

L Class Loudspeakers

Firmware Updates Best Practices

Model: LA108, LA112 loudspeakers; LS118 subwoofer

Background: This is a guide to assist with the firmware update process for L Class Firmware.

Required Hardware: PC or iPad; Router or Switch (if necessary)

Required Software: L Class Firmware Updater or System Navigator (SysNav)

Preparation:

- 1) Updating the L Class firmware will cause all current system settings to be erased (audio settings, network settings, device names, etc). It is critically important to record these settings **before** updating the firmware if the settings are important to your specific use of this system.
- 2) When utilizing networking equipment during the firmware update (such as a router or a switch), please ensure that the equipment has had time to complete its boot sequence before attempting to connect devices. On routers, make sure to use the Local Area Network (LAN) port for firmware updates – not the Wide Area Network (WAN) port.
- 3) If an iPad is utilized for the firmware update, please ensure the following:
 - If utilizing Wi-Fi for the firmware update, make sure all 'Auto-Join Networks' are disabled (other than the network that will be utilized to update the firmware)
 - Do not navigate away from the SysNav App or use the iPad for any other task during the firmware update.
 - Do not let the iPad go to sleep during the update. This setting can be modified by navigating to Settings > Display & Brightness > Auto-Lock > Never.

Procedure:

- 1) Download the latest L Class Firmware Updater or SysNav version to your device before proceeding with the firmware update process. These files can be found by navigating to one of the following links:
[SysNav Software](#)
[L Class Firmware Updater](#)
As a note: some browsers may show a message stating "this connection is unsafe" during the download process; it is safe to dismiss this message and proceed with the download.
- 2) If updating multiple L Class loudspeakers at the same time, prepare all units for firmware update by daisy chaining the ethernet connections from loudspeaker to loudspeaker (4 loudspeakers or less), or by running individual ethernet cables to each loudspeaker from dedicated ports on an external switch (more than 4 loudspeakers).
- 3) Run an ethernet cable from the designated update device (PC or iPad) to one of the open ethernet ports on an L Class loudspeaker. If utilizing Wi-Fi for the update, the ethernet cable will need to run from a LAN port on the wireless router to one of the open ethernet ports on an L Class loudspeaker; the iPad can then be connected to the wireless router via Wi-Fi and complete the firmware update.
- 4) Power cycle all L Class loudspeakers and allow them to complete their boot sequence.

- 5) Once all L Class loudspeakers have fully booted, open the L Class Firmware Updater or SysNav app on the designated updating device. For L Class Firmware Updater, the update list is available upon opening the program. For SysNav, press the 'Inventory' Button on the Home Status page, then press the 'Discovered' button to see your discovered units. Select an individual loudspeaker or array from the 'Available Items' list, then press the 'To Inventory' button to move the loudspeakers into the 'Inventory Items' list. Once your L Class loudspeakers are in the Inventory, click on the menu button in the top left corner, and select 'Updates' from the drop-down menu.
- 6) View the list of recognized L Class loudspeakers. Check the boxes next to the individual units that need to be updated (or simply press the 'Select All' button at the top of the page).
- 7) In L Class Firmware Updater, press the 'Start Update' button at the bottom of the page. In SysNav, press the 'Update Firmware' button at the top of the page. The software will show an update progress bar for each loudspeaker that is being updated. The Rear User Interface (RUI) of each loudspeaker will show a similar progress bar.
- 8) When the firmware has finished uploading onto the loudspeaker, the RUI will show a completely black screen for approximately 90 seconds, and the software will show the loudspeakers as 'Offline'. This is perfectly normal. Power **Should Not Be Interrupted** during this time.
- 9) After the firmware installation has completed, each loudspeaker will reboot on its own and rejoin the network. Once this occurs, the software will show that the firmware has been updated successfully for each loudspeaker on the network. This can also be verified from the RUI of each L Class loudspeaker.
- 10) At this point, it is advisable to complete a factory reset on each L Class Speaker. This can be completed by pressing and holding the Menu and ID buttons for a few seconds on the back of each speaker, by navigating through the RUI menu, or through SysNav by: adding the speakers into inventory, navigating to the 'Control-List View' screen, selecting the speaker from the 'Go To' column, selecting the 'Settings' tab, and pressing the 'Reset' button next to Factory Defaults.
- 11) The L Class loudspeaker system is up to date.

For additional information, you can view our video on [L Class firmware update process](#).

You can also visit our [SysNav Help](#) portal to learn more about getting started with the new software.

Questions & Answers:

My L Class loudspeakers are not showing up in the software.

First, check physical network connectivity to make sure that all devices are properly connected to the appropriate ports on the router or switch in use. Second, check that all devices are in the same IP range so that they can communicate with one another (for example, 192.168.1.xxx). Third, check the firewall settings on your PC to ensure that the chosen software is allowed to communicate through the firewall on all network types. It is best to restart the computer after making changes to the firewall settings.

The RUI Progress Bar has been stuck on 100% for several minutes, and SysNav says that the loudspeakers are “Offline”. What should I do?

This is an indication that the firmware update process has been interrupted. Please power cycle all loudspeakers and repeat the procedure.

SysNav begins the update process, but then stops within 30 seconds.

Check the firewall settings on your PC to ensure that your software is allowed to communicate through the firewall on all network types. It is best to restart the computer after making changes to firewall settings.

Do all L Class loudspeakers in the same array need to have the same firmware?

Yes. All L Class loudspeakers in the same array need to have the same firmware version.

Where can I find more information on network settings for L Class systems?

You can find this information on our [SysNav Help Network Connections](#) Page.