



High Definition Preamp Processor

Display Firmware Upgrade August 2018

Version 26-05

DISCLAIMER AND LIMITATION OF LIABILITY

DEQX Pty. Ltd. ('DEQX') assumes no responsibility for loss or damage resulting from the use of any of its products.

(See the **DEQX User Manual** for the full text of this disclaimer.)

1. APPLICABILITY AND REQUIREMENTS

This firmware upgrade applies to the following DEQX processors:

- PreMATE Plus (PreMate+)
- HDP-5

Before performing this upgrade, ensure that your DEQX is running DSP firmware 201.61.13 by checking the version in DEQX-Cal. For more information, see:

- <https://www.deqx.com/support/#firmware-upgrade>

To perform the upgrade, you will need a microSD card of 8 GB or greater capacity. You will also need some simple tools (2mm hex driver and #2 Pozidriv or Philips screwdriver).

2. BURNING MICROSD CARD

Note 1: If you use different software than specified below to unzip the software or to burn the microSD card, the upgrade may not be successful. Please use the recommended software only.

Note 2: If you are unable to burn a microSD Card, contact DEQX Support to request a pre-burnt card.

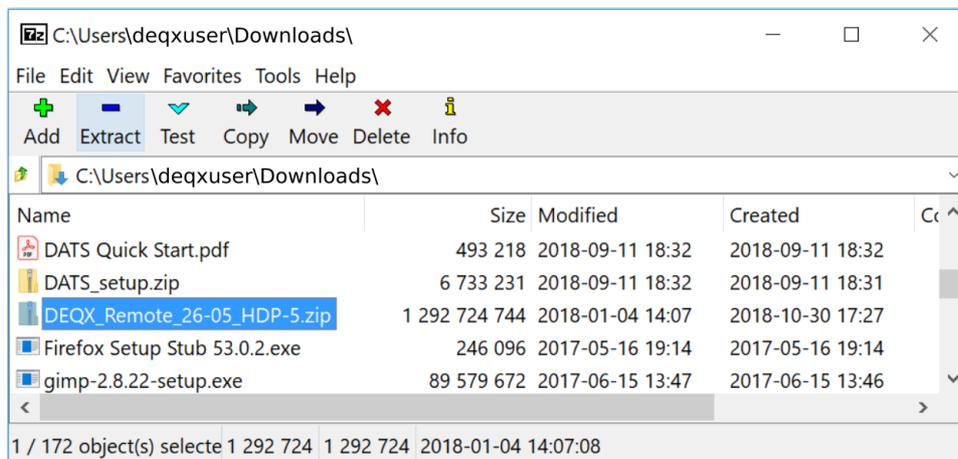
Note 3: The microSD card must be 8 GB capacity or greater.

1. Download and install 7-Zip: <https://www.7-zip.org/download.html>
2. Download and install Win32 Disk Imager: <https://sourceforge.net/projects/win32diskimager/>
3. Contact DEQX Support from the [Request Support page on the DEQX website](#) to obtain a download link for the firmware upgrade file. Download this file to your computer. The file name depends on your DEQX model, as listed in Table 1.

Table 1. Firmware upgrade file for each DEQX model

DEQX Model	Name of firmware upgrade file
PreMate Plus	DEQX_Remote_26-05_Premate_Plus.zip
HDP-5	DEQX_Remote_26-05_HDP-5.zip

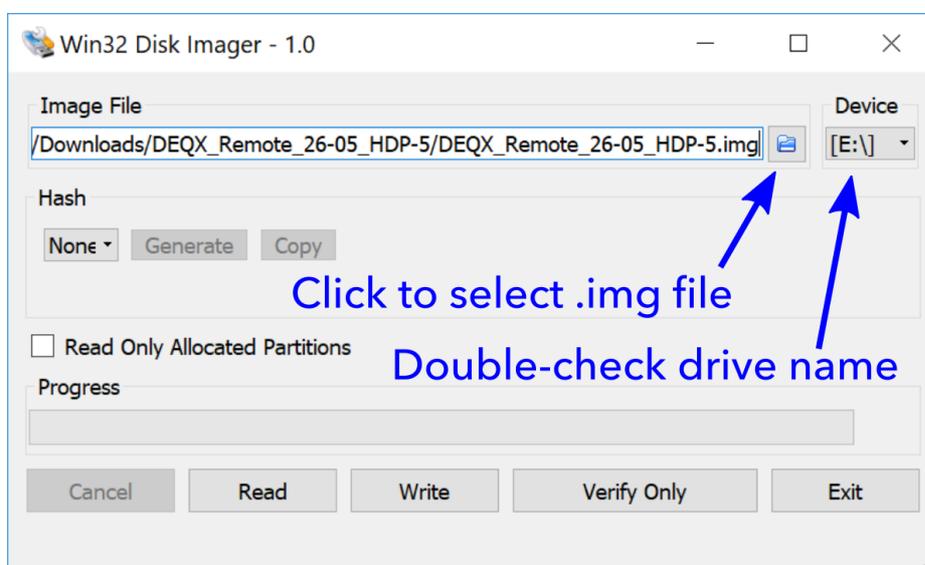
4. Start 7-Zip. Select the downloaded file and click Extract. The unzipped file will have the name **DEQX_Remote_26-05_Premate_Plus.img** or **DEQX_Remote_26-05_HDP-5.img**.



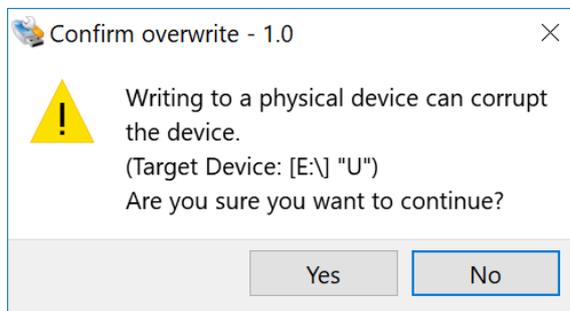
5. Connect the microSD card to your computer. Some computers have a slot to take a microSD card directly. Otherwise, you can use a microSD to SD card adapter, or a USB-connected card reader.
6. Check the drive name of the inserted card in the Windows File Explorer. In this example, it is drive **E:**.



7. Open Win 32 Disk Imager. Click on the folder icon indicated in the screenshot below and select the unzipped file. Note that the file name must end in **.img**.



8. Check that the drive selected for burning is the SD card that you inserted above (**E:** in this example). **Check this carefully.**
9. Click the Write button. You will receive a confirmation dialog.



10. Click Yes. It will take several minutes to burn the software to the card. When it completes, eject the drive from the computer using the Windows "Safely Remove Hardware and Eject Media" function, then physically remove the card.

3. UPGRADE PROCEDURE

11. **Power off the DEQX with the rear panel switch. Unplug the power cord.**
12. Remove the top cover (14 x 2mm hex screws).
13. Remove the four screws holding the power supply and display processor sub-assembly to the chassis. These screws are the large screws (PoziDriv or Philips #2) shown in Photo 1.
Note: the screws to remove are the four large screws indicated, not the smaller black screws near them (only partially visible in the photo).
14. *Gently* lift up the sub-assembly on the side closest to the front panel of the DEQX. While doing this, you can move the sub-assembly to the rear a few centimeters to ease access. Be careful not to strain any cabling. Locate the slot for the microSD card and insert it with the copper connectors down, as shown in Photo 2.
15. Gently push the microSD card into the slot until it latches in place. This is shown in Photo 3.
16. Reposition the sub-assembly in its original position and re-attach it with the four screws. Ensure that each one has its lock washer. *It is important that the screws be re-attached before proceeding, as the screws electrically ground the sub-assembly to the chassis.*

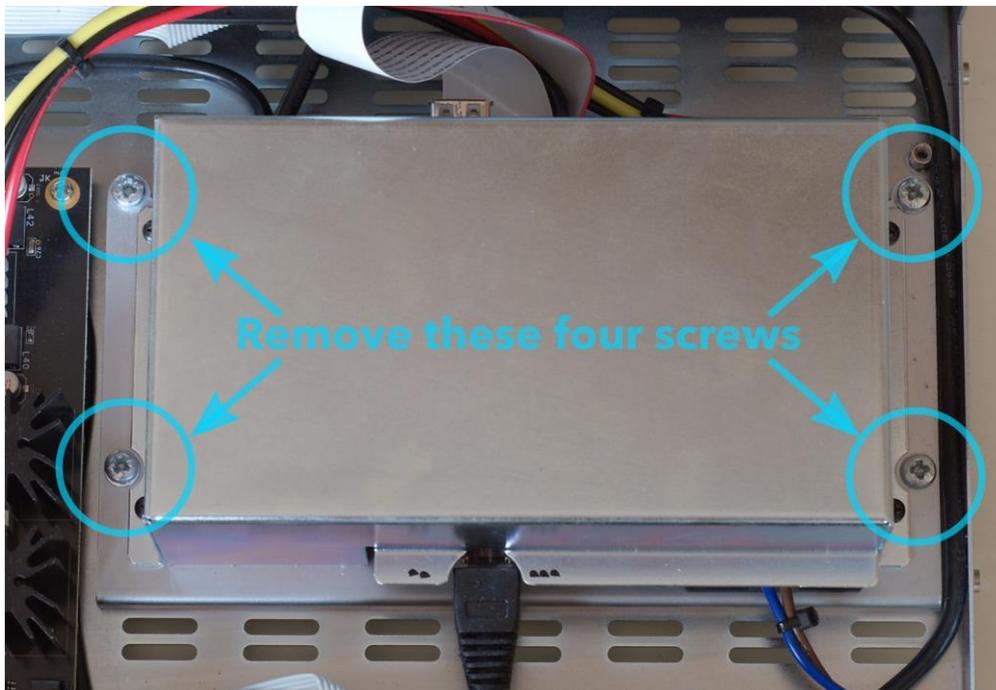


Photo 1. Screws holding display CPU cover

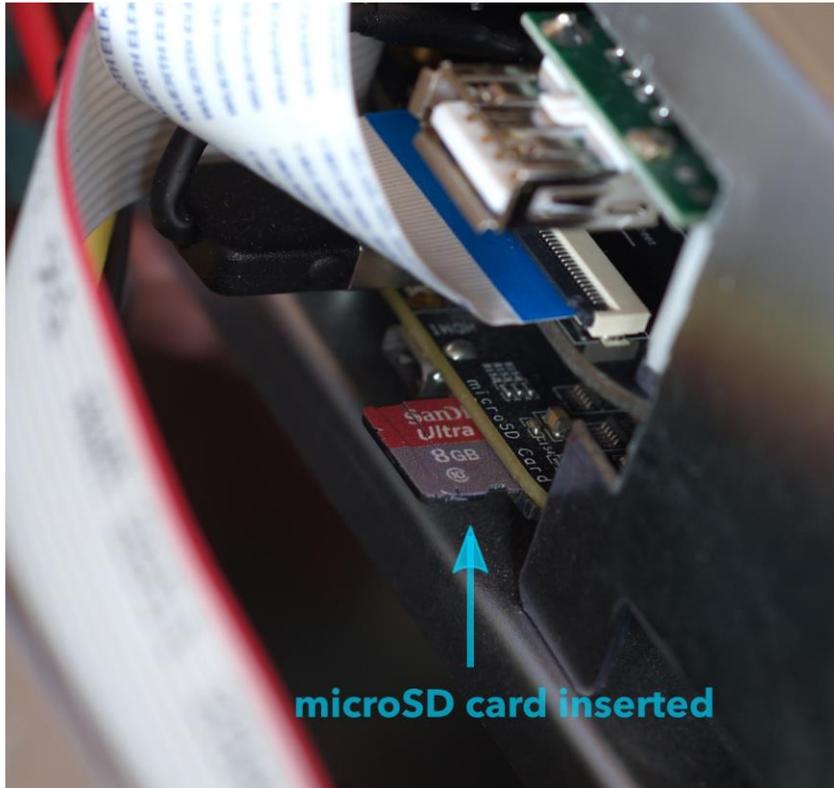


Photo 2. microSD card inserted

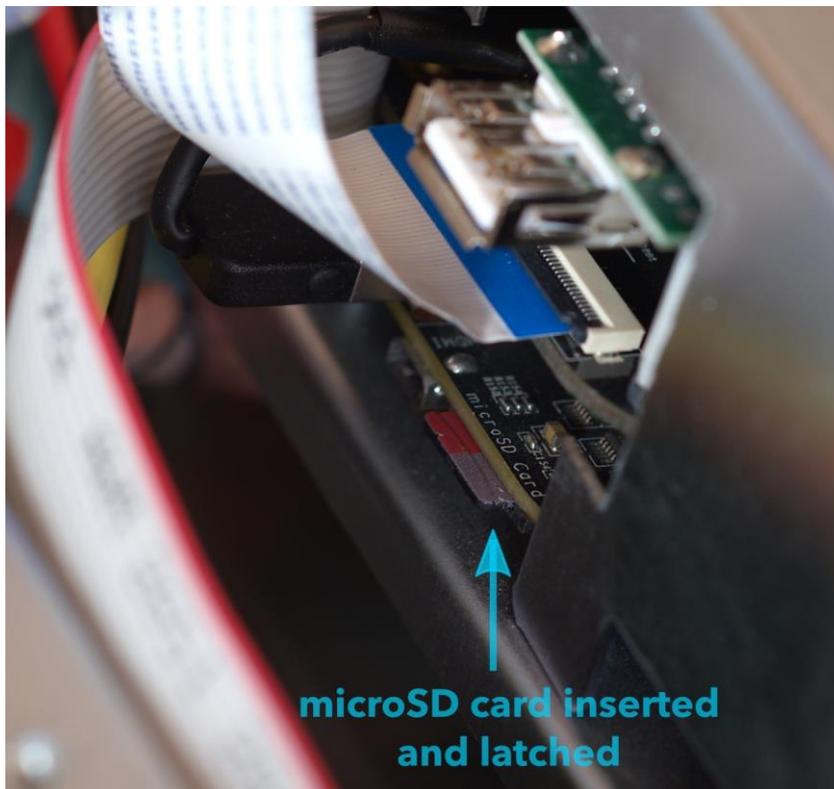


Photo 3. microSD card inserted and latched

17. Connect the power cord and turn on the rear panel switch.
18. The DEOX will start the upgrade process. The front panel touchscreen will **not** turn on. You can confirm that the upgrade is in progress by observing the power supply and display processor sub-assembly from the rear of the DEOX. About 30 seconds after power-on, the four blue LEDs indicated in photo 4 will cycle back and forth.
- 19. Do not turn off or unplug the DEOX while the upgrade is in progress.**
20. When the blue LEDs stop cycling and turn off, the upgrade process is complete. This will take several minutes.
- 21. Turn off the DEOX with the rear panel switch and remove the power cord.**
22. Gently push on the microSD card and unlatch it. It will return to the position shown in Photo 2. You should be able to do this without unscrewing the power supply and display processor sub-assembly. There is no need to remove the card – it can be left in the slot in the unlatched position.
23. Replace the top cover and secure it with 14 x 2mm hex screws.
24. Connect the power cord and power on the DEOX with the rear panel switch.
25. Check the firmware version on the Settings screen (Photo 5). It should read **0.26.05**.



Photo 4. LEDs cycle while upgrade is in progress

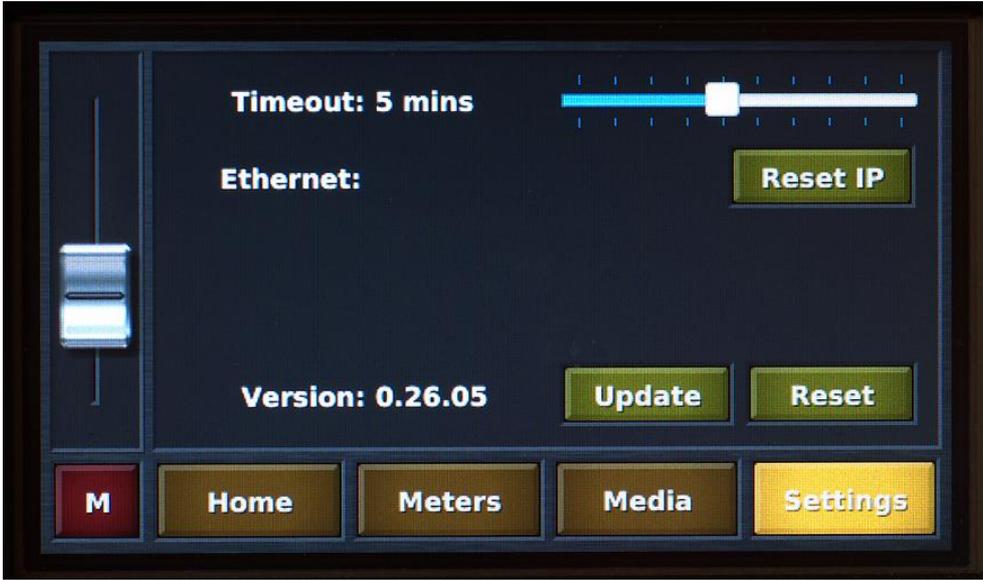


Photo 5. Display firmware version