Martin LED Video Fixtures Factory Reset Service Note

All Martin LED Video Fixtures can be "factory reset" if the normal firmware becomes corrupted (power failure during firmware upgrade or other failure). If a fixture is no longer responding to the P3 System Controller and appears to be dead, and if you have eliminated all the obvious causes, you can carry out a full factory reset using the following guide.

Introduction

If a fixture is put into factory reset mode, it will only stay there until the next reset or power off/on cycle. It is therefore very important to perform a firmware reload once the fixture is in factory reset mode. The firmware reload will then repair the normal firmware which the fixture will run after it is reset or power is cycled off and on.

Procedure

To perform a full factory reset on a Martin LED video fixture:

1) Connect the fixture to the P3 System Controller and to power (you may need to connect via a P3 PowerPort if the fixture does not contain a built-in power supply).

2) If the fixture does not appear under "Discovered Devices" on the P3 System Controller, force it into factory reset mode by following the instructions for different fixture types that are included under "Forcing a Factory Reset" later in this document.
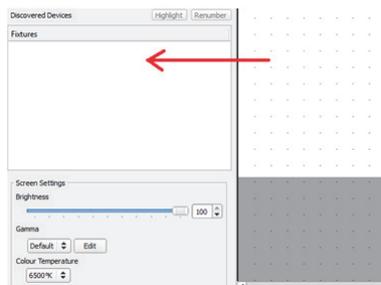

3) Once the fixture is running in factory reset mode, it should appear on the P3 System Controller under "Discovered Devices". If this is not the case, contact your Martin Professional Service Partner. You will notice that the fixture is probably running an old firmware version (the default firmware at time of manufacturing of the product).
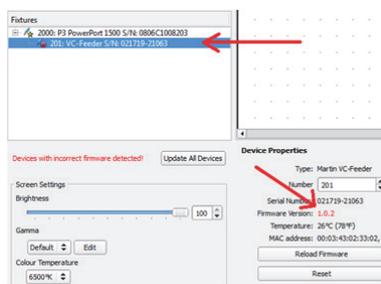
4) Press the "Reload Firmware" button to repair the normal firmware in the fixture.
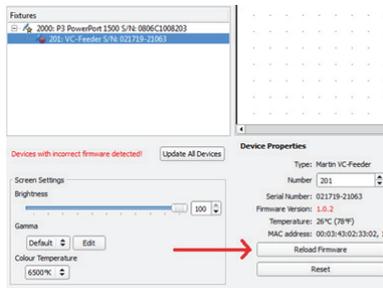
5) Once the firmware reload has been completed, the fixture will reboot and should re-appear on the P3 System Controller. This time it will be running the latest firmware. In some cases you may need to disconnect and reconnect power to the fixture after the firmware reload.
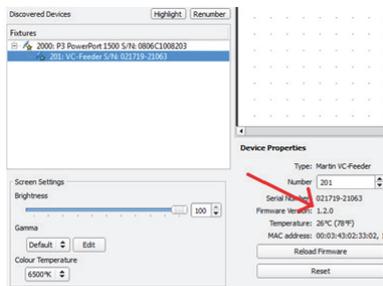
Forcing a Factory Reset

LC2140+

1. Press and hold all four buttons next to the display for 5 seconds or longer. The panel will display **FAct**.

2. When you release the buttons, the panel display will alternate between **FAct** and **LoAd** a few times to indicate that the factory default firmware is about to be loaded. The fixture will then boot the original factory-programmed firmware.

3. Continue with step 3 in "Procedure" above.

EC-20, EC-10 or P3 PowerPort 1500

1. Press and hold the test/reset button until the status LED turns white (this takes approx. 8 seconds). Ignore the blue color on the status LED, wait till it turns white, and then release the test/reset button. The fixture will then boot the original factory-programmed firmware.

2. Continue with step 3 in "Procedure" above.

VC-Feeder

1. Press and hold the test/reset button until the status LED turns white (this takes approx. 8 seconds). Ignore the blue color on the status LED, wait till it turns white and then release the test/reset button.

2. If the fixture does not respond to holding the test/reset button, unplug the power/data input, press the test/reset button and keep it pressed, plug the power/data input in again without releasing the test/reset button and wait for the status LED to turn white before releasing the button. The fixture will then boot the original factory-programmed firmware.

3. Continue with step 3 in "Procedure" above.

VC-Grid or VC-Strip

1. Press and hold the test/reset button until 4 LEDs on the front turn white (this takes approx. 8 seconds). Ignore the blue color on the 4 LEDs, wait till they turn white and then release the test/reset button.

2. If the fixture does not respond to holding the test/reset button, unplug the power/data input, press the test/reset button and keep it pressed, plug the power/data input in again without releasing the test/reset button and wait for the 4 LEDs to turn white before releasing the button. The fixture will then boot the original factory-programmed firmware.

3. Continue with step 3 in "Procedure" above.