

AVR11/AVR21/AVR31/AV41 Software 1.62 2057

Release Notes

Required Equipment:

1. Wi-Fi Internet router
2. Android or iOS device with Google Home App installed
3. Low capacity USB Memory stick 1GB to 8GB
4. Latest Unit Software. (visit www.arcam.co.uk)
5. Computer with Internet access.

Recommended Update Method: USB Update

1. If any power amps are connected to the unit being updated then power them off.
2. Confirm the current software version installed by pressing and holding the “MENU” button on the front panel for 5 seconds. Scroll through the options checking **HOST** and **NET** versions comparing them to the latest release versions.

USB update (HOST and NET):

1. Once you have confirmed the currently installed versions, exit the engineering menu. If an update is required, locate the Unit Software files download from www.arcam.co.uk. You must unzip the folder (In windows right click the folder and select “Extract All”)
2. Once you have extracted the files, copy the files ending in **“.SWU” & “.FW” ONLY** on to a freshly FAT32 formatted, USB Thumb Drive. After the copying process finished, the .swu and .fw files should be the only files on the USB drive. Safely eject the USB Drive before disconnecting (In windows right click the drive and select “Eject”).
3. Turn on your AVR making sure it is fully booted (> 40 Sec).
4. Insert the USB Stick in to the AVR.
5. Press & Hold INFO & DISPLAY simultaneously till the NET Update process starts. This update will take around 25 minutes.
6. When complete, the AVR will reboot and then prompt you to press “OK” to reset all settings or press “DIRECT” to skip the reset.
*It is worth noting that a HOST reset will delete all user settings configuration data. Dirac calibrations will be deleted and will need reloading on to the unit after the reset.

Useful commands

- INFO & ZONE (INFO & SYNC on AVR11) = Full factory reset of both HOST and NET
- INFO + MODE = HOST reset (leaves Google Home and Network details intact)
Net can be individually reset from within the Web Configuration page
- INFO + DISPLAY = starts a USB update.

Alternative Update Method: Automatic Over-the-Air Update

1. Setup the AVR within Google Home App to enable the Auto-Net-Update feature.
2. Go to MENU > HDMI SETTINGS > HDMI Bypass & IP = **HDMI & IP ON**
This Setting will prevent the Unit from entering the “low power standby” and will keep the NET Part of the AVR active when in standby. Once an update is released, your AVR will automatically download and install the NET update overnight.
3. Either:
 - a. You will be notified next time you start the AVR that an update is available. Power off any connected power amps and then press “OK” to process the update. This will take 90 minutes to complete.
 - b. To manually start a HOST update after the automatic NET update, enter the engineering menu by pressing and holding the “MENU” button on the front panel for 5 seconds. Then select “Check for Update” – the HOST will now update.
This will take 90 minutes to complete.
4. When complete, the AVR will reboot and then prompt you to press “OK” to reset all settings or press “DIRECT” to skip the reset.
*It is worth noting that a HOST reset will delete all user settings configuration data. Dirac calibrations will be deleted and will need reloading on to the unit after the reset.

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Software Release: 1v62_2057

Host Version 1.62

LCD/IAP 0.93/0.04

DSP1 02.03 / 03.08

DSP2 00.01 / 01.48

DTS/IMAX 3.90.50.1/390.508.2.0

OSD 0.03

DAB 303 / 561

NET 0.100.2057

BT 0.7 (or higher, depending on build)

Fix List:

Improvements in eARC compatibility.

Introduction of Tidal Hi Res compatibility for Tidal Connect.

Software Release: 1v60_1738

Host Version 1.60

LCD/IAP 0.93/0.04

DSP1 02.03 / 03.08

DSP2 00.01 / 01.48

DTS/IMAX 3.90.50.1/390.508.2.0

OSD 0.03

DAB 303 / 561

NET 0.100.1738

BT 0.7 (or higher, depending on build)

Fix list:

IMS23241: Dirac test tones intermittent after playing specific formats.

IMS24581: Transition from 2.0 > MCH content (Amazon Firestick/Firecube as source) AVR still behaves as if receiving 2.0.

IMS24941: Cycling through EQ carousel using IP command. After 2nd command response is buffered or command is disregarded.

IMS24867: When all 16 speaker channels assigned, distance info is not always remembered for Top Back Right channel.

IMS24963: Blank/backlit unit display when powered up by CEC after notifying of a software update.

IMS24905: Secure Backup via web GUI not working correctly.

IMS24877: Missing text on OSD.

IMS25085: When playing content from Apple TV, specific frame rates are reported incorrectly in MENU > GENERAL SETUP

IMS25189: HDMI input only (no output connected) audio is not locked when HDMI 2.1 unit starts.

IMS25231: Allow discrete IP controller disconnections.

IMS25024: Brief periodic flashes of white/snow with 4k HDR content from Kaleidescape.

IMS25305: DSP2 boot check fail.

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Release Notes

Software Release: 1v58_1585

Host Version 1.58

LCD/IAP 0.92/0.04

DSP1 02.03 / 03.08

DSP2 00.01 / 01.48

DTS/IMAX 3.90.50.1/390.508.2.0

OSD 0.03

DAB 303 / 561

NET 0.100.1585

BT 0.7 (or higher, depending on build)

Fix list:

IMS21059: With Z2 on and Z1 off the front panel display back light remains on

IMS22966: Add NET recovery via USB mode feature

IMS24389: Intermittent audio drop outs with PS5

Software Release: 1v54_1496

Host Version 1.54

LCD/IAP 0.90/0.04

DSP1 02.03 / 03.08

DSP2 00.01 / 01.01

DTS/IMAX 3.90.50.1/390.508.2.0

OSD 0.03

DAB 303 / 561

NET 0.100.1496

BT 0.7 (or higher, depending on build)

Fix list:

Fix issue with streaming service endpoint

Software Release: 1v54_1426

Host Version 1.54

LCD/IAP 0.90/0.04

DSP1 02.03 / 03.08

DSP2 00.01 / 01.01

DTS/IMAX 3.90.50.1/390.508.2.0

OSD 0.03

DAB 303 / 561

NET 0.100.1426

BT 0.7 (or higher, depending on build)

Fix list:

First release.