

ONKYO

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

You need a wired Internet connection to update the firmware.

■ Update via USB storage

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 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

The program and accompanying online documentation are furnished to you for use at your own risk. Onkyo will not be liable and you will have no remedy for damages for any claim of any kind whatsoever concerning your use of the program or the accompanying online documentation, regardless of legal theory, and whether arising in tort or contract. In no event will Onkyo be liable to you or any third party for any special, indirect, incidental, or consequential damages of any kind, including, but not limited to, compensation, reimbursement or damages on account of the loss of present or prospective profits, loss of data, or for any other reason whatsoever.

See the Onkyo web site for latest information.

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 up to 60 minutes to complete the firmware update.
- The AV receiver will retain all your settings after the update is finished.

Before Starting

- Set the “HDMI Control(RIHD)” setting to “Off”.
- Turn off the controller device connected via Ethernet cable.
- Turn off Multi Zone if this function is present.
- Stop playback of contents from Internet Radio, iPod/iPhone, USB or servers, etc.

↳ To be continued

Update Procedure

1 Press **RECEIVER** followed by **HOME** on the remote controller.

The Home menu appears on the TV screen.

2 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.

3 Select “**Update via NET**” and press **ENTER**.

Note that this option will not be available if there is no firmware file newer than the currently installed version.

4 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 AV receiver’s display. The on-screen display will reappear after the update is complete, and upon turning the AV receiver off and on again.

5 The message “**Completed!**” appears on the AV receiver’s display, indicating that the update has been completed.

6 Press **ON/STANDBY** on the front panel. The AV receiver will enter standby mode.

Do not use **RECEIVER** on the remote controller. The AV receiver will enter standby mode automatically in 3 minutes regardless of whether **ON/STANDBY** is pressed.

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

Troubleshooting

Case 1:

If an error occurs, “**Error!! *.***” is displayed on the AV receiver’s display. (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.
Others	Retry the update procedure from the beginning. If the error persists, please contact Onkyo Support (→ page 4) and provide the error code.

Case 2:

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

Case 3:

If you do not have an Internet connection to the network, please contact Onkyo Support (→ **page 4**).

Updating the Firmware via USB

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

Note

- 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 up to 60 minutes to complete the firmware update.
- The AV receiver will retain all your settings after the update is finished.

Before Starting

- Set the “HDMI Control(RIHD)” setting to “Off”.
- Turn off the controller device connected via Ethernet cable.
- Turn off Multi Zone if this function is present.
- 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 Onkyo web site. The file name is as follows:
ONKA VR****_*****.zip**
Unzip the downloaded file. The numbers of folders and files differ according to the model.
- 3 Copy all the extracted folders including all folders and 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...” appears on the AV receiver’s 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 HOME on the remote controller.**
The Home menu appears on the TV screen.
- 8 Select “Firmware Update” and press ENTER.**
- 9 Select “Update via USB” and press ENTER.**
Note that this option will not be available if there is no firmware file newer than the currently installed version.

- 10 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 AV receiver’s display. 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.

- 11 The message “Completed!” appears on the AV receiver’s display, indicating that the update has been completed.**

Remove the USB device.

- 12 Press **⏻ON/STANDBY** on the front panel. The AV receiver will enter standby mode.**

Do not use **⏻RECEIVER** on the remote controller.

The AV receiver will enter standby mode automatically in 3 minutes regardless of whether **⏻ON/STANDBY** is pressed.

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

Troubleshooting

Case 1:

If an error occurs, “**Error!!** *-**” is displayed on the AV receiver’s display. (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 Onkyo Support and provide the error code.
Others	Retry the update procedure from the beginning. If the error persists, please contact Onkyo Support and provide the error code.

Case 2:

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

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Please contact an Onkyo distributor referring to Onkyo SUPPORT site.
<http://www.intl.onkyo.com/support/firmware/index.html>

The above-mentioned information is subject to change without prior notice. Visit the Onkyo web site for the latest update.



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