

DPA Series Firmware Update Instructions

From v2.0.32 or older to v2.0.33

Date: 03-19-2015. Rev 3

A. Preparing for a firmware update

1. PC or Laptop:
 - a. Operating system: Windows 7 or Windows 8.
 - b. CPU: Intel i3 / i5 / i7. Memory: 4GB.
 - c. Install latest Amplifier Navigator (current release: v2.0.33) from QSC website at <http://www.qsc.com/resources/software/amplifier-navigator/>
2. DPA amplifier: turn the rear power switch to OFF and plug the power cord from the amplifier to an AC outlet (100Vac to 230Vac, 50Hz – 60 Hz)
3. Connect the USB cable from the amplifier to an available USB-2 on the PC / Laptop. QSC recommends using the USB cable which comes with the DPA amplifier or equivalent (no longer than 6 ft.).

B. Running the firmware update

1. Start the Amplifier Navigator
2. Turn on the amplifier's power switch and wait for about 1 minute for communication between the amplifier and the PC. Following that, Amplifier Navigator will poll the amplifier info and display it in the Amplifier Navigator.
3. Select UPDATES tab if it is not currently selected. See Figure-1.
4. Check "Current Version info: and "Update Required" sign. If it is an older version (e.g. v.2.0.32 or older), click on the "UPDATE AMPLIFIERS" button to proceed with a firmware update. See Figure-1.



Figure-1: Checking “Current Firmware Version” and “Update Required” status

5. Please read the Important Update Firmware Instruction dialog and click on the Proceed button to run. See Figure-2 for the Important Firmware Update Instruction dialog



Figure-2: Important Firmware Update Instruction dialog

- The completion time of this firmware update can be approximately 7 minutes. Faster computers can complete an update successfully within about 5 minutes but slower computers may take 7 to 10 minutes. The Progress Dialog shows the current status. Verify the completion Check Mark and click on the COMPLETE button when the update is successful. See Figure-3

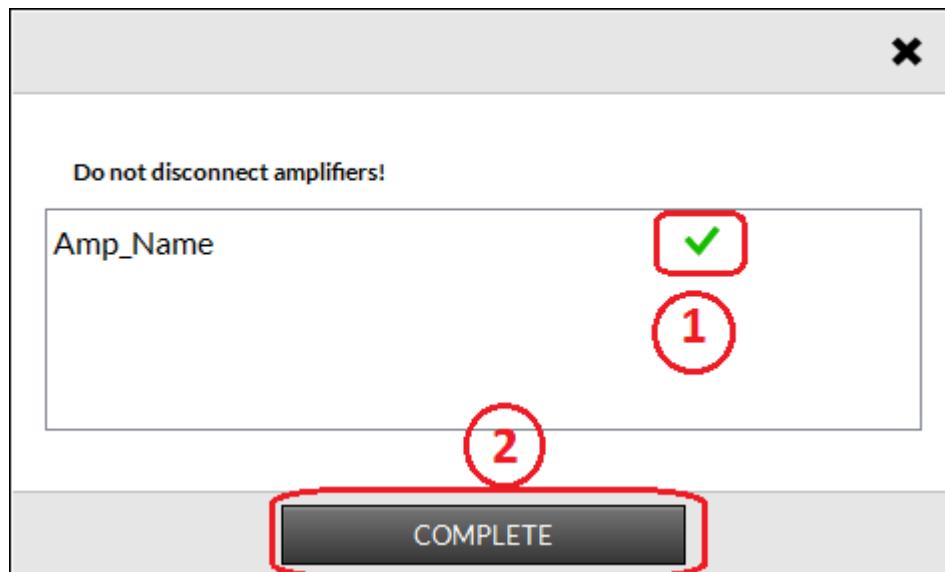


Figure-3: Progress Dialog

- Now, verify the amplifier firmware version status in Amplifier Navigator. It should show the updated firmware version as shown in Figure-4

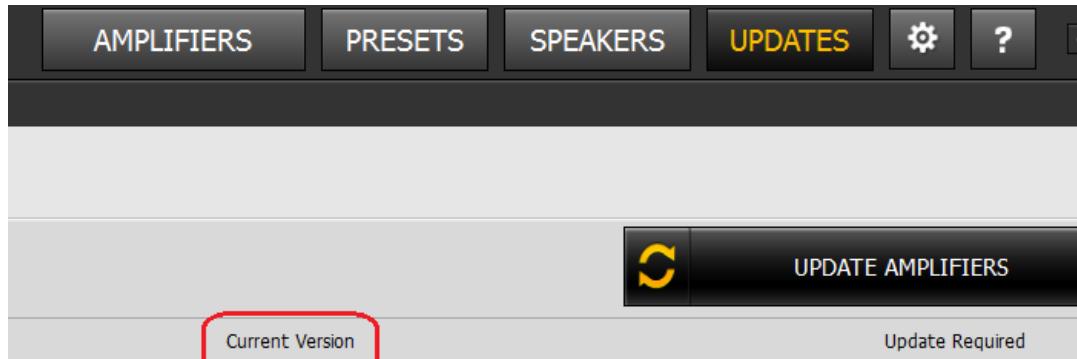


Figure-4: New firmware version status

8. Next, verify that the firmware update status on the amplifier appears as follows:
 - a. The amplifier already restarted and displayed HOME screen. See Figure-5.
 - b. Navigate to the Status screen: HOME>UTILITIES>STATUS (1: Press ENTER key; 2: Scroll to "UTILITIES"; 3: Press ENTER key; 4: Scroll to "STATUS"; 5: Press ENTER)
 - c. Verify the Firmware version. It should be v2.0.33. See Figure-6.

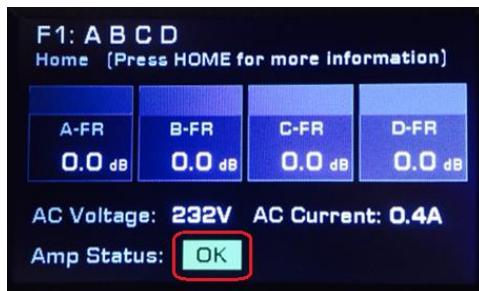


Figure-5: Home screen

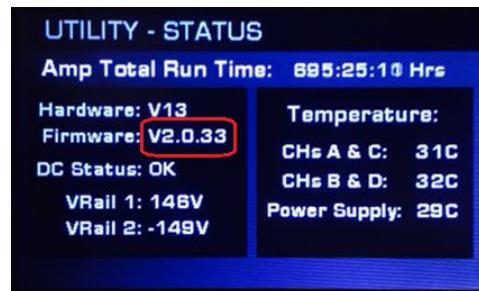


Figure-6: Status screen

9. Turn the amplifier off and disconnect the power plug.
10. The firmware update is complete and the amplifier is ready for use.

C. Firmware Update Failure Instructions in case the firmware update is unsuccessful

1. If a firmware update to an amplifier fails two times, reset the amplifier by unplugging from the power source, restarting Amplifier Navigator, and try again.
2. If the firmware update is successful but the amplifier does not come back online, reset the amplifier by turning the power off, then on. The amplifier will come back on with the correct firmware version.
3. If the update error persists, please located the Amplifier Navigator log file at default folder:
"C:\Users\[User Name]\Documents\QSC Amplifiers\Log" and send it to QSC at email address:
cinatechsupport@qsc.com.

D. Contact information

If you need any further information regarding these instructions, please contact QSC Technical Services at the addresses or numbers below.

Telephone:	1-800-772-2834 (within USA only)	+1 714-957-7150
Fax:	+1 714-754-6173	
E-mail:	cinatechsupport@qsc.com	