| CLASSE | Date: | October 27, 2016 |
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| | Model Number: | **SSP, CDP, CDT, CAP and CP** |
| | Subject: | **Software update procedure for Classé products with Touchscreen** |

1. Visit our website at http://classeaudio.com and go to
   **Service & Support → Software & Codes → Operating Software**;

2. Select the Model for which you want to update the Firmware;

3. Download the ZIP Archive to your local computer;

4. "Unzip" the Archive on your computer;

5. Read the Release Notes in order to confirm that the downloaded software is appropriate for your unit;

6. Locate the file that ends with ".pkg".  This is the Firmware Package for your unit.  Take note of the location of this file on your computer as you will be prompted for the location later on;

7. Move the Utility called "Downloader_1.2.exe" to your desktop or to the Program Files folder.  You will use Downloader.exe to transfer the software from your local computer to your Classé component;

8. If you're having trouble with the Downloader Utility you may need to download the "Redistributable Package" from Microsoft as an additional Windows component. You can find it here;

9. Power down the Classé unit using the main Power Switch at the rear of the unit;

10. Connect the Classé unit to your PC. All models can be connected using a Pin-to-Pin RS232 cable (DB-9). Models that have a USB port can be connected using a A/B USB cable. You cannot use both cables at the same time: using the USB port disables the RS-232 port and vice versa;

11. Follow the instructions below for your particular cable selection (USB or DB-9):

## Updating via RS-232 input

There are two scenarios using RS232:

A. If your PC has only one RS232 port: simply plug in the RS232 cable.  In this case the Communications Port should be COM1. Follow the Instructions below to verify.

B. If your PC has no RS232 output connector, you may use a USB-to RS232 adaptor.  These adaptors are available at your local electronics store, and come with the appropriate drivers for installation on your PC.  Follow the instructions for the adaptor carefully to ensure proper installation.

It is possible, in both cases, for COM1 to be unavailable.  If this is the case you must identify the port you are connected to.  To verify:

1. **PRESS START → CONTROL PANEL → SYSTEM**

2. Once in the "**SYSTEM PROPERTIES**" window select the "**HARDWARE**" tab.

3. Select "**DEVICE MANAGER**".  A "**DEVICE MANAGER**" window will open with a list of devices on your computer.

4. Find the "**PORTS (COM & LPT)**" section in the list, and expand it (if not already expanded) by clicking on the small "+" sign to the left.

5. Find the connector you are using in the list, and take note of the COM port associated to it.  This information is in brackets beside the description.  I.e. "Prolific USB-to-serial Bridge (COM1)".

## Updating via USB input

1. Connect the B-end of the USB cable to the rear of the unit.

2. Connect the A-end of the USB cable to your PC.

Note:  Make sure that your PC is booted up, and has an Internet connection available as you may need to install Drivers from Microsoft Update.

If you do need to install drivers a dialogue box will automatically appear on your PC stating that there is new hardware.  Follow the directions to install the necessary drivers for the USB connection. You may need to follow this process twice as there are 2 sets of drivers.  The second installation will automatically start once the first is completed.

3. Once the hardware is installed you must take note of the COM port being used by the USB connector.  To find this information press **START → CONTROL PANEL → SYSTEM**.

4. Once in the "**SYSTEM PROPERTIES**" window select the "**HARDWARE**" tab.

5. Select "**DEVICE MANAGER**".  A "**DEVICE MANAGER**" window will open with a list of devices on your computer.

6. Find the "**PORTS (COM & LPT)**" section in the list, and expand it (if not already expanded) by clicking on the small "+" sign to the left.

7. Find "**CP210x USB to UART Bridge Controller (COMx)**" and make note of the Com number.

12. Start the Downloader_1.2.exe Program;

13. The Downloader program will display a window titled **"WELCOME"** and ask you to **"SELECT COMMUNICATION PORT"**;

14. Select the COM port you are connected to. See step 6 for details on how to identify the COM Port;.

15. Once you have selected the correct Communication Port click **NEXT**;

16. The Downloader program will open a screen titled **"DETECTION"**;

17. Power up the Classé component using the switch on the rear of the unit. Once the Downloader program has detected the component, the program will automatically advance to the next screen titled **"OPERATION".**

18. The **"OPERATION"** window provides a choice of options. If it hasn't been already checked, make sure that the **"UPDATE FIRMWARE"** box is checked;

19. Click **NEXT**;

20. The Downloader will advance to a screen titled **"FIRMWARE SELECTION"**. Use the **"BROWSE"** button to find the location where you saved the *.pkg file.

21. Select the *.pkg file by double clicking or pressing the **"OPEN"** button. The window will then return to the **"FIRMWARE SELECTION"** screen;

22. Click **NEXT**;

23. The software transfer will now start. The Downloader program will show a progress bar

24. Once the transfer has been successfully completed, turn off the Classé component using the main power switch at the rear;

25. Disconnect the RS-232 or USB cable from the rear of the unit and close the Downloader program;

26. Switch the Classé component back on using the switch at the rear. The unit will now commence the software Update;

27. **The Update may take more than 30 minutes. During this time:**

   - The touchscreen may display instructions that should be followed;
   - The touchscreen may remain blank for some period;
   - The standby LED will generally flash but may be extinguished for periods.

28. When the blue LED goes solid, the Update is complete.

29. Bring the unit out of Standby using the **"STANDBY"** button or by touching the screen.

30. In the unlikely event that an Update fails, try to reload the Software again from your local computer (the transfer may have been incomplete) and repeat the Update process before contacting Technical Support.