

Rev:220318-D

# EA-AMP-HYB-2D-X000 HYBRID AMPLIFIER

## WHY IS THERE A NEW FIRMWARE UPDATE PROCESS?

Firmware versions 8.00 -> 9.00 and 5.00 -> 6.00 are larger updates that require a **two-step upgrade** process to successfully install.

Model	Main Firmware
EA-AMP-HYB-2D-1000	8.00 -> 9.00
EA-AMP-HYB-2D-2000	5.00 -> 6.00

#### improvements:

- 1. Added webconnect from OvrC.
- 2. Added front panel lockout to prevent customer changes to amplifier settings.
- 3. FW upgrade process has been optimized so future updates share one firmware file for both the 1000 and 2000 models.
- 4. Fixed SDDP flooding issue which caused amplifier and network slowdowns.
- 5. Future MAC OS firmware upgrade issues resolved.
- 6. Control system (telnet) password now syncs with web UI password.

The new upgrade path is illustrated below:

- EA-AMP-HYB-2D-1000: Current firmware version -> v8.00 -> v9.00
- EA-AMP-HYB-2D-2000: Current firmware version -> v5.00 -> v6.00

This upgrade process is supported on the web UI of the amplifiers and OvrC.

Going directly from the current version of FW to the latest version of FW does not work and may cause the amplifier to enter Protect Mode. The user must follow the upgrade path specified above to get to the latest version of firmware.

**Note: You must use a PC or OvrC to update the firmware.** MacBooks are fixed on the current release and the process does not work.

### UPDATING THE FIRMWARE USING THE WEB UI

1. Log into the hybrid amplifier and click Firmware Update.



2. Note the file type the amplifier is asking for. **PO** or **P1**.

Vepisode		🖊 🗸 episode		
Home	Firmware Update	Home	Firmware Update	
	Choose P1 bin file		Choose P0 bin file	
Output Mode	Choose File No file chosen Update Image	Output Mode	Choose File No file chosen Update Image	
Power Settings		Power Settings		

- 3. Click **Choose File**, then locate the correct firmware file for the amplifier being updated.
  - EA-AMP-HYB-2D-2000: Use the v5.00 file, labeled as SA1000\_5\_00\_p0.bin or SA1000\_5\_00\_p1.bin. Select the file that matches the file noted in step 2. P0 or P1.
  - EA-AMP-HYB-2D-1000: Use the v8.00 file, labeled as SA1000\_8\_00\_p0.bin or SA1000\_8\_00\_p1.bin. Select the file that matches the file noted in step 2. P0 or P1.
  - 4. Click **Update Image**. Once the progress bar completes, please wait until a message is displayed underneath the bar showing that the upgrade was successful, which restarts the amplifier.



5. Refresh the browser to verify the amplifier is back online. Click **About** and verify the hybrid amplifier is on the correct firmware version.

🔨 episode				Cloud Status: Connect
Home	About			
	Unit Model Number:	EA-AMP-HYB-2D-1000		
Output Mode	Firmware Version:	8.00		
	EEPROM Version:	2.13	Ţ	
Power Settings	Service Tag:	ST19190001020J2C		

- 6. Click Firmware Update, then click Choose File.
- 7. Select the second firmware file.
  - EA-AMP-HYB-2D-2000: Use the SA2000\_6\_00.upd file.
  - EA-AMP-HYB-2D-1000: Use the SA2000\_9\_00.upd file.
- 8. Click **Update Image**. Once the progress bar completes, please wait until a message is displayed underneath the bar showing that the upgrade was successful, which restarts the amplifier.



9. Refresh the browser to verify the amplifier is back online. Click About and verify the hybrid amplifier is on the correct firmware version.

6.00 for the EA-AMP-HYB-2D-2000. 9.00 for the EA-AMP-HYB-2D-1000.

🔨 episode	ſ			
Home	About			
	Unit Model Number:	EA-AMP-HYB-2D-1000	_	
Output Mode	Firmware Version:	8.03		
	EEPROM Version:	2.13		
Power Settings	Service Tag:	ST19190001020J2C		

## UPDATING THE FIRMWARE USING OVRC

1. From the customer's device list, click the **Update** button next to the hybrid amplifier.



2. Click the **Continue** button, then **Confirm** the update.

< 🔛 Firmware Update	< 🔛 Firmware Update
Current Firmware Version        VEINORN      BATE      SIZE        6.12      January 12, 2020      896.00 kB	Current Firmware Version vession BATE source back 6.12 January 12, 2020 back
New Firmware Version      sze        version      bure      sze        800      March 16, 2021      896.00 kB        Notes:      *      New Firmware	Update Firmware? New Firmware Version It can take up to 10 minutes for a device to update and reboot. For the best results, Ovr will update one device at a time, in the order that you selected them. Once installation is complete, the device will reboot. Update firmware to 8.00?
Would you like to update from firmware 6.12 to 8.00?	CONFIRM mware 6.12 to 8 CANCEL
CANCEL CONTINU	

- The update takes a few minutes to complete, during which the hybrid amplifier shows offline in OvrC. Once it is online again, click the device name and confirm the hybrid amplifier is on the updated firmware version.
  5.00 for the EA-AMP-HYB-2D-2000. 8.00 for the EA-AMP-HYB-2D-1000.
- 4. Click the **Update** button once more, then **Continue**, and Confirm.

<b>EA-A</b> 192.168.7		2D-1000 to	est					4 🔛	● 🖸 🕛	:
🕓 DETAILS 🛞	CONFIGURE - Mr ACT	TIVITIES 📄 NOTES								
Device Deta	ils									^
MAC ADDRESS D4:6A:91:4A:02:8C	MANUFACTURER Episode	MODEL EA-AMP-HYB-2D- 1000	SERVICE TAG ST19270133020J2C	FIRMWARE 8.00	IP TYPE DHCP	LAN IP 192.168.7.152	WAN IP 172.17.70.194	SUBNET MASK 255.255.255.0	DEVICE GATEWAY 192.168.7.1	
DNS SERVER 1 192.168.7.1	PRO DEVICE FIRST SEEN 12/01/2020 12:37 PM	PRO DEVICE LAST SEEN 04/09/2021 10:45 AM								
8.00 FIRMWARE VERSION										

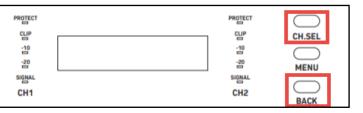
5. Once the update completes and the hybrid amplifier is online in OvrC again, click the device name and confirm the firmware version once more.

6.00 for the EA-AMP-HYB-2D-2000. 8.04 for the EA-AMP-HYB-2D-1000.

EA-AMP-HYB-2D-1000 test										
🕓 DETAILS 🛞	CONFIGURE 🌵 AC	TIVITIES NOTES								
Device Deta	ils									^
MAC ADDRESS D4:6A:91:4A:02:8C	MANUFACTURER Episode	MODEL EA-AMP-HYB-2D- 1000	SERVICE TAG ST19270133020J2C	FIRMWARE 8.03	IP TYPE DHCP	LAN IP 192.168.7.152	WAN IP 172.17.70.194	SUBNET MASK 255.255.255.0	DEVICE GATEWAY 192.168.7.1	
DNS SERVER 1 192.168.7.1	PRO DEVICE FIRST SEEN 12/01/2020 12:37 PM	PRO DEVICE LAST SEEN 04/09/2021 10:47 AM								
8.03 FIRMWARE VERSION	]									

## HOW TO RECOVER FROM PROTECT MODE

- 1. Turn off the amplifier with the power switch.
- 2. Hold the **CH. SEL** and **BACK** buttons simultaneously, while turning the unit on with the power switch to enter bootloader mode.



- 3. The Protect LED should flash rapidly (both CH1 and CH2).
- 4. Signal LEDs for both CH1 and CH2 indicate the partition the unit is on. If both LEDs are illuminated green, the unit is on partition 1 (p1). If both LEDs are not illuminated, the unit is on partition 0 (p0). Note: The unit should not be a in state where one Signal LED is illuminated and the other is not. Firmware cannot be loaded in such a state.
- 5. To set the desired partition for **CH2** Signal LED, press and hold the **CH.SEL** button until the LED is illuminated or not illuminated.
- 6. To set the desired partition for **CH1** Signal LED, press and hold the **BACK** button until the LED is illuminated or not illuminated.
- 7. Power cycle the amplifier and retry the firmware update.

## **CONTACTING TECH SUPPORT**

For chat and telephone, visit **ctrl4.co/techsupport** • Email: **TechSupport@SnapOne.com** Visit **ctrl4.co/tc** for discussions, instructional videos, news, and more.