



Technical Notification:
Naim Streaming Products Update PC - Version 4.3
Version 4.3 includes DSD compatibility and HLS support.

IMPORTANT – PLEASE READ

After upgrading to 4.3 do not attempt to downgrade to a previous version.

Introduction

This document provides information and instruction on updating your Naim streaming product's operating firmware to Version 4.3 using the Windows Updater.

Technical Note: If you have a SuperUniti, ND5XS or NDX with a DSP bootloader v1.0.6 or v1.1.0 then the DSP bootloader will be updated automatically. The DSP bootloader is required to be updated to be able to support new features.

Update Requirements

A PC running Microsoft Windows XP, Vista, 7, 8, 8.1 or 10, with either a 9-pin RS232 port or USB port - see bottom of page. **If using a laptop, ensure that it is connected to mains power throughout the update.** The streamer to be updated must be switched on, working correctly and connected to the Internet and an RS232 (or USB) port on your PC throughout the update.

Download the appropriate update firmware from:

<https://www.naimaudio.com/sites/default/files/products/downloads/files/Naim-Streaming-Products-Update--Version-4.3-PC.zip>

Connection Types

NaimUniti, UnitiQute, NDX

These products feature a 9-pin RS232 port. Connection requires either:

-A 9-pin to 9-pin RS232 cable to connect directly to the RS232 port on the PC (if present).

Or

-A 9-pin RS232 to USB adaptor combined with an FTDI or Prolific driver – examples can be found below:

For the most up to date FTDI drivers, follow the below link:

<http://www.ftdichip.com/Drivers/VCP.htm>

For the most up to date Prolific drivers, follow the below link:

http://www.prolific.com.tw/us/showproduct.aspx?p_id=225&pcid=41

SuperUniti, ND5 XS, NaimUniti 2, NAC-N 172-XS, NDS, UnitiQute2, UnitiLite

Requires USB to USB Mini-B cable. Driver link below:

<http://www.silabs.com/products/mcu/Pages/USBtoUARTBridgeVCPDrivers.aspx>



- RS232



- USB

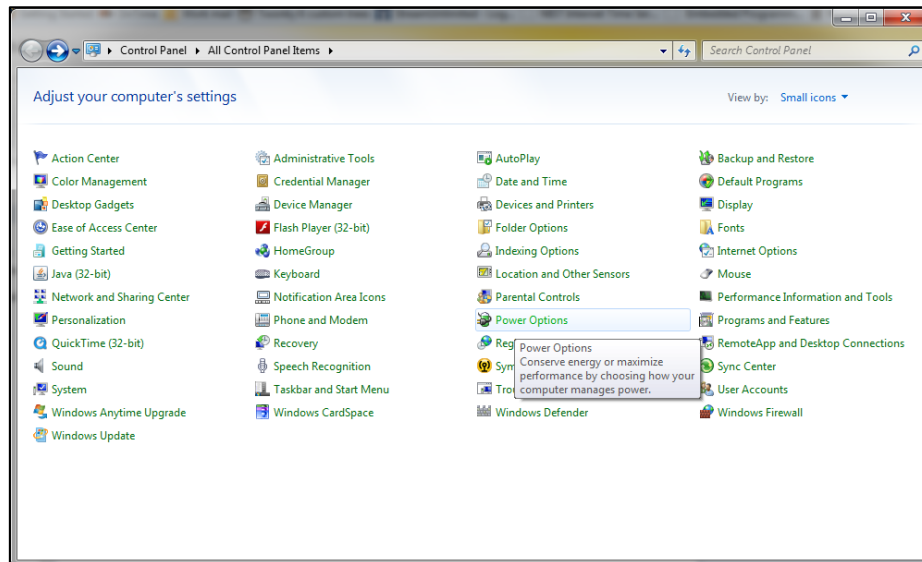


- USB Mini-B

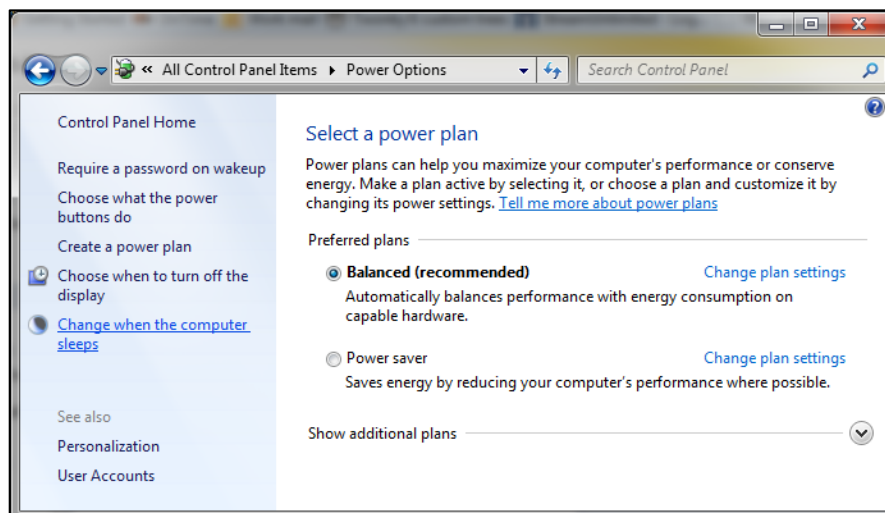
Important Note

Please ensure that your PC does not enter sleep mode during the update.

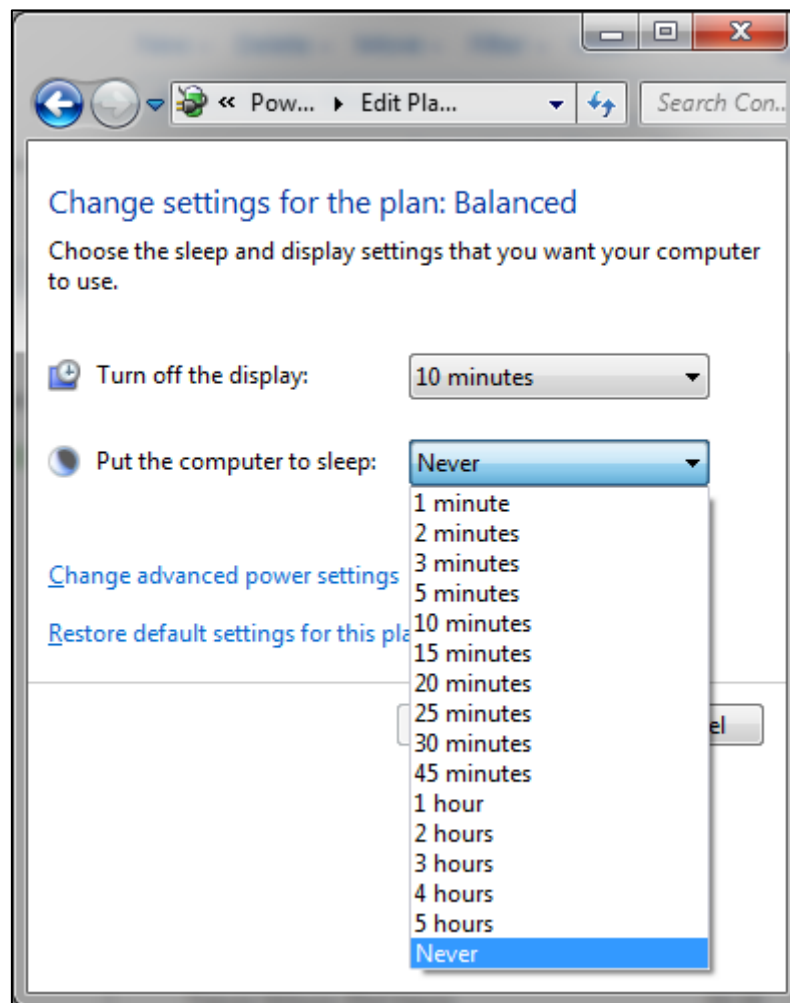
To adjust the sleep mode options on your computer you will need to go to the Control Panel and select Power Options.



On the next window select 'Change when the computer sleeps'.



Using the dropdown menu for 'Put the computer to sleep.' select Never.



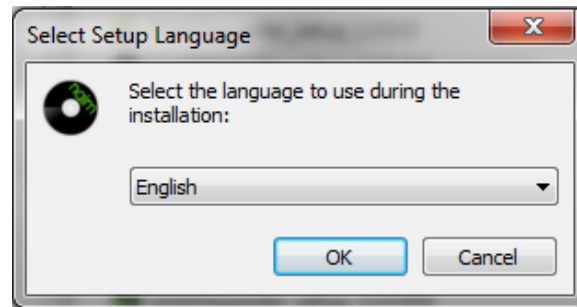
Press the 'Save Changes' icon to confirm the changes.

Streamer Updater Install

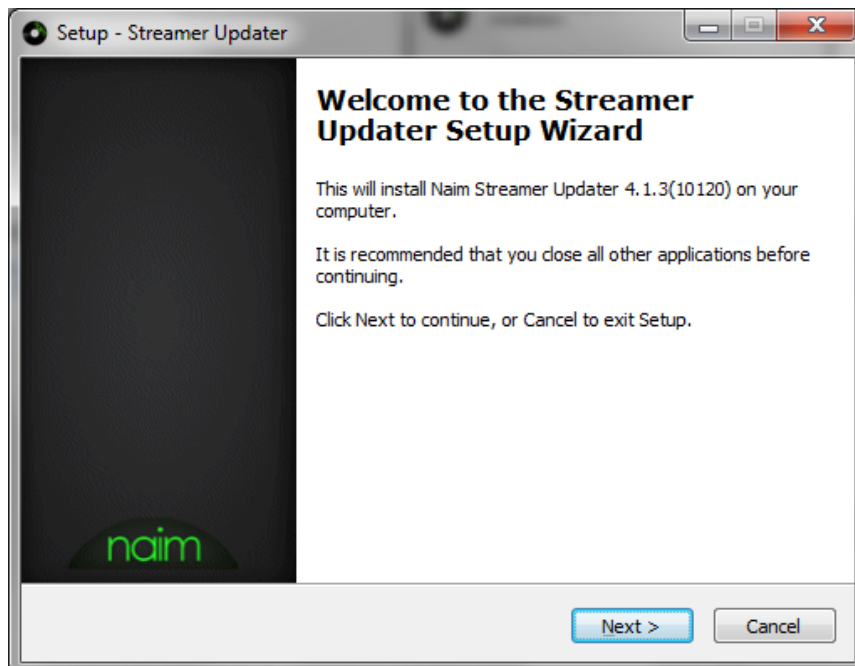
Extract and open NaimStreamerUpdater_4.3.0_R10120_Setup.exe

(You may need click Yes on the User Account Control dialog on Vista/Wins7/Wins8)

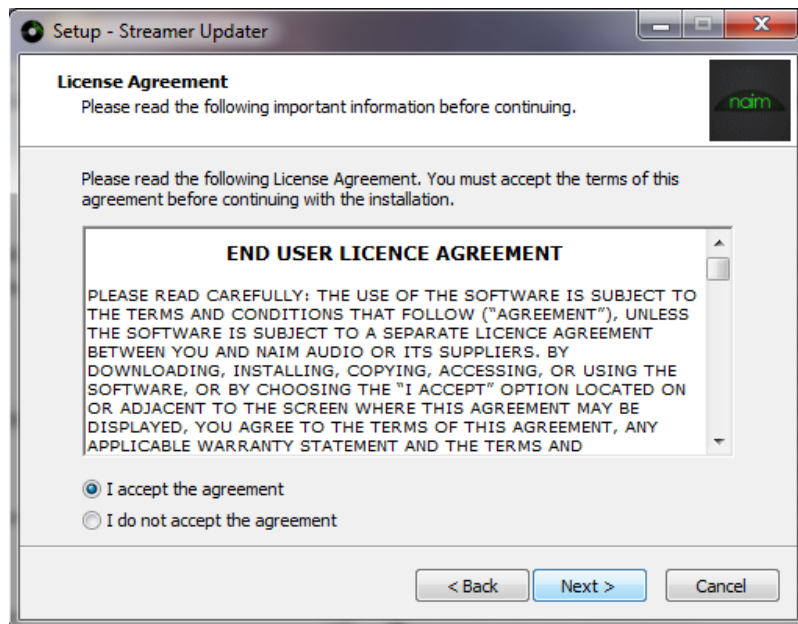
Select the desired language and select OK.



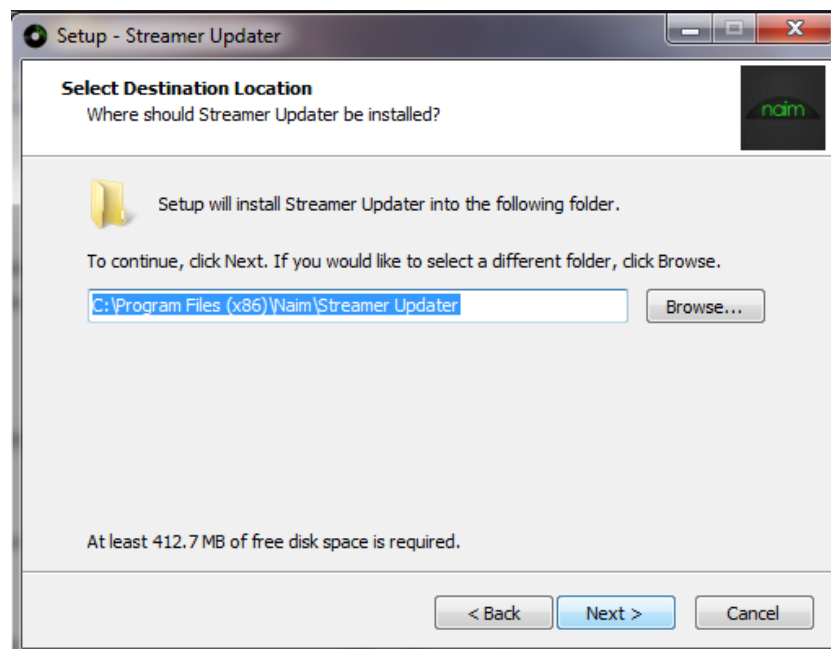
At the Welcome window, please read the information then press Next to continue.



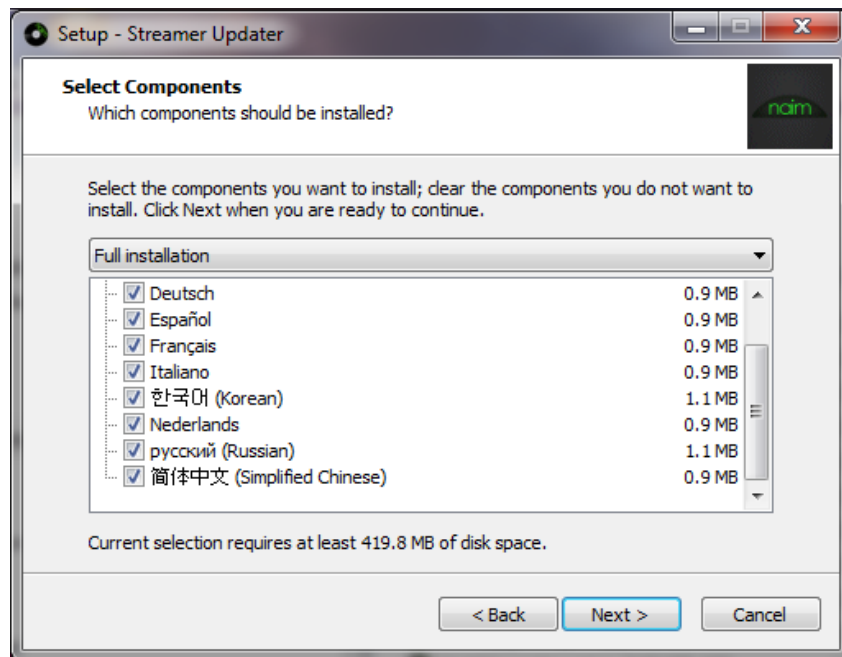
Read and accept the licence agreement, then press Next to continue.



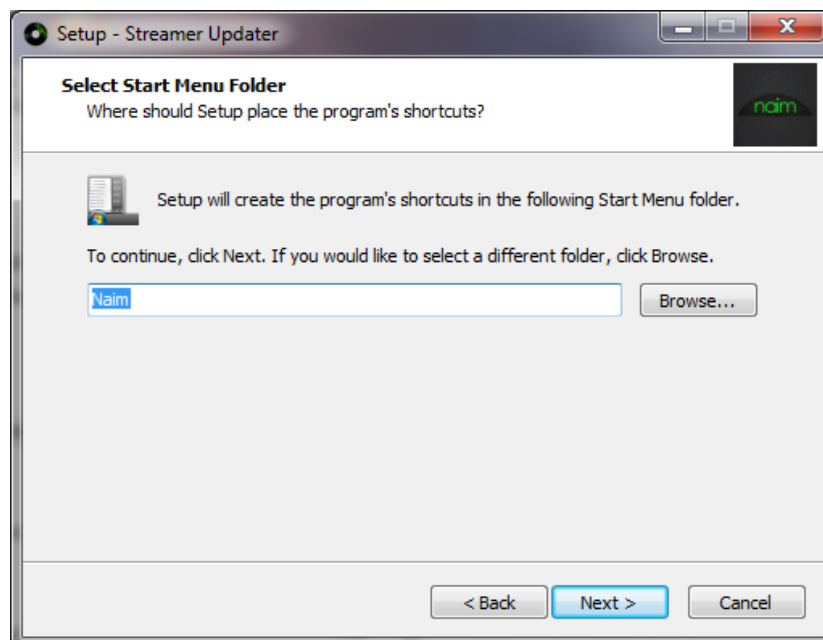
Select the desired installation directory and press Next to continue.



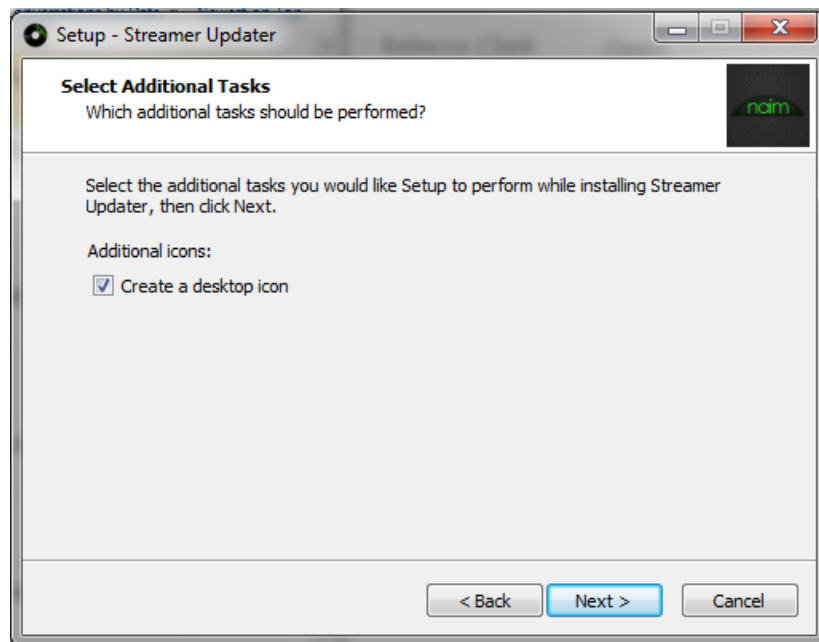
Select the languages you wish to install and press Next to continue.



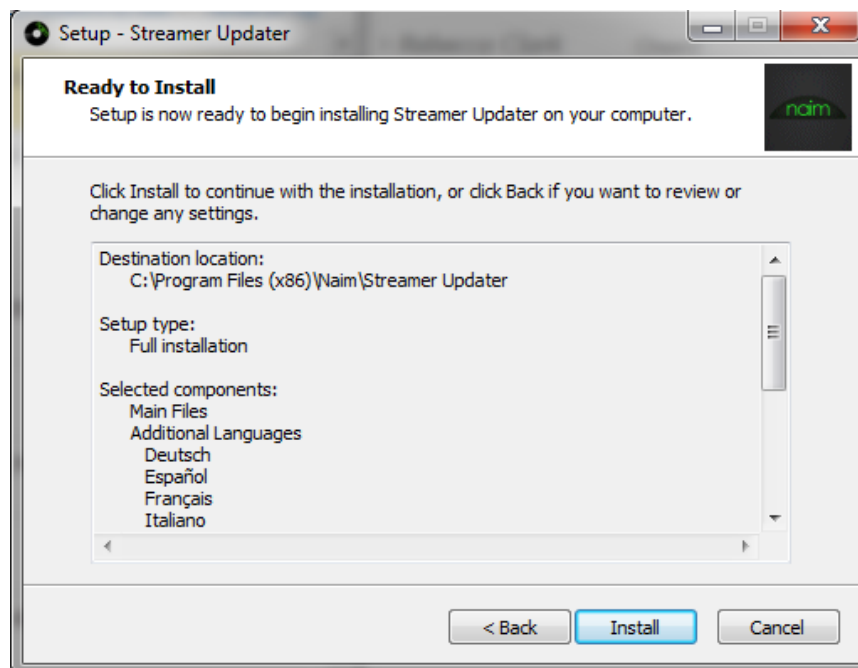
Select the Start Menu folder and press Next to continue.



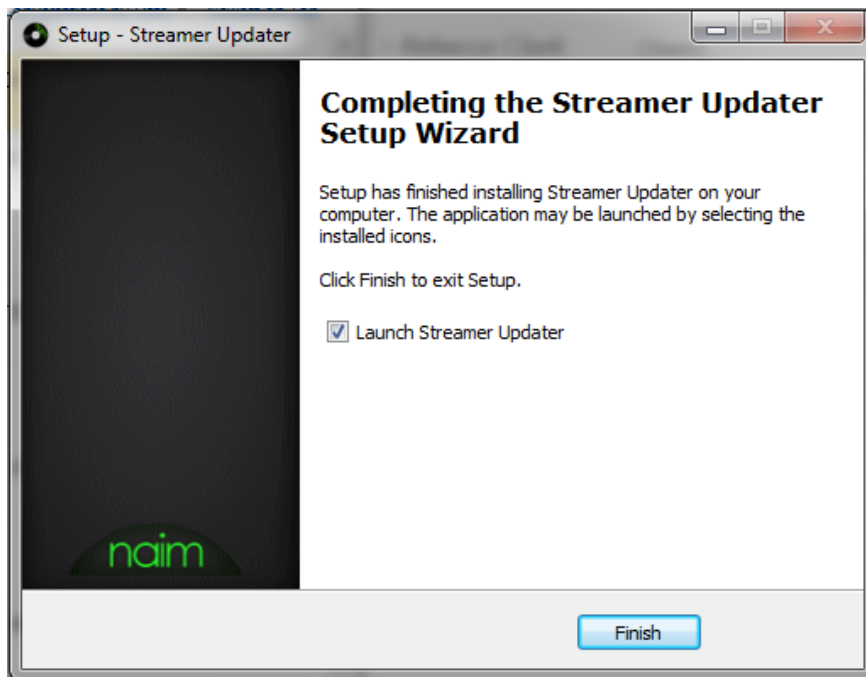
Leave the checkbox setting, press Next to continue.



Check the installation settings then select Install to start the installation.



When the program has installed, click Finish to launch the upgrader.

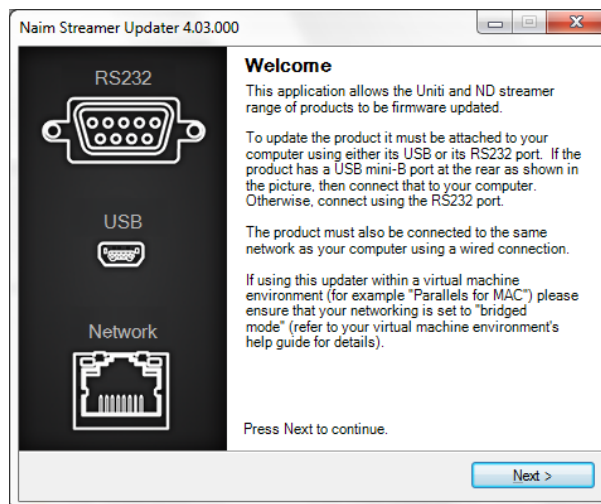


Running the Upgrade

DO NOT SWITCH OFF THE UNIT OR ABORT THE UPDATE UNTIL IT HAS FINISHED

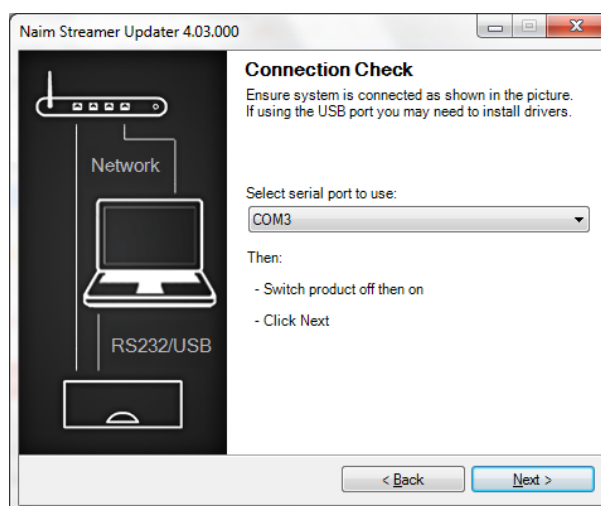
At the Welcome page, read through the information carefully and select Next to continue. Please ensure that the product is connected to the same network as your PC via a wired connection.

If using a wireless connection, find and make a note of your products IP address. This is found by selecting List > Factory Settings > System Status > IP.

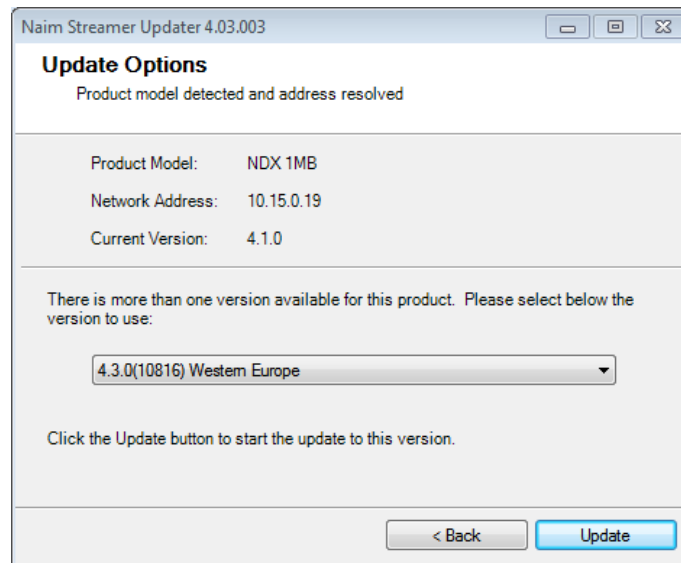


Select, using the drop down menu, the Com/RS232 port required.

Turn on the unit and press Next within 60 seconds to continue.

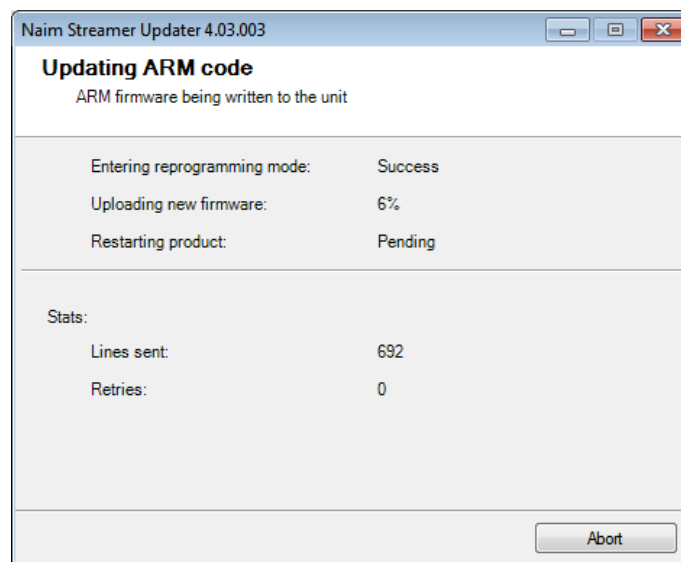


Once the Unit has been discovered, Select, from the drop down menu, the required version and click Update to begin.

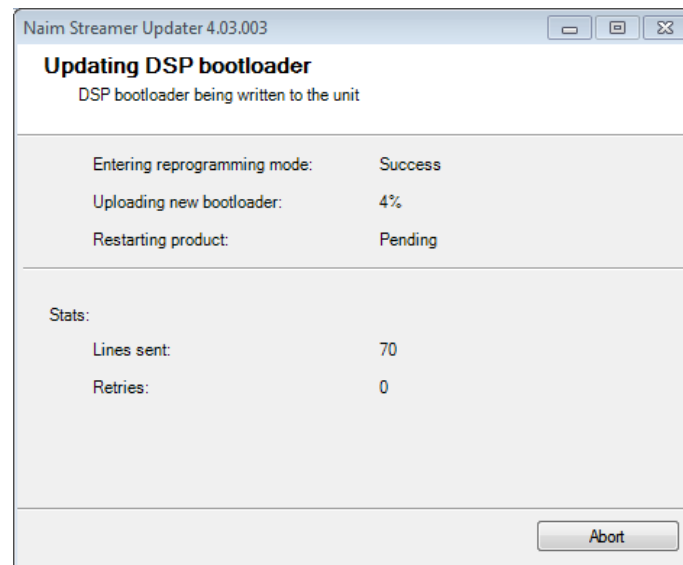


DO NOT SWITCH OFF THE UNIT OR ABORT THE UPDATE UNTIL IT HAS FINISHED

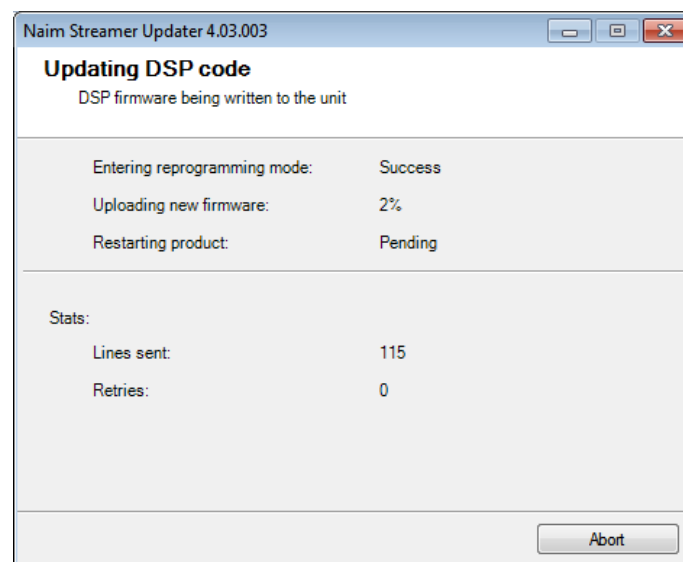
The Streamer Updater will update the ARM. The front panel will say 'Firmware Upgrade' Once complete the product will reboot and continue with the update.



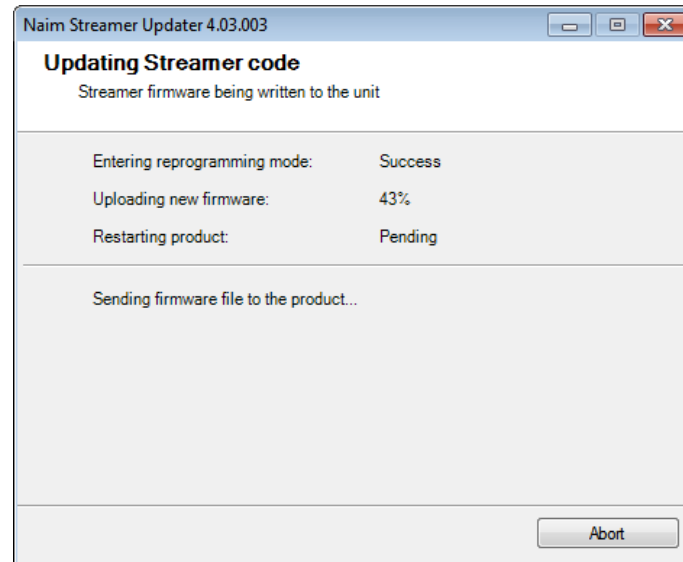
If the device is a SuperUniti/ND5 XS/NDX with DSP bootloader v1.0.6 or v1.1.0 the Streamer Updater will update the DSP Bootloader. The front panel will say 'DSP Update'. Once complete the product will reboot and continue with the update.



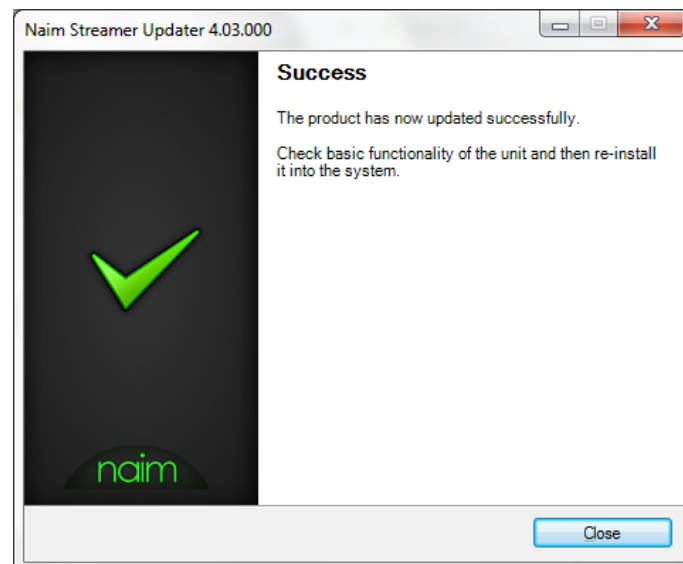
If the device is a SuperUniti/ND5XS/NDX/NDS/NACN-272, the Streamer Updater will update DSP app. The front panel will say 'DSPDAC update'. Once complete the product will reboot and continue with the update.



The Streamer Updater will update the Streaming code. The front panel will say 'Streamer Update'.



Once complete the product will show 'resetting streamer' and reboot to the last input used.



If during the update the discovery fails, read the updater messages regarding the problem found.

If in doubt, please call Naim Customer Service on +44 (0) 1722 426600.