

### WHY IS THERE A NEW FIRMWARE UPDATE PROCESS?

Firmware versions 8.00 -> 8.03 and 5.00 -> 5.03 are larger updates that require a **2-step upgrade** process to successfully install.

Model	Main Firmware
EA-AMP-HYB-2D-1000	8.00 -> 8.03
EA-AMP-HYB-2D-2000	5.00 -> 5.03

#### 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. 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 -> v8.03
- **EA-AMP-HYB-2D-2000:** Current firmware version -> v5.00 -> v5.03

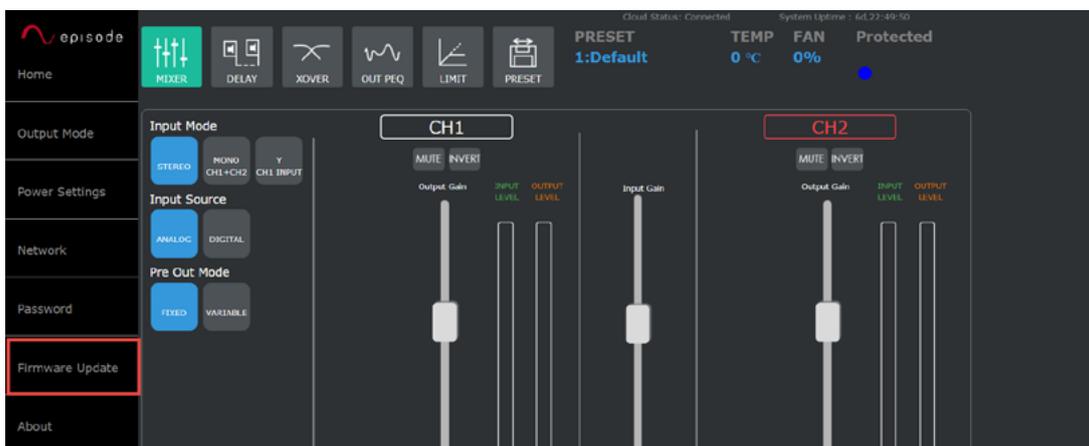
This upgrade process is supported on the web UI of the amplifiers and OvrC.

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.

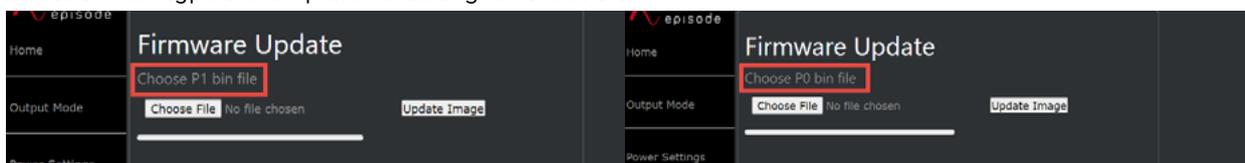
**Note: You must use a PC or OvrC to update the firmware.** MacBooks are fixed on the current release and the process does not work.

### UPDATING THE FIRMWARE USING THE WEB UI

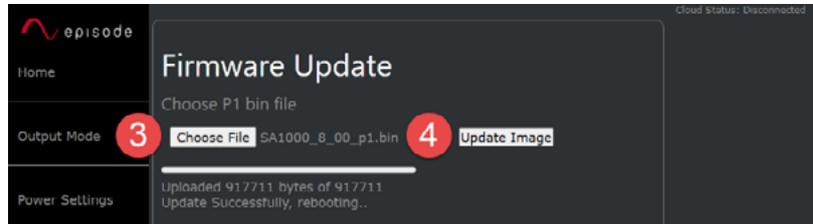
1. Log into the hybrid amplifier and click **Firmware Update**.



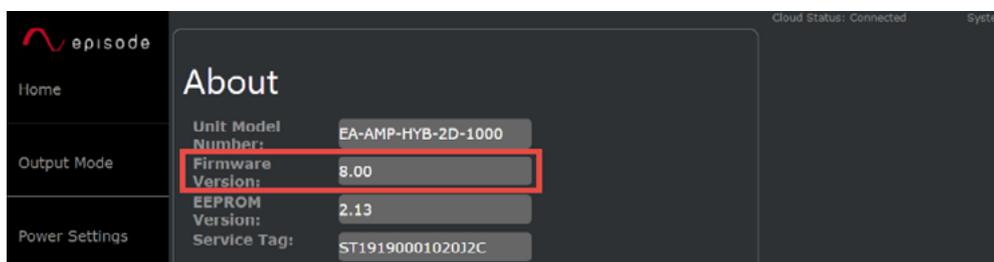
2. Note the file type the amplifier is asking for. **P0** or **P1**.



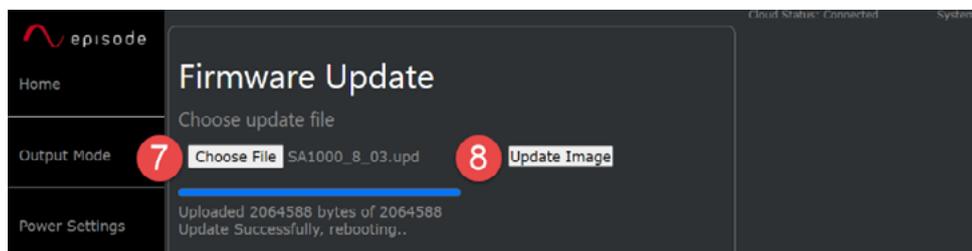
- Click **Choose File**, then locate the correct firmware file for the amplifier being updated.
  - EA-AMP-HYB-2D-2000:** Use the v8.00 file, labeled as **SA1000\_5\_00\_p0.bin** or **SA1000\_5\_00\_p1.bin**. Select the file that matches the file noted in step 2. **P0** or **P1**.
  - EA-AMP-HYB-2D-1000:** Use the v5.00 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**.
- 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.



- Refresh the browser to verify the amplifier is back online. Click **About** and verify the hybrid amplifier is on the correct firmware version.  
5.03 for the EA-AMP-HYB-2D-2000. 8.03 for the EA-AMP-HYB-2D-1000.



- Click **Firmware Update**, then click **Choose File**.
- Select the second firmware file.
  - EA-AMP-HYB-2D-2000:** Use the **SA2000\_5\_03.upd** file.
  - EA-AMP-HYB-2D-1000:** Use the **SA2000\_8\_03.upd** file.
- 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.



- Refresh the browser to verify the amplifier is back online. Click **About** and verify the hybrid amplifier is on the correct firmware version.  
5.03 for the EA-AMP-HYB-2D-2000. 8.03 for the EA-AMP-HYB-2D-1000.

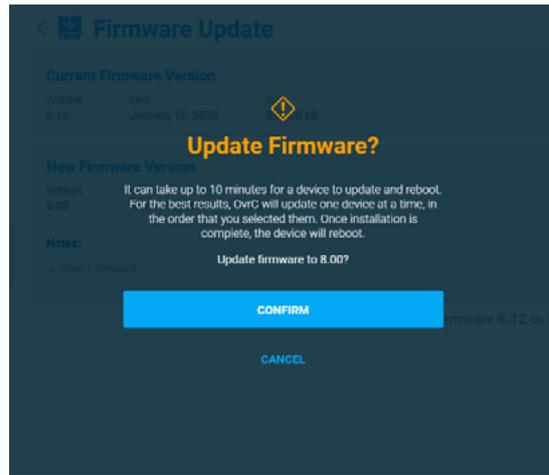
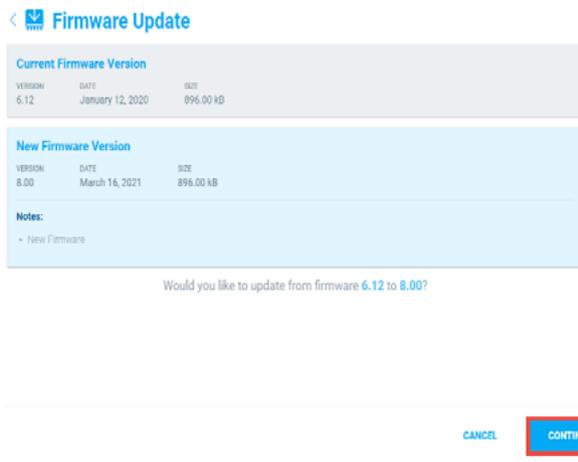


## UPDATING THE FIRMWARE USING OVRC

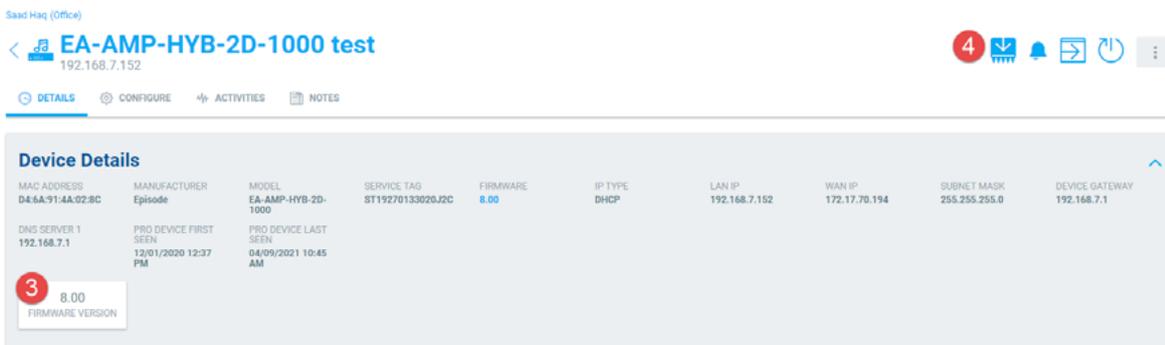
- From the customer's device list, click the **Update** button next to the hybrid amplifier.



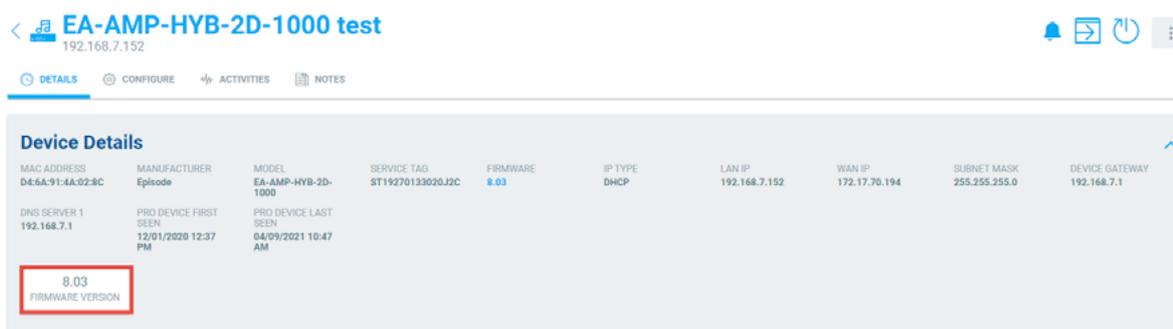
- Click the **Continue** button, then **Confirm** the update.



- 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.
- Click the **Update** button once more, then **Continue**, and **Confirm**.

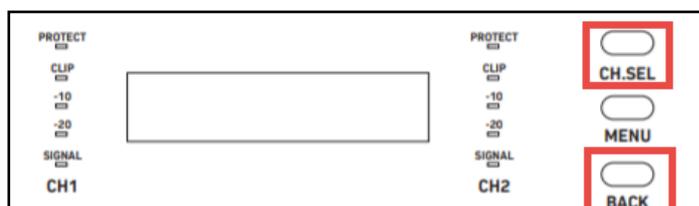


- Once the update completes and the hybrid amplifier is online in OvrC again, click the device name and confirm the firmware version once more. 5.03 for the EA-AMP-HYB-2D-2000. 8.03 for the EA-AMP-HYB-2D-1000.



## HOW TO RECOVER FROM PROTECT MODE

- Turn off the amplifier with the power switch.
- 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 in a 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

Phone: (866) 838-5052 (704) 909-5229  
Email: TechSupport@SnapAV.com