

Making firmware updates to Trigon devices

Trigon is complementing new functions to their devices. With **Trigon Firmware Updater** you are able to download the latest firmware to your devices, as long as you have a PC or notebook with a Microsoft Windows XP, Vista, 7 or 10 OS and your Trigon device is equipped with a USB Service jack. Ask your dealer near to you to make an update if you are not capable to make an update by yourself.

1. Installing the Trigon Firmware Updater

Alongside to this manual there is/are the hex file/s supplied to the archive file as well as the setup file. First, run the setup file. This will install all necessary drivers, possibly some Microsoft add-on packages and the update software.

Please note that in case if needed the add-on packages must be downloaded via internet. So, if the setup asks to download the Microsoft .NET framework, your computer must be connected to the internet, otherwise the Trigon Firmware Updater will not run!

When the installation is complete, first turn off the device to which the update is to be applied at the power switch or the ground power supply, if it was turned on. Then connect the unit to your computer via USB using a suitable USB cable.

2. Running the Trigon Firmware Updater

Run the **Trigon Firmware Updater** from the desktop link generated by the installation software.

Now, you can see the application window of the **Trigon Firmware Updater**:

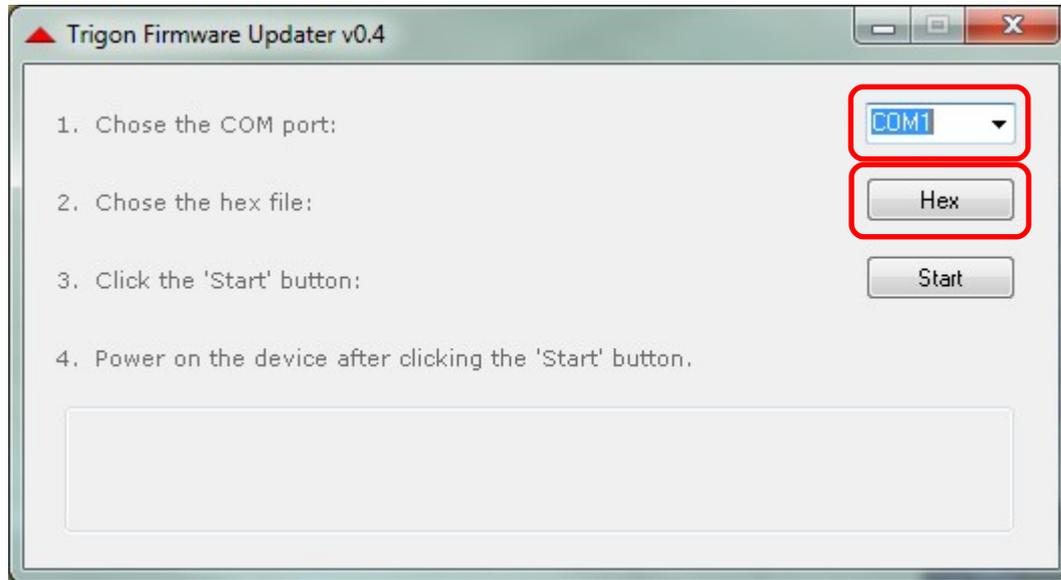


Figure 2: The application window when starting the first time

3. Performing the update

Starting with device's firmware version 2.xx it is necessary to transfer two hex files in turn. Some of following points will be repeated:

- 3.1 Choose a COM port, firstly. Take a look at the Windows Device Manager (you can find it in the Control Panel), in order to get the COM port number which had been assigned to „USB Serial Port“. Let's say that COM port 5 had been assigned, so we chose this one.

Note: The application remembers your choice, so you don't have to choose it each time you start the application anew. It remembers also the location of the last chosen Hex file (figure 3).

The assigned COM port is not visible in the application when starting the application before having connected the device to the USB port!

- 3.2 Choose now the first hex file by clicking the button „Hex“, a file browser will open. Go to the location where the file/s is/are saved and chose the first - or in next turn the second - file by clicking its name twice or mark it by clicking it once and clicking the button „Open“.

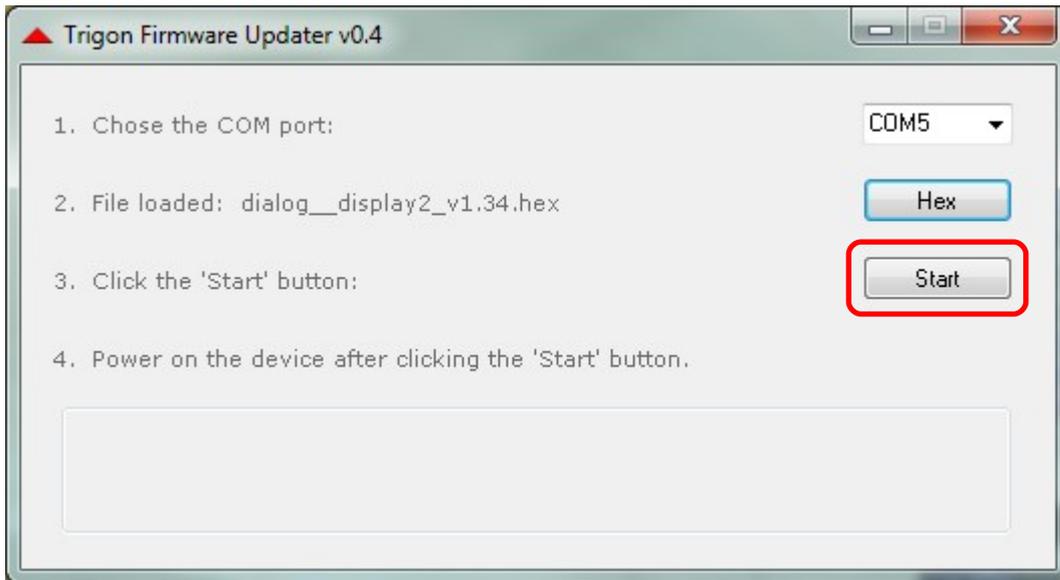


Figure 3: COM port and Hex file had been chosen

- 3.3 Now you have to switch on the "Start" button and the power switch of the device or the floor power supply at the same time. This does not refer to the power button on the front panel, but to the mains switch when connecting the mains cable!
(If the unit is still on, you must first switch off the unit).
- 3.4 Having done this the update process is beginning. A prompt is going to inform you about the update progress (figure 4).

The update procedure is going to take about a minute. During this procedure do not run any other applications, and DO NOT unplug the USB cable or take the power off!

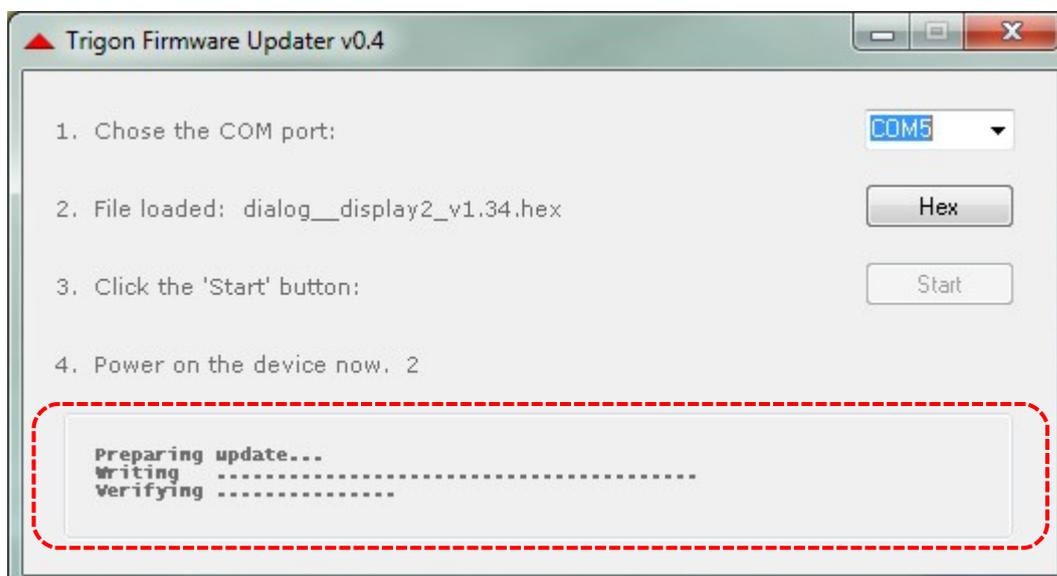


Figure 4: The information about the update procedure

3.5 When the procedure has finished, an information window opens with the message of successful completion (figure 5).

a) **Once you have imported the first hex file, switch the device off again at the power switch or ground power supply and repeat the procedure from point 3.2! Then select the second hex file!** If there was just one hex file to be transferred you may carry on with 3.5 b).

b) Have you transferred each hex file supplied, you may start the device by pushing the Standby pushbutton at the front of the device and unplug the USB cable.

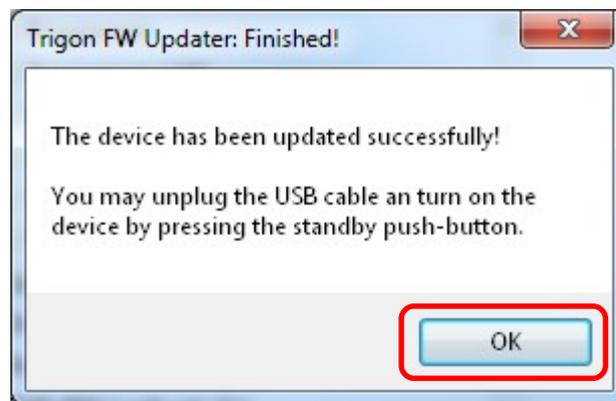


Figure 5: The update had been finished

Trouble?

If an unexpected error occurs, a message box will appear in which possible further steps are listed. One of the main error causes is that a connection to the COM port cannot be established. Maybe the correct COM port has not been chosen? In very rare cases the USB port fails to initialize. This can be resolved very easily by closing the **Trigon Firmware Updater** application and unplugging the USB cable from the Trigon device. After waiting some seconds continue with step 3.1 of this manual. Otherwise, ask your dealer near to you, who will be helping you.

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