SOFTWARE UPGRADE PROCEDURE

MODEL NUMBER	C368/C388
REFERENCE NUMBER	TD2016-02-C368/C388
DATE	21 November 2016

Guideline for firmware upgrade of C368/C388

A   Firmware update
- Main Firmware Upgrade Procedure
- VFD Firmware Upgrade Procedure
- Bluetooth Firmware Upgrade Procedure

B   Check firmware version
- Restore to Factory Default Settings

C   BluOS software upgrade
- Network Automatic Update
- USB Mass Storage Device Update
- BluOS Reset

A. Firmware Update

Ensure that your unit is updated by visiting http://nadelectronics.com, go to C368 or C388 product page and then download the latest firmware upgrade from the "Software" section of the "Manuals/Downloads" tab.

The firmware is downloaded as a zip file. Unzip the file and the contents will include any or all of the following

- Main Firmware – filename "NAD_C368.bin" or "NAD_C388.bin"
- VFD Firmware – filename "VFD_C368.bin" or "VFD_C388.bin"
- Bluetooth Firmware – filename "BTM_C388.dfu" or "BTM_C388.dfu"

From the unzipped files, cut and paste to a FAT32-formatted USB stick the applicable firmware file(s) prescribed in the upgrade procedures below.

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Main Firmware Upgrade Procedure

1   Switch off POWER switch at the rear panel.

2   Connect the USB stick containing "NAD_C368.bin" (or "NAD_C388.bin") to the SERVICE port in the rear panel.

3   Switch ON POWER switch at the rear panel.   Firmware upgrade will automatically start – refer to the front panel display to monitor upgrade progress.

4   After the upgrade process is completed (100%), the display will show

> MAIN Upgrade Done
> Pls Cycle Power

5   Remove the USB stick from the SERVICE port.

6   Cycle power by switching off the rear panel POWER switch. Remove the USB stick from the SERVICE port. Switch ON the POWER switch again.

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VFD Firmware Upgrade Procedure

Important!

Ensure that the main firmware upgrade file "NAD_C368.bin" (or "NAD_C388.bin") is deleted or not available from the USB stick. The USB stick should only contain "VFD_C368.bin" and/or "BTM_C388.dfu" (or "VFD_C388.bin" and/or "BTM_C388.dfu").

1   Switch off POWER switch at the rear panel.

2   Connect the USB stick containing "VFD_C368.bin" (or "VFD_C388.bin") to the SERVICE port in the rear panel.

3   Switch back ON the POWER switch and then press front panel STANDBY button for your unit to go to operating mode.

4   Press front panel [∧] (repeatedly if necessary) to highlight "Source Setup" in the front panel display. Press [>] to highlight "Settings" and then [ENTER].

5   Repeatedly press [∨] until the menu option

Firmware Upgrade
VFD Upgrade

6   Press [ENTER] to select "VFD Upgrade" and then [ENTER] again to select "Yes". VFD firmware upgrade will start automatically – refer to the front panel display to monitor upgrade progress.

7   After the upgrade process is completed (100%), the display will show

VFD Upgrade Done
Pls Cycle Power

8   Cycle power by switching off the rear panel POWER switch and then switch it back ON again. Do not forget to remove the USB stick from the SERVICE port.

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Bluetooth Firmware Upgrade Procedure

Important!

- Ensure that the main firmware upgrade file "NAD_C368.bin" (or "NAD_C388.bin") is deleted or not available from the USB stick. The USB stick should only contain "VFD_C368.bin" and/or "BTM_C388.dfu" (or "VFD_C388.bin" and/or "BTM_C388.dfu").

1 Switch off POWER switch at the rear panel.

2 Connect the USB stick containing "BTM_C368.dfu" (or "BTM_C388.dfu") to the SERVICE port in the rear panel.

3 Switch back ON the POWER switch and then press front panel STANDBY button for your unit to go to operating mode.

4 Press front panel [∧] (repeatedly if necessary) to highlight "Source Setup" in the front panel display. Press [>] to highlight "Settings" and then [ENTER].

5 Repeatedly press [∨] until the menu option

Firmware Upgrade
VFD Upgrade

6 Press [>] to switch Firmware Upgrade option from "VFD Upgrade" to "BT Upgrade". Press [ENTER] to select "BT Upgrade".

Firmware Upgrade
BT Upgrade

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7   Press [ENTER] again to select "Yes" to "BT Upgrade". BT firmware upgrade will start automatically – refer to the front panel display to monitor upgrade progress.
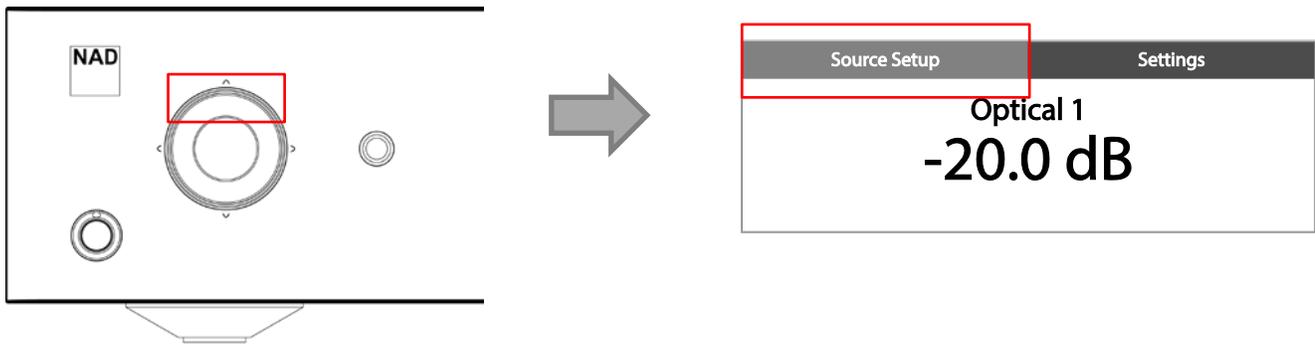
8   After the upgrade process is completed (100%), the display will show
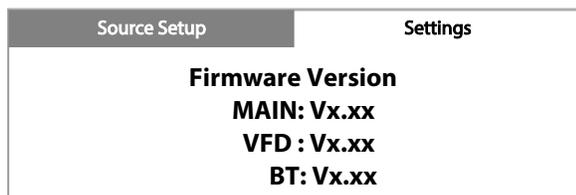
       BT Upgrade Done
       Pls Cycle Power

9   Cycle power by switching off the rear panel POWER switch and then switch it back ON again. Do not forget to remove the USB stick from the SERVICE port.

B. Check Firmware version

1   Toggle [∧] until "Source Setup" is highlighted.

Source Setup	Settings
Optical 1	
-20.0 dB	

2   Press [⟩] to highlight "Settings", then ENTER and toggle [∨] until "Firmware Version" menu is displayed. Note the firmware version details.

Source Setup	Settings
Firmware Version	
MAIN: Vx.xx	
VFD : Vx.xx	
BT: Vx.xx	

"x.xx" stands for the version number of the particular firmware item.

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Restore to Factory Default Settings

Restore C368 or C388 to their respective factory default settings by following below procedure.
- Press and hold both front panel's ❬ SOURCE ❭ buttons until the display shows "FACTORY RESET".
  Release both ❬ SOURCE ❭ buttons afterwards.

C. BluOS Software Upgrade

If the optional MDC BluOS module is installed, there are two methods to upgrade the BluOS software.
1   Network automatic update
2   USB mass storage device

Network Automatic Update

1   Ensure that your BluOS module is network connected either wired or wireless.

2   Once BluOS is network connected, it will automatically received a pop-up notification if a new
    firmware update is available.

    If a pop-up notification is received, two choices will be presented – either you want the firmware
    upgrade now or delay it for 24 hours. Either choice when accepted will automatically initiate
    corresponding firmware upgrade condition.

3   The progress of the upgrade process can be monitored in the BluOS Controller app as well as in the
    front panel display.

Force Upgrade
Forced BluOS upgrade can also be initiated.
   a   Select "Help" from the navigation drawer of the BluOS Controller App .
   b   From the "Help" menu, select "Upgrade". This will force the pop-up upgrade notification to
       occur. If there is no update available, it will indicate as such.

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USB Mass Storage Device Update

1   Ensure that the MDCBluOS is not connected either wired or wireless.

2   Visit http://nadelectronics.com, go to MDC DD BluOS product page and then download the latest firmware upgrade from the "Software" section of the "Manuals/Downloads" tab.

3   Unzip the downloaded file and copy the .img file to the root directory of a USB mass storage device (formatted to FAT32 or NTFS).

4   With the C368/C388 powered OFF, connect the USB mass storage device (containing .img file already) to any of MDC BluOS module's two USB input ports.   Do not connect the USB mass storage device to the SERVICE port.

5   Switch ON the unit and then press the front panel Standby button to switch the unit from standby to operating mode.

6   Select "BluOS" source.

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7   Press [∧] repeatedly until "Source Setup" is highlighted. Press [>] twice to go to "BluOS Setup" menu.

8   From "BluOS Setup Menu", select the following
   a   Service Menu
   b   Under "Service Menu", there are two options - BluOS Upgrade or BluOS Service. Select "BluOS Upgrade".
   c   Under "BluOS Upgrade", there are two options – "Yes" or "No".
   d   Select "Yes" to start BluOS Upgrade.

9   BluOS upgrade process will automatically start. The progress of the upgrade process can be monitored in the BluOS Controller app as well as in the front panel display.

10   When upgrade is completed, the MDC BluOS will automatically reboot.

BluOS Reset

Restore the MDC BluOS to its factory default settings by following below menu steps.
   a   Select "BluOS Reset" option from "BluOS Setup" menu.
   b   At "BluOS Reset" option, select "Yes" to initiate factory reset.
   c   BluOS Reset will be executed automatically.