

Crestron **UPX-OS1GB & UPX-OS1GB-MSO**  
UPX-2 1GB Memory  
& Operating System Upgrade  

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Installation Guide



This document was prepared and written by the Technical Documentation department at:



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# **UPX-2 1GB Memory & OS Upgrade: UPX-OS1GB / UPX-OS1GB-MSO**

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## **Introduction**

### **Functions and Features**

The Crestron<sup>®</sup> UPX-OS1GB and UPX-OS1GB-MSO are compact flash card upgrades for Crestron's UPX-2 series of presentation processors.

The UPX-OS1GB is a 1GB compact flash card containing firmware that will upgrade UPX-2 models running operating firmware versions 1.x to the UPX-2-1GB. With the UPX-2-1GB firmware, the user will have access to applications such as RealPlayer<sup>®</sup>, Remote Desktop, Java<sup>™</sup> Runtime, Macromedia<sup>®</sup> Flash<sup>®</sup> Plug-In, Axis ActiveX<sup>®</sup> controls, DirectX<sup>®</sup>, and all of the other features of the original UPX-2.

The UPX-OS1GB-MSO is a 1GB compact flash card containing firmware that will upgrade UPX-2 models running operating firmware versions 1.x to the UPX-2-MSO. The UPX-2-MSO adds embedded Microsoft<sup>®</sup> Office<sup>®</sup> applications such as Word, Excel, and PowerPoint<sup>®</sup> to the features included in the UPX-2-1GB. The UPX-OS1GB-MSO can also be used to upgrade UPX-2-1GB models running 2.x firmware to the UPX-2-MSO.

For details about the variations of the UPX-2, refer to the latest version of the UPX-2 Operations Guide (Doc. 6276) which is available for download from the Crestron website ([www.crestron.com/manuals](http://www.crestron.com/manuals)).

## Installation

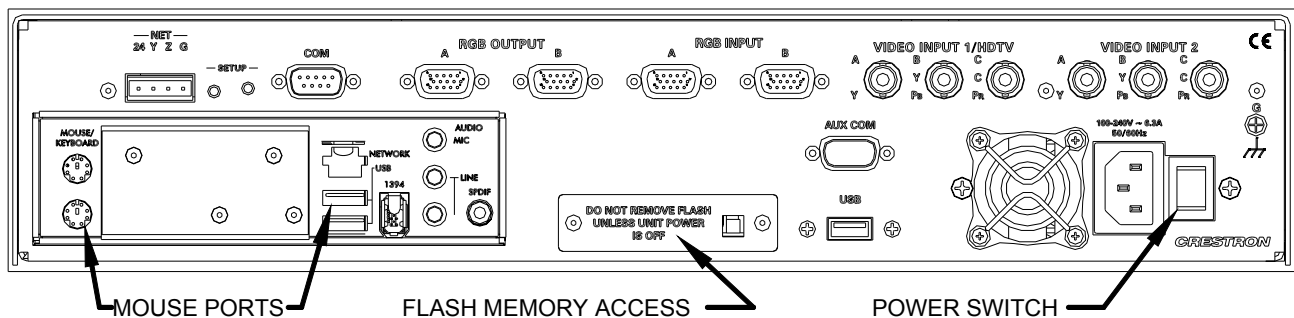
**NOTE:** Prior to beginning the installation procedure, it is recommended that you note **all** of the UPX-2's configuration settings. All settings need to be reentered after completing the upgrade procedure.

### Required Equipment

- Flat-head screwdriver
- Compact flash card
- USB or PS/2<sup>®</sup> mouse

Refer to the following diagram when performing this procedure.

### Rear Panel of UPX-2



1. Use the power switch on the rear of the unit to turn off power.
2. Use a flat-head screwdriver to remove the flash memory access cover and reveal the flash memory card slot.
3. Eject the installed compact flash card by pressing the eject button, located on the right-side of the slot.
4. Remove the old compact flash card from the card slot and replace with the new compact flash card. The new card should be installed with the Crestron label facing up.

**NOTE:** The old card cannot be reused for data storage.

5. Replace and secure the flash memory access cover.
6. Connect the USB or PS/2 mouse to the UPX-2.
7. Use the power switch to turn on the UPX-2. The license agreement will be displayed after approximately 30 minutes.

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**WARNING:** It may take up to 30 minutes for the first boot to complete. During this period, the display will cycle through colors, show a blank screen, display a splash screen and reboot before displaying the license agreement. **DO NOT** cycle the power during this time period unless the license agreement is not displayed within 30 minutes. Otherwise, the 1GB flash card will be damaged.

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8. To continue, use the mouse to click on the “I agree” button. The SETUP MENU will be displayed.

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**NOTE:** The mouse must be used to click the “I agree” button. Do not use the touchpanel.

**NOTE:** The touchpanel will need to be recalibrated after installing the new compact flash card. For instructions on calibrating the touchpanel, refer to the latest revision of the UPX-2 Operations Guide (Doc. 6276) which is available from the Crestron website.

**NOTE:** Once a compact flash card is used on a specific UPX-2 it cannot be used on another unit.

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## Problem Solving

### Further Inquiries

If you cannot locate specific information or have questions after reviewing this guide, please take advantage of Crestron's award winning customer service team by calling the Crestron corporate headquarters at 1-888-CRESTRON [1-888-273-7876]. For assistance in your local time zone, refer to the Crestron website ([www.crestron.com](http://www.crestron.com)) for a listing of Crestron worldwide offices.

You can also log onto the online help section of the Crestron website to ask questions about Crestron products. First-time users will need to establish a user account to fully benefit from all available features.

### Future Updates

As Crestron improves functions, adds new features, and extends the capabilities of the UPX-2, additional information may be made available as manual updates. These updates are solely electronic and serve as intermediary supplements prior to the release of a complete technical documentation revision.

Check the Crestron website periodically for manual update availability and its relevance. Updates are identified as an “Addendum” in the Download column.

## **Return and Warranty Policies**

### **Merchandise Returns / Repair Service**

1. No merchandise may be returned for credit, exchange, or service without prior authorization from CRESTRON. To obtain warranty service for CRESTRON products, contact the factory and request an RMA (Return Merchandise Authorization) number. Enclose a note specifying the nature of the problem, name and phone number of contact person, RMA number, and return address.
2. Products may be returned for credit, exchange, or service with a CRESTRON Return Merchandise Authorization (RMA) number. Authorized returns must be shipped freight prepaid to CRESTRON, 6 Volvo Drive, Rockleigh, N.J., or its authorized subsidiaries, with RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. CRESTRON reserves the right in its sole and absolute discretion to charge a 15% restocking fee, plus shipping costs, on any products returned with an RMA.
3. Return freight charges following repair of items under warranty shall be paid by CRESTRON, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

### **CRESTRON Limited Warranty**

CRESTRON ELECTRONICS, Inc. warrants its products to be free from manufacturing defects in materials and workmanship under normal use for a period of three (3) years from the date of purchase from CRESTRON, with the following exceptions: disk drives and any other moving or rotating mechanical parts, pan/tilt heads and power supplies are covered for a period of one (1) year; touchscreen display and overlay components are covered for 90 days; batteries and incandescent lamps are not covered.

This warranty extends to products purchased directly from CRESTRON or an authorized CRESTRON dealer. Purchasers should inquire of the dealer regarding the nature and extent of the dealer's warranty, if any.

CRESTRON shall not be liable to honor the terms of this warranty if the product has been used in any application other than that for which it was intended, or if it has been subjected to misuse, accidental damage, modification, or improper installation procedures. Furthermore, this warranty does not cover any product that has had the serial number altered, defaced, or removed.

This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall CRESTRON be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. CRESTRON is not liable for any claim made by a third party or made by the purchaser for a third party.

CRESTRON shall, at its option, repair or replace any product found defective, without charge for parts or labor. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty.

Except as expressly set forth in this warranty, CRESTRON makes no other warranties, expressed or implied, nor authorizes any other party to offer any warranty, including any implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. This warranty statement supercedes all previous warranties.

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