NAD

SOFTWARE UPGRADE PROCEDURE

MODEL NUMBER	C390DD
REFERENCE NUMBER	TD2018-12-C390DD
DATE	6 April 2018

C390DD SOFTWARE UPGRADE PROCEDURE FOR MAIN, USB AND HDMI

1   Download the latest C390DD software upgrade file from the C390DD product page at nadelectronics.com. The software is downloaded as a zip file.

2   Save the software upgrade zip file to your "My Documents" or "Desktop". Remember the file's location.

3   Unzip the file and depending upon the content, any or all of the following files will emerge – c390m.hex, c390u.hex and c390h.hex.

      Main MCU software : c390m.hex

      USB software   : c390u.hex

      HDMI software   : c390h.hex or c390h.4k

4   Extract or cut and paste all the software files (c390m.hex, c390u.hex, c390h.hex or c390h.4k) to a FAT 32 formatted USB memory stick that has at least 5MB of free memory space. Safely eject and unplug the USB memory stick from your computer.

5   Connect the USB memory stick (with applicable software upgrade files already stored) to the front panel USB FRONT input of the C390DD.

6   With the C390DD plugged-in to a mains power source, press and hold the front panel Standby button. While holding down the Standby button, switch ON the rear panel POWER switch.

7   Hold down the Standby button until the VFD will illuminate showing

```
C390DD Bootloader Vx.xx
Find update file
c390m.hex(main mcu)
Updating          1%
```
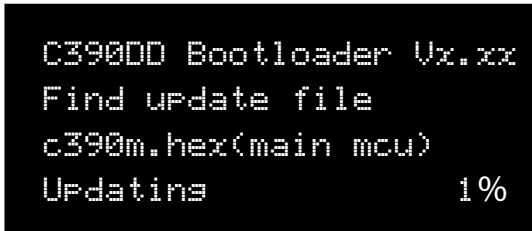
The display may vary. Just ensure that "Updating" is displayed and the Standby button can be released.

8   The C390DD will automatically go to standby mode after Main MCU upgrade is successfully completed.

NAD Electronics International │ TD2018-12-C390DD
Information and details provided may be subject to change without notice.

Page 1 of 2

SOFTWARE UPGRADE PROCEDURE

MODEL NUMBER	C390DD
REFERENCE NUMBER	TD2018-12-C390DD
DATE	6 April 2018

9   Disconnect the USB stick from the front panel USB FRONT input of the C390DD. Connect the same USB stick to the USB input of your computer. Open the directory where the USB stick is connected. From the USB directory, delete "c390m.hex" leaving only the c390u.hex, c390h.hex or c390h.4k files.

IMPORTANT: *"c390m.hex" has to be deleted from the USB directory otherwise the upgrade process cannot move past the Main MCU software. With c390m.hex" still in the USB directory, the upgrade process will stop at Main MCU software and will not proceed to the USB and HDMI software upgrade process.*

10   Switch OFF the C390DD via rear panel POWER switch.

11   Repeat Steps 5 to 7. Both USB and HDMI software will be automatically upgraded.

12   After completing all the updates, the C390DD will automatically go to standby mode. The software update is already completed. Disconnect the USB stick from the front panel USB FRONT input of the C390DD.

NOTES
- *If instability occurs during the upgrade process, repeat the process by installing the Main MCU upgrade file first, then USB file and lastly the HDMI file. In this scenario, ensure that the USB memory stick is cleared of any .hex file (example, c390m.hex) before storing a new .hex file (example, c390u.hex).*
- *Disconnect or remove any network connection (wired or wireless) if optional BluOS module (MDC BluOS 2 or DD BluOS) is installed and upgrade process becomes unstable or cannot commence.*

HOW TO RESTORE THE C390DD TO ITS FACTORY DEFAULT SETTINGS
Press and hold together front panel buttons [< SOURCE] and [SOURCE >] until the display shows "Factory Reset".

HOW TO CONFIRM SOFTWARE NUMBER DETAILS
Press and hold the middle round button (ENTER) in the front panel until the display shows the software details – Main, DSP, USB and HDMI.