

Quick Reset method of DSP card on 2370/2360 controller (2013 to present)

This document is intended to take you through quick reset method of the DSP card. This may not resolve DSP card connection issue and may require a factory reset or DSP card replacement.

- 1.) Make sure the serial port on the 2370/2360 controller is connected to the PC and that the putty.exe program is installed on your PC. This is typically in the C:/MTL32_2020 folder or may have a shortcut on the desktop.
- 2.) Double click on putty.exe (icon below)



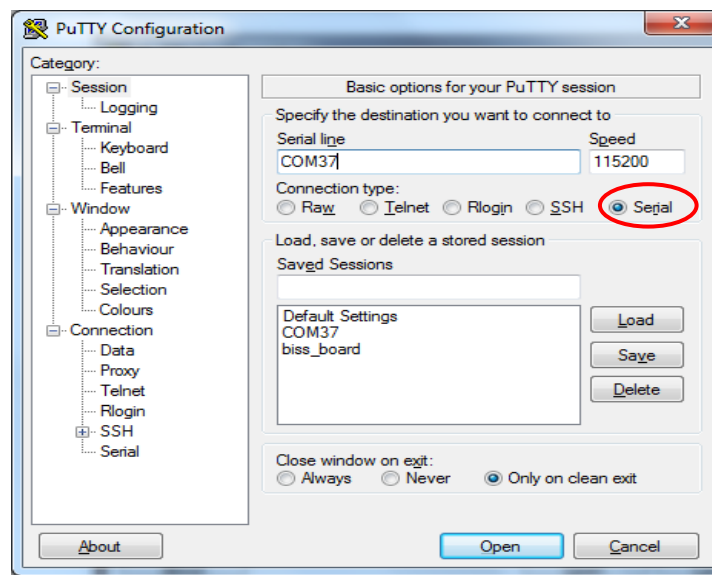
3.) The following screen will appear. It's possible a putty protocol has already been created, is named 2370_2020 or 2370_UACE. If you see this select it and click open and proceed to step 4. If it doesn't continue to step 3a.)

3a.) Click on the serial connection type, enter the com port the serial cable is connected to on the PC (you can check this through the device manager under the ports section) needs to be entered with 'com' in front of the number, enter Speed to 115200.

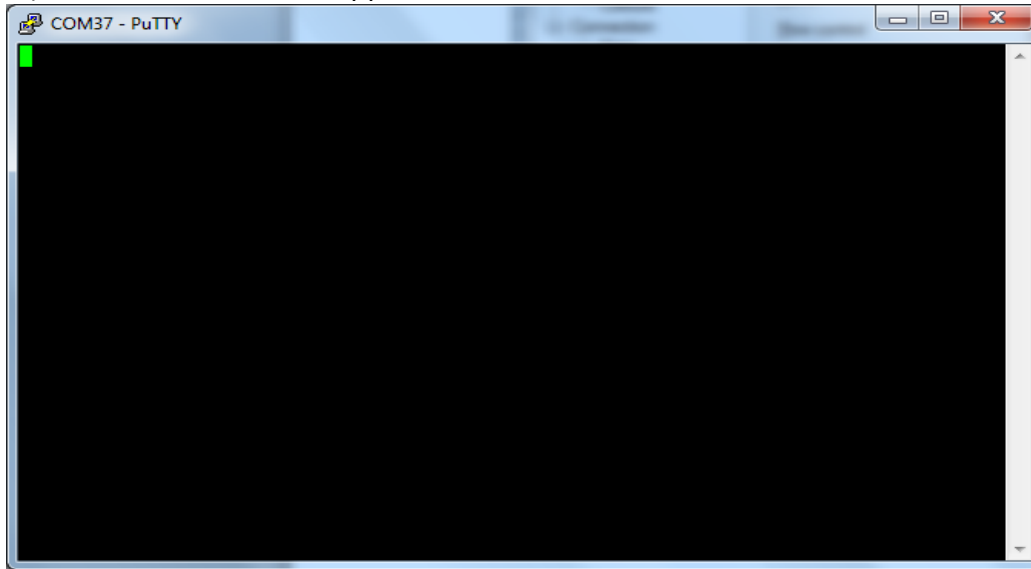
3b.) Click on the serial under the connection category on the bottom left. Change the flow control to 'none', then click on 'Session' under category to go back to previous window.

3c.) Enter the save session name as 2370_2020 and click save button.

3d.) Click on the newly created save session and click load and then click open. Below is a summary screen of previous steps (reference only).



4.) The below screen will appear.



5.) Press the enter key on the keyboard. If following screen shows Biss> continue to step 6. If it shows root@biss> then DSP card does not need to be reset. Consult TestResources if you are not able to connect to the MTL32 software.

6.) Enter the following command below in putty after the Biss> (case and space sensitive)

```
set bootcmd 'nand read 0xc0700000 0x200000 0x600000;bootm'
```

7.) Press enter

8.) Enter in the following command in putty after the Biss> (case and space sensitive)

```
saveenv
```

9.) Press enter

10.) Power the controller off and let sit for 5-10 seconds and power back on.

11.) Putty will go through a boot up sequence, once its completed (stops adding lines) press the enter key on the keyboard. If Biss> appears again then either the reset did work or commands were entered incorrectly, try steps again. If it happens again DSP card likely needs to be reset.

If successful, you will see root@biss. If so, start MTL32 software and see if it connects. If it doesn't connect contact TestResources for further troubleshooting steps.