

# Software Update Instructions

Software updates are provided through internet and transferred from Trinnov Audio server directly to the customers. To ensure a fast and efficient update procedure, please respect the following instructions:

## 1) MAKE SURE YOUR TRINNOV CAN REACH OUR SERVER

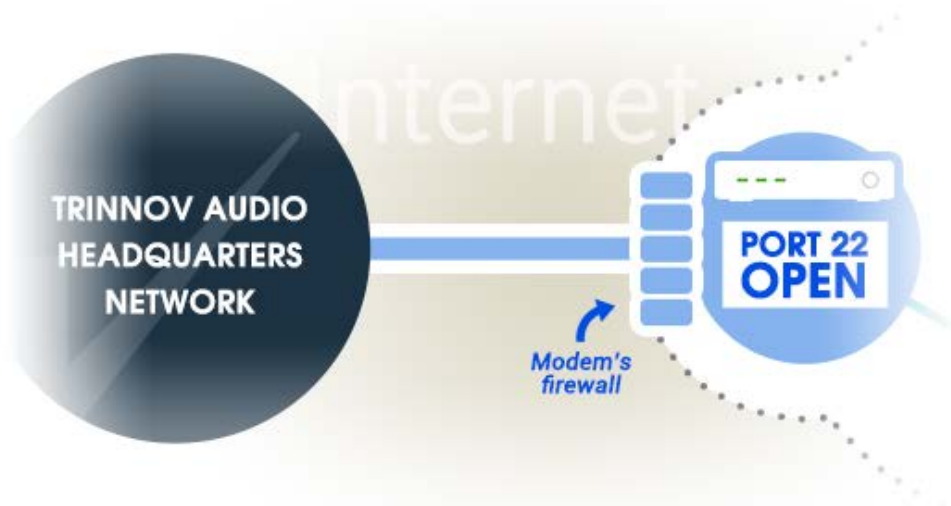
Check the network status of your device to make sure that Trinnov Audio server can be reached:

- Software version 3.6 and older: in the Setup/System Status page.
- Software version 3.7 and newer: Setup/Network page.

A Network status indicating « Local Network » or « Internet OK » indicated that Trinnov Audio cannot be reached.

In most domestic environment, configuring the Trinnov as DHCP client and connecting it to the Internet Service Provider Box / Modem should meet all necessary conditions.

In this situation, if the Network status still does not indicate the status « Connected to Trinnov Audio Server », please **make sure a firewall does not block outgoing connections to port 22**.



## 2) CONTACT YOUR LOCAL DEALER TO SCHEDULE THE UPDATE

Depending on the connection speed, updates may take from 15 to 30 minutes.

Updates will not be provided if the conditions above are not respected.

Thanks for your understanding.