



QSC Technical Notes

L Class Loudspeakers

Firmware Update Best Practices

This is a guide to assist with the firmware update process for L Class Loudspeakers. Read this document before updating the firmware on L Class Loudspeakers.

Requirements

- **Model:** LA108, LA112
- **Hardware:** Windows PC or iPad; Router or Switch (if necessary)
- **Software:** SysNav (System Navigator) software

Preparation

1. Visit www.qsc.com and access the [SysNav™](#) (System Navigator) software download page to ensure that you are utilizing the very latest version of SysNav. For reference, the SysNav version you are running will be displayed as you open the app, and can also be found by navigating to the app Home Page.
2. When utilizing networking equipment during the firmware update (such as a router or a switch), ensure that the equipment has had time to complete its boot sequence before attempting to connect any devices. On routers, make sure to use the Local Area Network (LAN) ports. Do not use the Wide Area Network (WAN) ports.
3. If an **iPad** is used for the firmware update, ensure the following:
 - If utilizing Wi-Fi for the loudspeakers firmware update (**not recommended**), make sure all 'Auto-Join Networks' are disabled (other than the network that will be utilized to update the firmware).
 - Do not navigate away from the SysNav App or use the iPad for any other task during the loudspeaker firmware update process.
 - Do not let the iPad go to sleep during the update process. This setting can be modified by navigating to Settings > Display & Brightness > Auto-Lock > Never.

Procedure

1. Make sure you have downloaded the latest version of SysNav on your device before proceeding with the loudspeaker firmware update process. Simply check our [SysNav download page](#) or the Apple App Store.
2. If updating multiple L Class loudspeakers at the same time, prepare all loudspeakers for firmware update by daisy-chaining the Ethernet connections from box to box (6 loudspeakers or less in one array), or by running individual Ethernet cables to each loudspeaker from dedicated ports on an external switch.
3. Run an ethernet cable from the designated updating device (Windows PC or iPad) to one of the open Ethernet ports on one L Class loudspeaker in the array. If you are utilizing Wi-Fi for the update (**not recommended**), the Ethernet cable will need to run from a LAN port on the wireless router to one of the open Ethernet ports on one L Class loudspeaker; the iPad can then be connected to the wireless router via Wi-Fi to proceed with the loudspeaker firmware update.
4. Power cycle all L Class loudspeakers and allow them to complete their boot sequence. If the L Class loudspeakers are in an array, allow the array to be fully optimized and to recognize all loudspeakers before proceeding.
5. Once all loudspeakers have fully booted, open the SysNav app on the designated update device. Navigate to the menu in the top left corner of SysNav and select the 'Updates' tab.
6. In the 'Updates' Tab, view the list of loudspeakers that have been recognized by SysNav. Check the boxes next to each individual loudspeaker that needs to be updated (or simply press the 'Select All' button at the top of the page).
7. When ready, press the 'Update Firmware' button at the top of the page. SysNav will show an update progress bar for each loudspeaker that is being updated. The Rear User Interface (RUI) of each loudspeaker will show a similar progress bar.

- When the firmware has finished uploading to the loudspeaker(s), the RUI will display a completely black screen for approximately 90 seconds, and SysNav will list the loudspeakers as 'Offline'. This is normal. **Do not interrupt power during this time.**
- After the firmware has completed installation, each loudspeaker will reboot on its own and rejoin the network. Once that process is complete, the SysNav 'Updates' Tab will show that the firmware has been updated successfully for each loudspeaker present on the network. This can also be verified from the RUI of each L Class loudspeaker.

FAQs

My L Class loudspeakers are not showing up on SysNav.

- Check physical network connectivity to make sure that all devices are properly connected to the appropriate ports on the router or switch in use.
- Check that all devices are in the same IP range so that they can communicate with one another (for example, 192.168.1.xxx).
- Check the firewall settings on your PC to ensure that SysNav is allowed to communicate through the firewall on all network types. It is best to restart the computer after making changes to firewall settings.

The RUI Progress Bar has been stuck on 100% for several minutes, and SysNav says that the loudspeakers are "Offline". What should I do?

This is an indication that the firmware update process has been interrupted. Power cycle all L Class loudspeakers and repeat the procedure.

SysNav begins the update process, but then stops within 30 seconds.

Check the firewall settings on your PC to ensure that SysNav is allowed to communicate through the firewall on all network types. It is best to restart the computer after making changes to firewall settings.

Do all L Class loudspeakers in the same array need to have the same firmware?

Yes. All loudspeakers in the same array need to have the same firmware.

Where can I find more information on network settings for L Class loudspeakers?

You can find this information on our SysNav Help Page, located at: sysnavhelp.qsc.com