soUNDSCAPE

by BARIX

SoundScape Firmware update methods

BARIX recommends keeping all SoundScape devices always updated to the latest Firmware version in order to ensure all the fixes and new features are included.

There are 3 different methods to update a SoundScape device to the latest version of the Firmware:

1. SoundScape Firmware update via Portal (remote)
2. SoundScape Firmware update via web UI (local)
3. SoundScape Firmware update via USB (local)

1. SoundScape update via Portal

This method can be used in all devices that are already registered in the SoundScape Portal and is the easiest way to keep multiple devices always updated to the latest version of SoundScape. This method is also done remotely so there is no need to access neither the local network nor the device physically.

A BARIX Portal administrator will upload and publish the latest firmware version as soon as it is released so all Providers can use it. The Provider Admin can then go to the *Devices – Firmware Deployment* menu in the Portal to create a new firmware deployment that will be applied to the devices. The deployment can be restricted to a specific Brand, Group or Location. Affected devices download the Firmware update package at their next Call-In and perform the update at the specified Deployment Date and Time. Please check the SoundScape User Manual for further details on how to use this method.

2. SoundScape update via web UI

This method can be used in all devices that are already running a SoundScape firmware version and it requires access to the local network of the device.

1. **Download and unzip** the update file (*SoundScape_version_date.zip*) from www.barix.com/downloads
   Note: Registered login credentials are required for downloading

2. Go to the **UPDATE** tab in the device's web User Interface when logged in as Admin (default password: Abarix)

3. Click on the "*Update*" button

4. Click on the "*Choose file*" button and **select** the unzipped package update file (*SoundScape_version_date.pkg*)

5. Click on the "*Upload*" button

6. Wait until the device reboots itself (can take up to 5min).

DO NOT NAVIGATE AWAY OR REBOOT THE DEVICE WHILE UPDATING

3. SoundScape update via USB

This method can be used in all **Exstreamer SoundScape** devices and also in **Exstreamer Store&Play** devices with Production Week later than 32/14. This method requires physical access to the device.

Preparing the "update USB" stick:

1. **Download and unzip** the update file (*SoundScape_version_date.zip*) from www.barix.com/downloads
   Note: Registered login credentials are required for downloading

2. **Copy** both the image file (*compound.img*) and the package file (*SoundScape_version_date.pkg*) to the root folder of an empty USB.
   Note: For best results, use a small capacity USB, formatted in FAT, 512 bytes per logical sector and 64kB clusters.

Updating the Exstreamer SoundScape/Store&Play with the "update USB" stick:

3. **Remove the power** from the device

4. **Disconnect the Ethernet** cable from the device

5. **Insert** the "**update USB**" to the "EXT." slot of the device

6. While **holding** the "RESET" button in the front panel of the device, **power up** the device (reconnect the power cable)

7. After a couple of seconds, **release** the "RESET" button

8. Wait for update to finish, this operation can take up to 5 minutes

9. After updating, the device will reboot itself (message on display or LED flashing red)

10. Operation will resume normally with the new FW version already installed

11. **Remove** the "**update USB**"

12. **Re-connect** the **Ethernet** cable

DO NOT POWER OFF OR REBOOT THE DEVICE WHILE UPDATING

Questions?
Read the latest SoundScape User Manual or ask support@barix.com