

Firmware Update

To update the firmware of the AV receiver, you can choose from the following two methods: update via network, or update via USB storage. Choose the one that best suits your environment. Before proceeding with the update, please read the corresponding explanations carefully.

■ Update via network (→ page 2)

You need a wired Internet connection to update the firmware.

■ Update via USB storage (→ page 4)

Please prepare a USB storage device such as a USB flash memory stick. You need at least 32 MB of available space to update the firmware.

Note

- Check the network connection before updating.
- Do not touch the any cable or device connected to the AV receiver during the update process.
- Do not attempt to access the AV receiver from your PC while it is being updated.
- Do not shutdown the power of the AV receiver while it is being updated.
- The storage media in the USB card reader may not work.
- If the USB device is partitioned, each section will be treated as an independent device.
- If the USB device contains a lot of data, the AV receiver may take a while to read it.
- Operation is not guaranteed for all USB devices, which includes the ability to power them.
- Onkyo takes no responsibility whatsoever for the loss or damage of data resulting from the use of a USB device with the AV receiver. Onkyo recommends that you back up your important music files beforehand.
- If you connect a USB hard disk drive to the USB port, Onkyo recommends that you use its AC adapter to power it.
- USB hubs and USB devices with hub functions are not supported. Do not connect your USB device via a USB hub.
- USB devices with security functions are not supported.

Limitation of liability

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Updating the Firmware via Network

The AV receiver allows you to update the firmware using network connection on the rear panel.

Note

- Make sure your AV receiver and TV are turned on and an Ethernet cable is connected to the rear panel of the AV receiver.
- Never unplug or turn off the AV receiver while it is being updated.
- Never plug or unplug an HDMI or Ethernet cable during the update process.
- Do not attempt to access the AV receiver from your PC while it is being updated.
- Never unplug the power cord during the update process.
- It takes maximum 60 minutes to complete the firmware update.
- The AV receiver will retain all your settings after the update is finished.

Before you start

- Set the “**HDMI Control (RIHD)**” setting to “**Off**”.
- Turn off the controller device connected via RC232C and via Ethernet network.
- Turn off Zone 2 and Zone 3.
- Stop playback of contents from Internet Radio, iPod/iPhone, USB or servers, etc.

Update procedure

1 Press Receiver followed by Setup on the remote controller.

The Setup menu will be displayed on the TV screen. The procedures thereafter can also be performed on the AV receiver by using its **Setup**, arrow and **Enter** buttons.

2 Select “Hardware Setup” and press Enter.

3 Select “Firmware Update” and press Enter.

Note that the “**Firmware Update**” option will be grayed out for a short while after the AV receiver is turned on. Please wait until it becomes operable.

4 Select “Via NET” and press Enter.

5 Select “Update” and press Enter.

The update process will begin.

During the update process, the on-screen display may disappear depending on the updated program. When this occurs, you can still view the update progress on the front display of the AV receiver. The on-screen display will reappear after the update is complete, and upon turning the AV receiver off and on again.

6 The message “Completed!” appears on the front display of the AV receiver, indicating that the update has been completed.

7 Using On/Standby on the front panel, turn off and on the AV receiver.

Do not use  **Receiver** on the remote controller.

Congratulations! You now have the latest firmware installed on your Integra AV receiver.

Troubleshooting

Case 1:

If “**No Update**” is displayed on the front display of the AV receiver, it means that the firmware has already been updated. You do not need to do anything further.

Case 2:

If an error occurs, “**Error!! *-****” is displayed on the front display of the AV receiver. (Alpha-numeric characters on the front display are denoted by asterisks.) Refer to the following table and take appropriate action.

■ Errors during an update via network

Error Code	Description
-10, -20	The Ethernet cable was not detected. Reconnect the cable properly.
-11, -13, -21, -28	Internet connection error. Check the following items: <ul style="list-style-type: none">• Make sure the IP address, subnet mask, gateway address, and DNS server are configured properly.• Make sure the router is turned on.• Make sure the AV receiver and the router are connected with an Ethernet cable.• Make sure your router is configured properly. See the instruction manual of the router.• If your network allows only one client connection and there is any other device already connected, the AV receiver will not be able to access the network. Consult your Internet Service Provider (ISP).• If your modem does not function as a router, you will need a router. Depending on your network, you may need to configure the proxy server if necessary. See the document provided by your ISP. If you are still unable to access the Internet, the DNS or proxy server may be temporarily down. Contact your ISP.

Error Code	Description
Others	Retry the update procedure from the beginning. If the error persists, please contact Integra Support (indicated in the last page) and provide the error code.

Case 3:

If an error occurs during the update process, disconnect then reconnect the AC power cord and try again.

Case 4:

If an error occurs due to a wrong selection of input sources, turn off and on the AV receiver. Then retry the update.

Case 5:

If you do not have an Internet connection, please contact Integra Support.

Updating the Firmware via USB

The AV receiver allows you to update the firmware using a USB device.

Note

- Make sure the AV receiver and TV are turned on.
- Never unplug or turn off the AV receiver during the update process.
- Never plug or unplug an HDMI cable or a USB device during the update process.
- Never unplug the USB storage device containing the firmware file or the AC power cord during the update process.
- Do not attempt to access the AV receiver from your PC while it is being updated.
- It takes maximum 60 minutes to complete the firmware update.
- The AV receiver will retain all your settings after the update is finished.

Before you start

- Set the “HDMI Control (RIHD)” setting to “Off”.
- Turn off the controller device connected via RS232C and via Ethernet network.
- Turn off Zone 2 and Zone 3.
- Stop playback of contents from Internet Radio, iPod/iPhone, USB or servers, etc.
- If there is any data in the USB device, remove it first.

Update procedure

- 1 Connect a USB device to your PC. If there is any data in the USB device, remove it first.**
- 2 Download the firmware file from the Integra web site. The file name is as follows:**
ONKAVR**_*****.zip**
Unzip the downloaded file. The following three files are created:
ONKAVR**_*****.of1**
ONKAVR**_*****.of2**
ONKAVR**_*****.of3**
- 3 Copy the extracted files to the USB device. Be careful not to copy the zip file.**
- 4 Remove the USB device from your PC and connect it to the USB port on the AV receiver.**
When the AV receiver has two USB ports, you can use either one.
- 5 Make sure the AV receiver and TV are turned on.**
If the AV receiver is in standby mode, press **On/Standby** on the AV receiver to light up the front display.
- 6 Select the USB input source.**
“Now Initializing...” is displayed on the front display and then the name of the USB device is displayed. It takes 20 to 30 seconds to recognize the USB device.
- 7 Press Receiver followed by Setup on the remote controller.**
The setup menu will be displayed on the TV screen. The procedures thereafter can also be performed on the AV receiver by using its **Setup**, arrow and **Enter** buttons.

- 8** Select “Hardware Setup” and press **Enter**.
- 9** Select “Firmware Update” and press **Enter**.
- 10** Select “Via USB” and press **Enter**.
- 11** Select “Update” and press **Enter**.

The update process will begin. During the update process, the on-screen display may disappear depending on the updated program. When this occurs, you can still view the update progress on the front display of the AV receiver. The on-screen display will reappear after the update is complete, and upon turning the AV receiver off and on again.

Do not turn off the AV receiver and do not remove the USB device during the update process.

- 12** The message “Completed!” appears on the front display of the AV receiver, indicating that the update has been completed.

- 13** Using **On/Standby** on the front panel, turn off the AV receiver and then remove the USB device.

Do not use **Receiver** on the remote controller.

Congratulations! You now have the latest firmware installed on your Integra AV receiver.

Troubleshooting

Case 1:

If “No Update” is displayed on the front display of the AV receiver, it means that the firmware has already been updated. You do not need to do anything further.

Case 2:

If an error occurs, “**Error!! *-****” is displayed on the front display of the AV receiver. (Alpha-numeric characters on the front display are denoted by asterisks.) Refer to the following table and take appropriate action.

■Errors during an update via USB

Error Code	Description
*-10, *-20	The USB device was not detected. Make sure the USB flash memory or USB cable is properly connected to the USB port. If the USB storage device has its own power supply, use it to power the USB device.
*-14	The firmware file was not found in the root folder of the USB device, or the firmware file is for another model. Retry and download the file on the support page of the web site, following the on-site instructions. If the error persists, please contact Integra Support and provide the error code.
Others	Retry the update procedure from the beginning. If the error persists, please contact Integra Support and provide the error code.

Case 3:

If an error occurs during the update, disconnect then reconnect the AC power cord and try again.

Case 4:

If an error occurs due to a wrong selection of input sources, turn off and on the AV receiver. Then retry the update.

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