progress numbers on front panel of mast receiver.	1-1) Please check RS-232C cable and cable connection 1-2) Flash memory has any damage on boot software of slave receiver. 1-3) No matched model type between master and slave receivers.	1-1) Please check again RS-232C cable or conection. 1-2) You need to write again boot software by JEI flash programmer or you need to change flash memory for slave receiver. 1-3) Please corect model type of receiver.
2	Error displays while progressing number display on mast receiver front panel.	2-1) You use no good cable or too long cable.	2-1) Re-start downloading 2-2) Please try again with "57600"bps speed against "115200"bps default speed for mast receiver.
3	Error displays after 100 number display on mast receiver front panel.	3-1) Slave receiver has 15 October boot or main software. 3-2) Flash memory has any damage on boot software of slave receiver.	3-1) Master receiver must have Mast-Main software. ("SR-X190D-Mast-Main.bin" for SR-X190D model and "SR-X220CI-Mast-Main" for SR-X220CI model.) ※ Please refer appendix2 to make master receiver and use receiver to receiver downloading. 3-2) You need to write again boot software by JEI flash programmer or you need to change flash memory.

Appendix2: To make master receiver and how to upgrade boot software for slave receiver using by receiver to receiver upgrade.

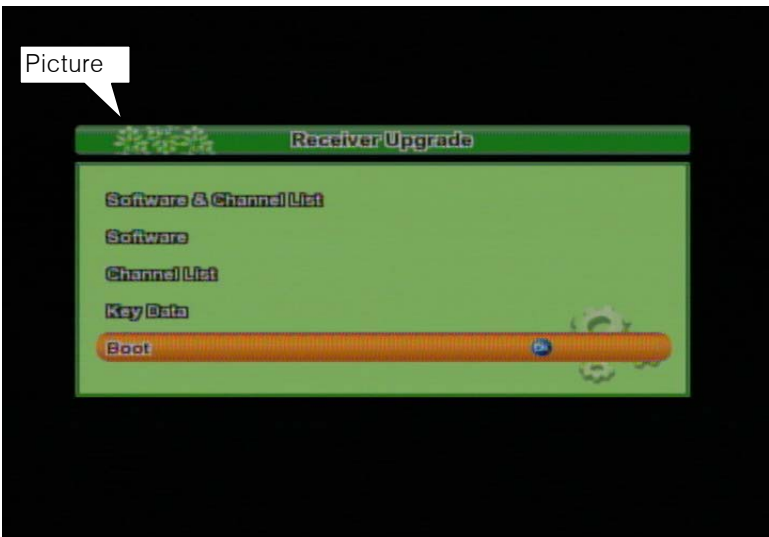
※ If slave receiver has 15 October software when you want upgrade software by receiver to receiver, you must make master receiver as follow and you must upgrade boot software for slave receiver by the receiver to receiver using new mast receiver which have Master Main software.

1. Download "SR-X190D-Mast-Main.bin" file for SR-X190D model and "SR-X220CI-Mast-Main.bin" file for SR-X220CI model to mast receiver by the PC.
2. Connect RS-232C cable between master receiver and slave receiver.
3. Connect TV monitor to master receiver. (Need TV monitor to select "boot" transfer option for mast receiver.)

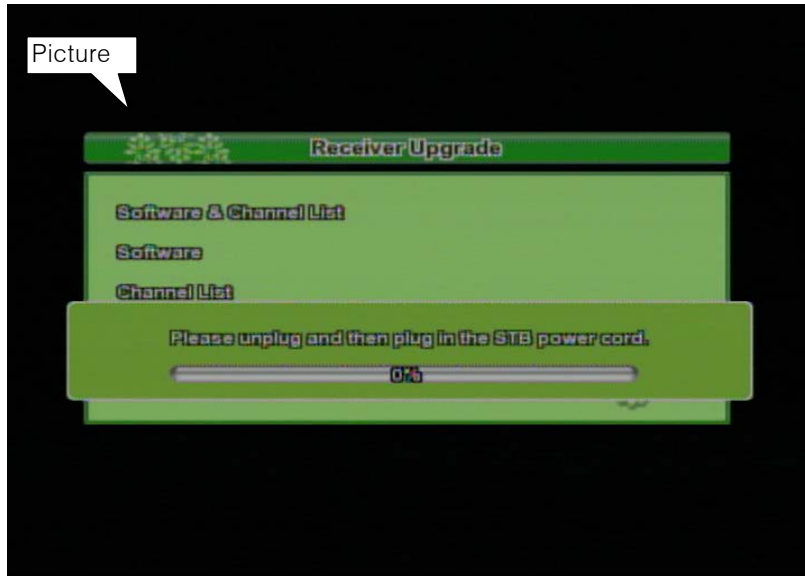
4. Go to “System Setting” menu and select “Receiver Upgrade” item like Picture 1.



5. Select “Boot” item on Receiver Upgrade menu and press OK like Picture 2.



6. When you see below menu(Picture 3), power on slave receiver and then will start data transferring.



7. When finishing data transferring boot software from mast receiver to slave receiver, please exit from Receiver Upgrade menu of mast receiver.
(Now, solve downloading problem to do receiver to receiver upgrade)
8. Power off by AC plug slave receiver and power on again then it will start datatransfering for main software from master to slave receiver.
(Now, slave receiver finish upgrade boot and main software's.)