



Bedrock SMxx firmware update procedure

Step 1. Download the update package

- Go to our website: www.bedrock-audio.com/support.
- Find the correct update package for your device type (SM30, SM50 or SM90). If you choose the incorrect model, the package will *not* install.
- Choose the latest firmware version from the list of available firmwares.
- Download the update package (with extension .EAP) to your computer.

Step 2. Copy the update package to your SMxx

- Connect your SMxx via USB. The SMxx will present itself as a removeable storage device. On Windows, a drive letter will be assigned (e.g. F:). On Mac, the SMxx will appear as a “location” in your Finder (e.g. “SM50” or “No Name”).
- Copy the .EAP update package to the folder UPDATES on the SMxx.

Step 3. Install the update

- Connect your SMxx to an external power source, e.g. its standard USB charger. Power interruptions during the update will cause the update to fail and may render your device inoperable. Take your time for this step. **NOTE THAT THE FULL UPDATE PROCEDURE MAY TAKE AS LONG AS 90 MINUTES.**
- Power cycle the device (shut down and turn on again).
- The SMxx will now boot in “update mode.” You will see a black screen with a clock animation and some text. Wait until the SMxx has checked the update package (checksum verification and compatibility scan). This stage is finished once the version number appears on the screen and the percentage completion appears.
- Now wait for the update to complete. The device will reboot once completed, running the new firmware.

Step 4. Check the new firmware

- Start the “Status” module from the main menu. Verify that the Firmware version number listed here matches the installed version.

Troubleshooting firmware updates.

Potential issue: SMxx does not connect over USB as a mass storage device

- Check the USB cable. Always use the original cable supplied by Bedrock.
- Check if the SMxx may be powered from your USB port instead of using a data connection (it cannot do both at the same time). Reconnect the cable, and power “connect” on the SMxx display instead of “power only.”
- Check a different computer, USB connection issues may occur on Windows computers with non-standard drivers and older Windows versions.
- In some cases, in particular on Windows 7 machines, Windows shows a dialog when connecting: “X:\ is not accessible. Incorrect function.” This is caused by the fact that USB caching has been disabled. Try taking the following steps:
 - The SMxx should be assigned a drive letter. Find the drive, and right click. Choose "properties"
 - Go to the hardware tab. Click on the "properties" button
 - Click "change settings"
 - Go to the "policies" tab
 - select "Better performance" instead of "Quick removal"

Potential issue: The updater returns an error code

- Please check the updater error codes (and fixes) in the table below.

LED state	Meaning
Error 17	Not a valid file. The update package failed to produce the correct checksum during the file verification procedure. This is usually caused by a corrupted or incomplete package download. If this error persists on Windows 7, try the instructions given in the previous section of this document to enable USB caching.
Error 18	File transfer failure. The transfer of one of the packed files failed. This may have various causes, but most likely it is a (possibly temporary) issue with the internal file system. If you keep getting this error, please contact support.
Error 19	Update package does not match device type. The update package copied to your device is intended for a different model. Please download an update package for your device model and try again.
Error 20	The update package does not contain device type info. The update package copied to your device does not contain device type information. Most likely, you are trying to install an older firmware version on a newer device. Try installing a package for version 1.8.0 or higher. If you urgently need to roll back to an older firmware version, contact support.

Potential issue: The updater exist without installing the new firmware

- In rare cases, the update may fail because of an exception raised by the system during the install process. The SMxx will then revert to the old firmware and abort the update process. Please retry the update. If the problem persists, contact support.