Reflash Firmware of Deltacast cards

Below is the procedure to "force" the card to reflash its Firmware. This can help in various cases, for example to revive a completely dead (unrecognized) Deltacast card. This can happen after a failed upgrade for instance, if the upgrade was stopped before it could be finalised.

Note that if the cards does not show up, it could be an issue with the kext as explained in the following article: https://softron.zendesk.com/hc/en-us/articles/115001568114-TROUBLESHOOTING-Video-card-not-seen-kext-not-loaded

Reflash procedure

1. Turn everything off and disconnect both the power and Thunderbolt cables from the unit.
2. Open the Mlxx enclosure (or your Mac Pro) and take the card out.
3. Then depending on the model (see below for the differences between the cards), either:
   - Put a jumper on the failsafe connector,
   - Or set the DIP switch in its failsafe configuration
4. Put the card back in the Thunderbolt enclosure, or the Mac.
5. Reconnect everything and power up the Mac with the appropriate Deltacast drivers.
6. The card should ask for a Firmware upgrade after the Mac has booted up. Do the upgrade, making sure the power supply is not interrupted. This operation can take a couple of minutes, do not shutdown the system during this step. If the Upgrade firmware window does not show up, try to reinstall the drivers. If it still does not work, make sure there is no issue with the kext.
7. Once the upgrade is done, do NOT restart the Mac, but power everything down again.
8. Disconnect all the cables from the unit again.
9. Remove the jumper.
10. Reconnect all the cables and power up again.

The card should now been seen and work properly. If not, check again that the kext can load properly, or contact Softron support.

Jumper or DIP switch?

Depending on the model of the card, you can put the card in failsafe mode either with a jumper or a DIP switch. They both do the same kind of thing: change a setting of the card. One does it with a physical add on, the other one with a switch.

What is a jumper?

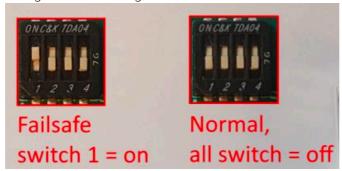A jumper is a little electronic part looking like this:

When you place it between 2 pins, it will do a "contact". The location of the pins depend on the card.

What is a DIP switch?

A DIP switch (dual inline package switch) is a set of manual electrical switches that are used to change and hold configurations. Here is how these are set :
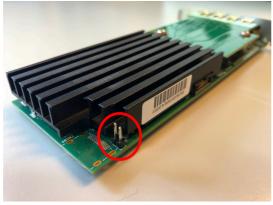

Location of the Jumper or Dipswitch

M|80, M|62, M|44

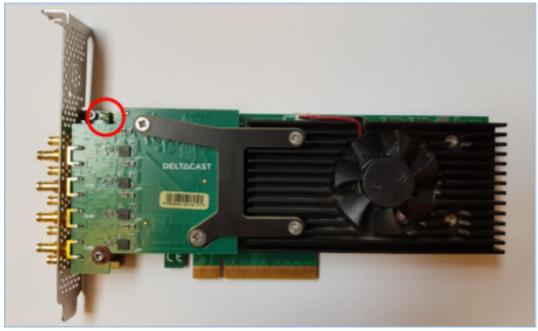With these models, the jumper connector is located at the back of the card:

MI80X

The MI80X can use 2 cards models.

- For the Deltacast DELTA-3G-ELP-D 8C (provided with the Sonnet Echo SE III Thunderbolt expansion chassis), you will use a jumper that you will place on the connector located on the side of the card:

- For the Deltacast DELTA-12G-elp-h 2c (provided with the Sonnet Echo SEL Thunderbolt expansion chassis), you will configure the DIP switch in the failsafe mode: