

CLASSE

Date: July 19, 2017

Model Number: **Sigma SSP (both Original SSP as well as MkII Models)**

Subject: **Firmware Update Procedure v1.1**

*In order to benefit quickly from upcoming Firmware Updates,
please register your Sigma SSP with Classé today at:*

<https://classeaudio.com/warranty-registration/>

Unified Update Package

This Firmware is a so-called “Unified Update Package” that can be used to update any Sigma SSP, that is:

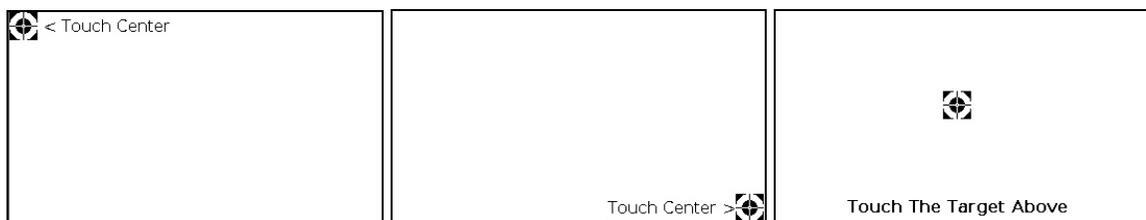
- Original Sigma SSP with HDMI 1.4 Video Board (HD);
- Upgraded (original) Sigma SSP with HDMI 2.0 Video Board (4K UHD) and new DSP Board;
- Native Sigma SSP MkII.

Firmware Update Procedure

1. Download the latest Sigma SSP Firmware (SigmaSSP.zip file) to your local computer;
2. Unzip the “SigmaSSP.zip” file on your local computer;
3. Then, move or copy the unzipped folder called “SigmaSSP” to a clean (new) USB key;
4. Make sure the “SigmaSSP” folder is located at “root level” of the USB Key. If the “SigmaSSP” folder is located within another folder -- or if the folder’s name is different in any way -- the update will not take place;
5. Eject the USB stick from your computer;
6. Power OFF the Sigma by using the rear panel switch;
7. Put the USB stick into the front USB port of the Sigma SSP;
8. Power ON the Sigma SSP using the rear panel switch;
9. The update process will begin automatically and will take approximately 15 - 20 minutes, depending on the Type of Sigma SSP;
10. During the Firmware Update the Main Display will remain dark for most of the time. The standby LED will show various states. Do not interrupt the update process;
11. The end of the Update Procedure is marked by one of the two following events, please follow the appropriate instructions -- **step 12 for Sigma SSP (original), step 13 for Sigma SSP MkII** (next page).
 12. **For Sigma SSP (original HD Version):** At the End of the Update Procedure, a white calibration screen will occur, asking you to touch some targets on screen for proper calibration.
 - a. For an ideal screen calibration, make use of a stylus or the tip of an eraser head. Press the target, then do the same in the lower right corner and center of the screen as prompted (see picture below).
 - b. When completed, the unit will go into operation.

13. **For Sigma SSP MkII** : At the end of the update procedure, the unit will display the Home Menu. The last step left to do is to activate the Screen Calibration.

- a. First, tap the Home Menu (repeatedly if needed) to activate the Screen Calibration.
- b. The Screen Calibration will show a white display with targets.
- c. For an ideal screen calibration, make use of a stylus or the tip of an eraser head. Press the target, then do the same in the lower right corner and center of the screen as prompted (see picture below).
- d. Once finished, the unit will power cycle (shut down, then go into standby)
- e. The unit is now ready for use.



Note: If you missed hitting the center of the target, the calibration process will restart.

14. Remove the USB Key from the Front USB Slot.

15. You are now ready to use the updated Sigma SSP.

16. FINAL VERIFICATION:

- a. Press MENU then STATUS. Verify that the Firmware indicated on screen is indeed the expected latest Firmware version.
- b. If it is not, then check your USB Key. It will contain and APPLOG and BOOTLOG file. Please send these files to us by e-mail and we will analyse the issue.
- c. For those who upgraded their original SSP to MkII: modify those settings that may have become obsolete due to the update, notably certain Favorite Modes and Configurations.

• **What do I do if the Update Fails?**

The update has failed if there is no expected activity for a period of time longer than 20 minutes. If the update fails, the unit will try and revert back to its previous Firmware. Here are some troubleshooting steps:

- Check if the SigmaSSP folder is not a “nested” folder on your USB Key (a folder within a folder). This happens quite often and prevents the Update from starting altogether.
- Try the update again, using a different USB Key, preferably a clean new key from a known Brand. Although rare, there have been some reports of update failure due to the integrity of the USB key.
- If problems persist: on the USB Key you will find two extra files called APPLOG and BOOTLOG. Send these files to us by e-mail for evaluation.

17. Finally, register your Sigma SSP today with Classé. This way we can contact you with future Firmware Updates as they become available:

<https://classeaudio.com/warranty-registration/>

Contact us for Technical Support at support@classeaudio.com

For Support in Europe you can also contact classeurope@bwgroup.com

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