



K2 Media Client Field Kit Upgrade Instructions

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Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax.

Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

World Wide Web: <http://www.thomsongrassvalley.com/support/>

Technical Support E-mail Address: gvgtechsupport@thomson.net.

Phone Support

Use the following information to contact product support by phone during business hours. Afterhours phone support is available for warranty and contract customers.

International (France)	+800 80 80 20 20 +33 1 48 25 20 20	Italy	+39 02 24 13 16 01 +39 06 87 20 35 42
International (United States, Canada)	+1 800 547 8949 +1 530 478 4148	Belarus, Russia, Tadzikistan, Ukraine, Uzbekistan	+7 095 258 09 20 +33 (0) 2 334 90 30
Hong Kong, Taiwan, Korea, Macau	+852 2531 3058	Indian Subcontinent	+91 11 515 282 502 +91 11 515 282 504
Australia, New Zealand	+61 1300 721 495	Germany, Austria, Eastern Europe	+49 6150 104 444
Central, South America	+55 11 5509 3440	Near East, Africa	+33 1 48 25 20 20
China	+861 066 0159 450	Netherlands	+31 (0) 35 62 38 421
Belgium	+32 (0) 2 334 90 30	Northern Europe	+45 45 96 88 70
Japan	+81 3 5484 6868	Singapore	+65 6379 1313
Malaysia	+603 7805 3884	Spain	+41 487 80 02
Middle East	+971 4 299 64 40	UK, Ireland, Israel	+44 118 923 0499

Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

About this document

Use these installation instructions to upgrade your K2 Media Client. Refer to the section in this document that applies to the upgrade kit that you received.

Safety Summaries



WARNING: *In order to avoid personal injury and prevent damage to this product and its peripheral products, be sure to review all safety and ESD precautions listed in the K2 Media Client Service Manual.*

Installing a mezzanine board upgrade

This section provides instructions for the following field kits.

Upgrade Nomenclature	Description
K2-HD-01-FK	Adds one decoder mezzanine board to a HD-00 K2 Media Client. For a K2 Media Client model with two or three channels, this adds one payout channel.
K2-HD-10-FK	Adds one encoder mezzanine board to a HD-00 K2 Media Client. For a K2 Media Client model with two or three channels, this adds one record channel.

Tools and materials needed:

- Torx tool with T15 magnetic tip.
- Upgrade mezzanine board and four attachment screws.



CAUTION: *This system contains board-level components that must be protected from static discharge and physical shock. Wear a wrist strap grounded through one of the system's ESD Ground jacks when handling system components.*

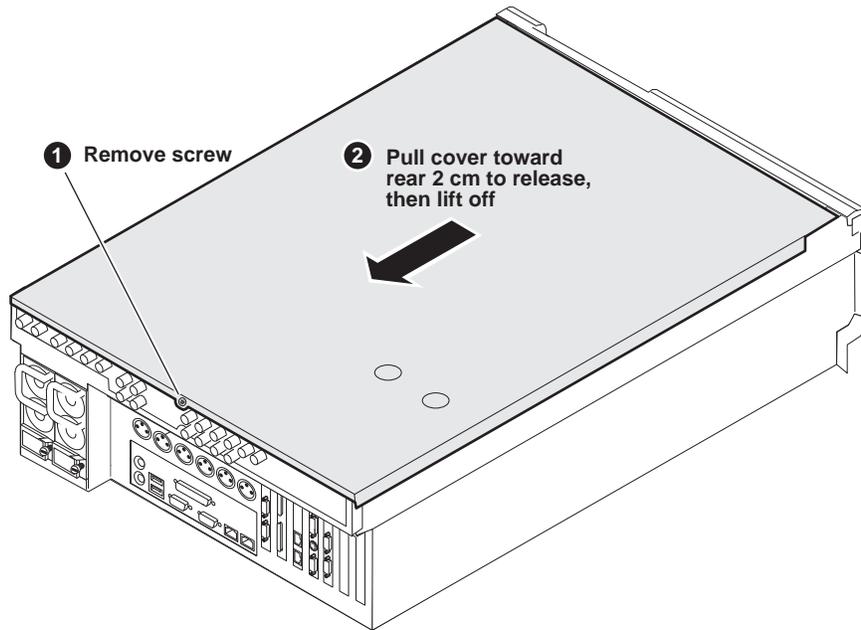
To install the Codec upgrade:

1. Make a record of the settings in Configuration Manager for your current channels. Because the mezzanine board upgrade process rewrites configuration files, all channel settings are reset to their default values. Therefore, at the end of the upgrade process you must reconfigure your channels.
2. Shutdown the K2 Media Client
3. Remove both power cords from power supplies.

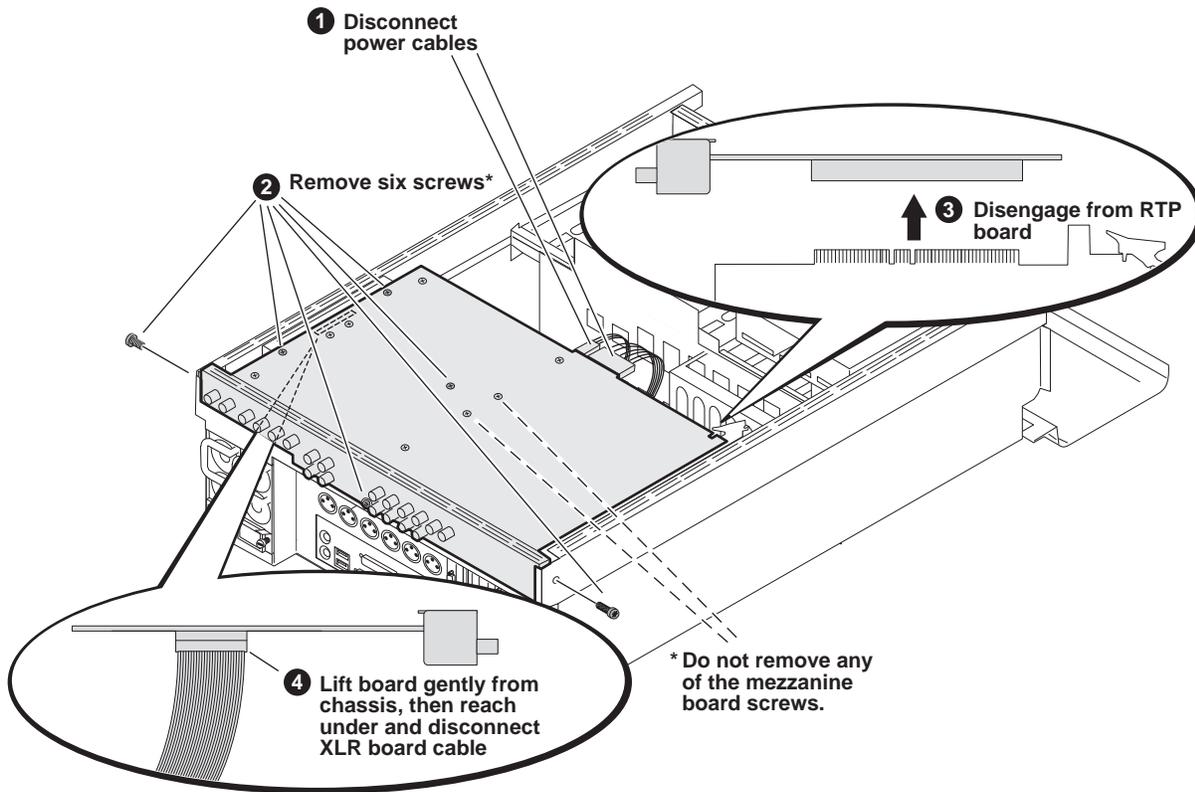


CAUTION: *To avoid possible damage to circuit boards and other sensitive parts, turn off the K2 Media Client and disconnect AC power before opening the top cover or removing any internal parts.*

4. Remove the top cover as illustrated:

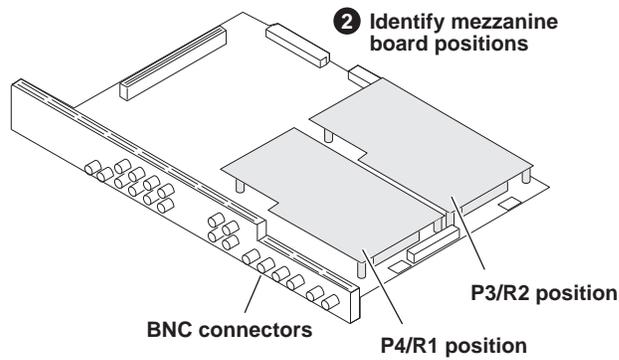
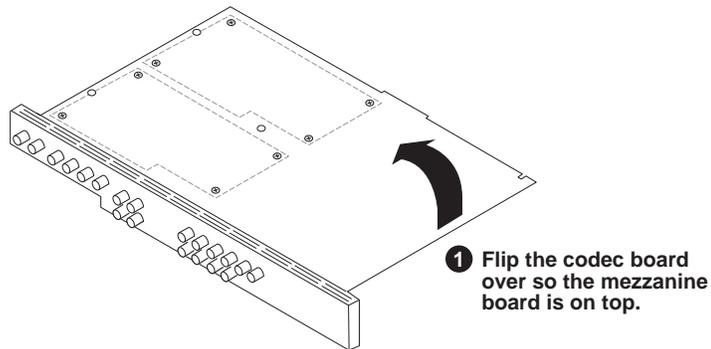


5. Remove the codec board as illustrated.



A mezzanine board is attached by four screws, which are accessed from the top side of the codec board. Do not remove these screws while removing the codec board.

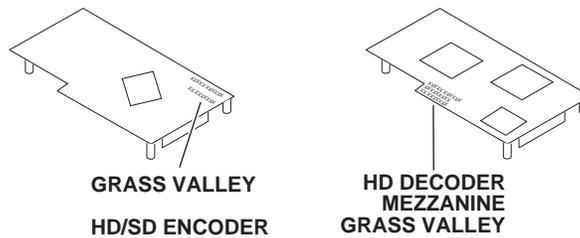
6. Identify the position of a mezzanine board currently installed, as illustrated.



Each position could have either a decoder mezzanine board or an encoder mezzanine board, according to the current channel configuration, as follows:

If the system has the following channels...		Mezzanine boards are positioned as follows:	
Record Channels	Play Channels	Position P3/R2	Position P4/R1
0	2	Empty	Empty
0	3	Decoder	Empty
0	4	Decoder	Decoder
1	2	Empty	Encoder
1	3	Decoder	Encoder
2	2	Encoder	Encoder

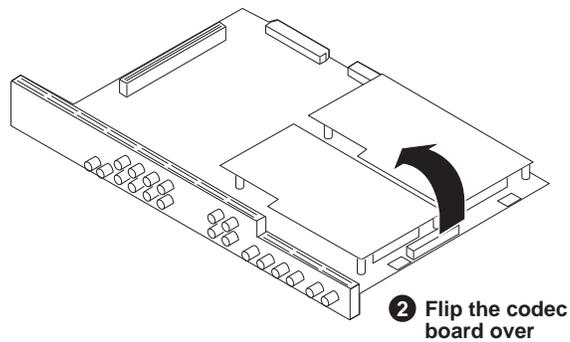
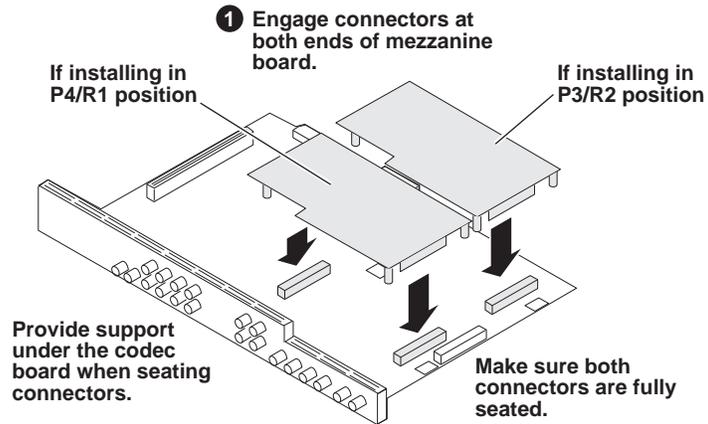
7. Verify if a currently installed mezzanine board is a decoder or an encoder. Likewise verify if the upgrade mezzanine board you are about to install is a decoder or an encoder. Refer to the following illustration:



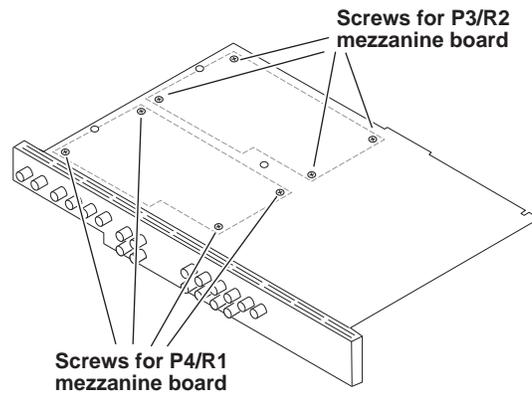
8. Make sure that you have the correct mezzanine board (decoder or encoder) for your intended upgrade. Also make sure you are installing it in the correct position. Refer to the previous steps for information on the mezzanine board positions for the current and target channel configuration. In some cases you need to remove a currently installed board to create the correct target channel configuration.

NOTE: Installing the upgrade mezzanine board in the wrong position will render the K2 Media Client inoperable.

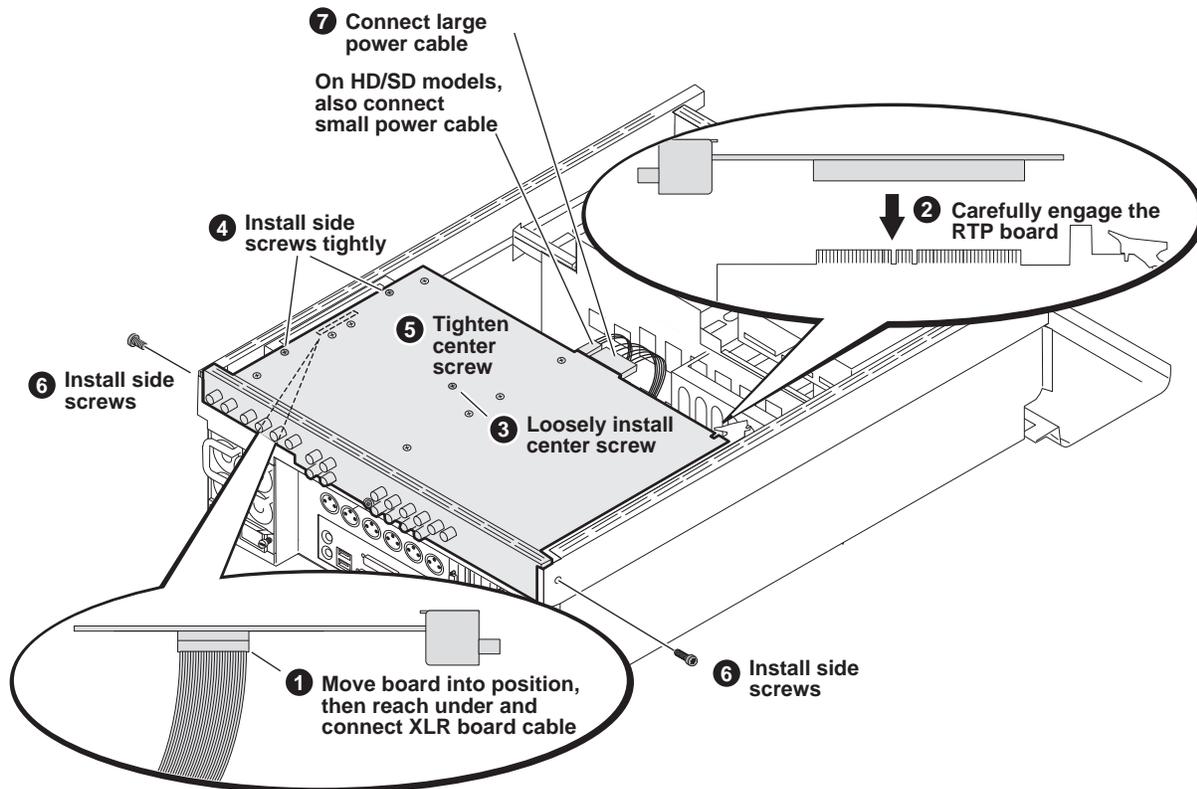
9. Install the upgrade mezzanine board. Refer to the following illustration:



3 Install the four screws attaching the upgrade mezzanine board



10. Replace the codec board. Make sure screws are installed in the proper sequence, as illustrated:



11. Replace the top cover.
12. Connect power cables.
13. Start up the K2 Media Client.
14. Log in to Windows.
15. When the AppCenter logon box appears, click **Cancel** and **Abort**.
16. Delete all configuration XML files in the `C:\profile\config` directory. These configuration files cannot be saved and reused.
17. Delete the channel suites file in the `C:\profile\ChannelSuites` directory. The file name begins with the K2 Media Client's name. For example, if the name is `k2client1`, then the file name is `K2CLIENT1_localConnection.xml`.
On restart, the K2 Media Client rescans hardware, discovers the new mezzanine board, reconfigures appropriately, and writes a new configuration file.
18. Restart the K2 Media Client, log in to Windows and AppCenter, and open Configuration Manager. The new channel should be available for configuration, according to the decoder (play channel) or encoder (record channel) installed.
In addition, all settings on all channels are at the default values.
19. Configure all channels, making new settings on the new channel and returning

existing channels to their previous settings.

Converting SD to HD

This section provides a procedure for the following field kit:

Upgrade Nomenclature	Description
K2-SD-HD-UPGD-KIT	Converts a SD K2 Media Client to a HD K2 Media Client.

There are different procedures that can be used with this field kit. Determine which procedures you should use as follows:

- If you are upgrading a HD-00 K2 Media Client by replacing its codec board with the codec board you received in this kit, use the procedures in the next section, “[Upgrading the HD codec board](#)”.
- If you are converting a SD-00 K2 Media Client to a HD-00 K2 Media Client, use the procedures in this section.

Tools and materials needed:

- Torx tool with T15 magnetic tip.
- HD codec board.
- The *K2 Media Client Service Manual*



CAUTION: This system contains board-level components that must be protected from static discharge and physical shock. Wear a wrist strap grounded through one of the system's ESD Ground jacks when handling system components.

Refer to instructions and illustrations earlier in this document and in the *K2 Media Client Service Manual* as needed.

To do the conversion:

1. Make a record of the settings in Configuration Manager for your current channels. Because the conversion process rewrites configuration files, all channel settings are reset to their default values. Therefore, at the end of the process you must reconfigure your channels.
2. On the K2 Media Client go to Windows **Add/Remove Programs** and remove **Grass Valley K2 Client** software.
3. Open Windows Explorer and delete the following file:
C:/profile/config/config.xml
4. Delete the channel suites file in the *C:\profile\ChannelSuites* directory. The file name begins with the K2 Media Client's name. For example, if the name is k2client1, then the file name is *K2CLIENT1_localConnection.xml*.
5. Shutdown the K2 Media Client
6. Remove both power cords from power supplies.



CAUTION: To avoid possible damage to circuit boards and other sensitive parts, turn off the K2 Media Client and disconnect AC power before opening the top cover or removing any internal parts.

7. Remove the top cover from the K2 Media Client
8. Remove the existing SD Codec board.
9. Switch the positions of the RTP card and Dual port network card.
10. Install the HD codec board. If you are also adding mezzanine boards, refer to instructions earlier in this document as appropriate.
11. Replace the top cover.
12. Connect power cables.
13. Start up the K2 Media Client.
14. Follow the procedure in the *K2 Media Client Service Manual* to make motherboard CMOS settings, which involves the following steps:
 - During startup processes, access BIOS settings.
 - Make BIOS settings.
 - Save settings and restart the K2 Media Client.
15. At startup, ignore “Found New Hardware” messages.
16. Install K2 client software and configure based on customer requirements.

Upgrading the HD codec board

This section provides a procedure for the following field kit:

Upgrade Nomenclature	Description
K2-SD-HD-UPGD-KIT	Converts a SD K2 Media Client to a HD K2 Media Client.

There are different procedures that can be used with this field kit. Determine which procedures you should use as follows:

- If you are converting a SD-00 K2 Media Client to a HD-00 K2 Media Client, use the procedures in the previous section, “[Converting SD to HD](#)”.
- If you are upgrading a HD-00 K2 Media Client by replacing its codec board with the codec board you received in this kit, use the procedures in this section.

Tools and materials needed:

- Torx tool with T15 magnetic tip.
- HD codec board.
- The *K2 Media Client Service Manual*



CAUTION: *This system contains board-level components that must be protected from static discharge and physical shock. Wear a wrist strap grounded through one of the system's ESD Ground jacks when handling system components.*

Refer to instructions and illustrations earlier in this document and in the *K2 Media Client Service Manual* as needed.

To upgrade the HD codec board:

1. Shutdown the K2 Media Client
2. Remove both power cords from power supplies.



CAUTION: *To avoid possible damage to circuit boards and other sensitive parts, turn off the K2 Media Client and disconnect AC power before opening the top cover or removing any internal parts.*

3. Remove the top cover from the K2 Media Client
4. Remove the existing HD Codec board.
5. Do one of the following:
 - If a codec board in a HD-02 model, there are no mezzanine boards attached to the codec board, so removing/installing mezzanine boards is not required. Skip ahead to the next step in this procedure.
 - If a codec board in any other HD-xx model, there are one or two mezzanine boards attached. You must remove these mezzanine boards from the codec board you are removing and install them on the replacement codec board. Make sure you install the mezzanine boards in the same position.

6. Install the HD Codec board that you received with this kit.
7. Replace the top cover.
8. Connect power cables.
9. Start up the K2 Media Client.