

## Concert XR 4/6/8 receivers and Maestro X7/X9 processors: firmware update instructions

### IMPORTANT NOTES:

**Currently the web GUI or front panel firmware update options (prompts) are not functioning properly. Please only update firmware using a USB drive and rear panel USB port.**

#### Front panel display menu navigation:

Use the “**Input +** [up arrow]”, “**Input –** [down arrow]”, “**Info** [left arrow]”, and “**Mode** [right arrow]” buttons to navigate to the various menu options. To select a menu setting press the front panel **SELECT** button. Press the **Menu** button anytime to exit the menu screens and any setting changes will be saved automatically.

#### Dirac files:

Dirac filter files are now saved as part of the **Store Secure Backup** function. However, make sure you have access to the Dirac calibration file you created when you were logged into your Dirac account in case you need to export it back to the receiver/processor once the firmware update has completed.

#### Store Secure Backup of the receiver or processor settings:

Press and hold the **MENU** button on the front panel for approximately 5 seconds, the Engineering menu will be displayed. Navigate to and select **Store Secure Backup** > select **Enter Pin**, the default pin is **0000**, press **Select**.

#### To check the current firmware version of your receiver or processor:

Press and hold the front panel **INFO** and **DIRECT** buttons together for approximately 5 seconds. The firmware version will be displayed as a HOST/IAP number, for example 1.37/09. The first number is the firmware version.

**USB DRIVE FORMAT:** Format the USB drive to Windows FAT32. Avoid using very large USB drives like 64 or 128GB as some larger drives cannot be formatted to FAT32 (they can only be formatted to exFAT). Recommended drive size is 16GB or smaller.

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**Step 1:** Power on the processor or receiver.

**Step 2:** Download the firmware Zip file from the respective Concert XR 4/6/8 receiver or Maestro X7/X9 product pages on the AudioControl website (Downloads section) and save it to the Downloads folder on the computer or you can also find the firmware update files [here](#).

**Step 3:** Open the Zip folder and copy the **AVRx0\_System 1vxx (AudioControl).fw** file and the **image.swu** file onto the USB drive. **Be sure there are no other files or previous versions of the firmware on the USB drive!** Once the copy is complete, properly eject the USB drive from your computer.

**Step 4:** Plug the USB drive into the rear panel USB port.

**Step 5:** Press the front panel **INFO** and **DISPLAY** buttons together for approximately 5 seconds. The update process will start automatically and will take about 30 minutes. On the front panel display you will see several updates happening: NET, OSD, DSP1/2, DAB, LCD, and MCU. When all of these updates are done the unit will power off and restart and then the front panel will display a message saying "Update Complete, settings need to be reset, press OK (Select) to continue".

**Step 6:** Power the unit back on, let the system start up, then press and hold the front panel **Info** and **Direct** buttons together to verify that the unit has been updated to the latest firmware.

**Step 7:** Once the firmware version is confirmed, press and hold the **Menu** button for approximately 5 seconds. The Engineering menu will be displayed, select **Reset to Factory Defaults** and follow the prompts to complete the reset. After resetting the unit will power off again.

**Step 8:** You can remove the USB drive or leave it plugged in so you have it for next time there is a firmware update.

To restore saved settings press and hold the front panel **Menu** button until the Engineering menu is displayed, navigate to and select **Restore Secure Backup**, you will be prompted with a warning message, select the **Direct** button to continue and complete the process of restoring your settings.

After restoring your settings, if you are using Dirac Live go into the setup menu > **Input Config** > and make sure the **Room EQ** (Dirac) setting is enabled for each input you are using.

**Note:** If you are controlling your receiver or processor with a home automation system such as Control4, Crestron, etc. you want to turn **Auto Standby** function off – press and hold the **Menu** button on the front panel again until the Engineering menu is displayed, navigate to the **Standby Mode** option and change this setting to **Manual**.