



Firmware 4.9 Update Guide for PC Users

This is your guide to updating the firmware on your Naim streaming product. Please ensure that you read this document carefully before beginning the update process and keep it to hand for reference throughout.

Before we start...

Check your existing software version

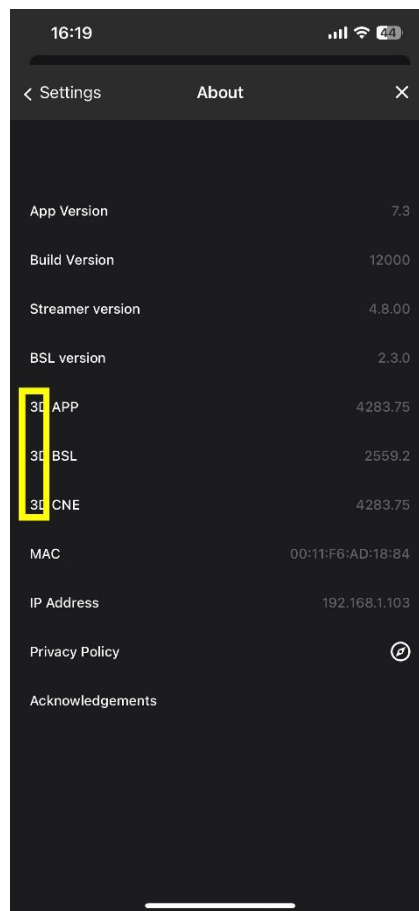
Firmware 4.9 can only be applied to products running Firmware 3.0 or above, so it's crucial you check which version you are running. Here's how:

- Press the 'spanner' symbol on your remote control handset – this will activate an on-screen menu on your Naim unit.
- Select 'Factory Settings' then 'System Status'
- Press the 'up' arrow on your remote control and check the version number.

If your Naim product is running Firmware 3.0 or above you can apply the Firmware 4.9 update.

If your Naim product is running earlier versions of the software – for example 2.9 – do not attempt the update, or your product will become inactive.

Please note, you must have a 24/192 compatible unit in order to use the new internet radio service. This can be checked from within the app by navigating to Settings -> About. If the number highlighted below is a 1 or a 2, your unit is not compatible.



Ensure you are running the latest version of the Naim App

The new Naim internet radio is also dependent on users running a recent version of the Naim App – your smartphone or tablet must be running version 7.3.0 or later.

If your Naim product is running Firmware 3.0 or above and your phone/tablet is running Naim App 7.3.0 or above, proceed to update.

Unlike newer Naim streaming products, which allow for ‘over the air’ updates, these older-generation models require direct computer connection to be updated.

Here is what you will need:

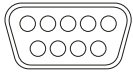
- Your Naim streaming product – it must be switched on, working correctly and connected to the Internet and a USB port on your computer throughout the update.
- Your Windows PC – if using a laptop, ensure it is mains powered throughout the update process.
- The correct cabling/adapters for your device, plus the appropriate drivers – see next page

- The latest version of Naim Streamer Updater software, which includes the Firmware 4.9 update – available to download [here](#)

Connection Types

The rear of your product will have either:

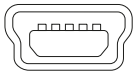
1) A 9-Pin D-Type RS-232 upgrade connector which will look like this:



In which case you will require a USB to RS232 adapter which is supported by your version of Windows.

We recommend products using either “FTDI” or “Prolific” chipsets for reliability. You should install the USB to RS232 adapter in accordance with the suppliers / manufacturers instructions.

2) A mini-USB B upgrade connector which will look like this:



In which case you will require a fully wired USB A to Mini-USB B cable (“Charging Only” cables cannot be used as they are not wired for data transfer) and you will need to install the following driver.

http://www.silabs.com/Support%20Documents/Software/CP210x_VCP_Windows.zip

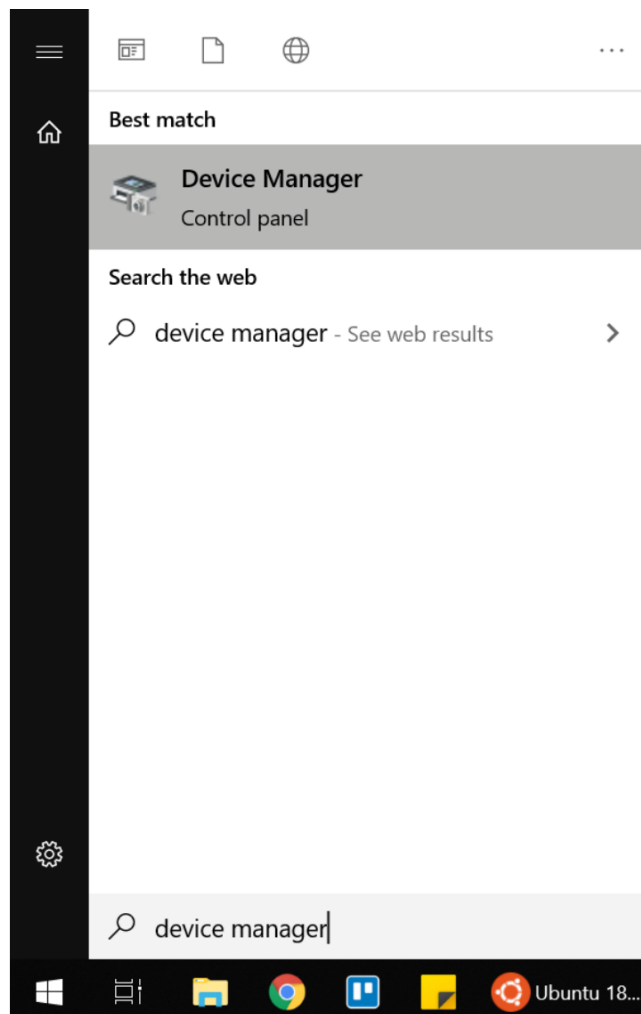
IMPORTANT: If you are using a laptop, ensure that it is connected to mains power throughout the update

1.0 Checking for correct driver installation.

Before beginning the update process you should check that the USB driver has been properly installed.

If you are using a USB to RS232 adapter then the driver will show up without the streamer connected and powered up, if you are using a USB to Mini-USB B lead then the streamer will need to be connected to your computer and powered on for the driver to be visible.

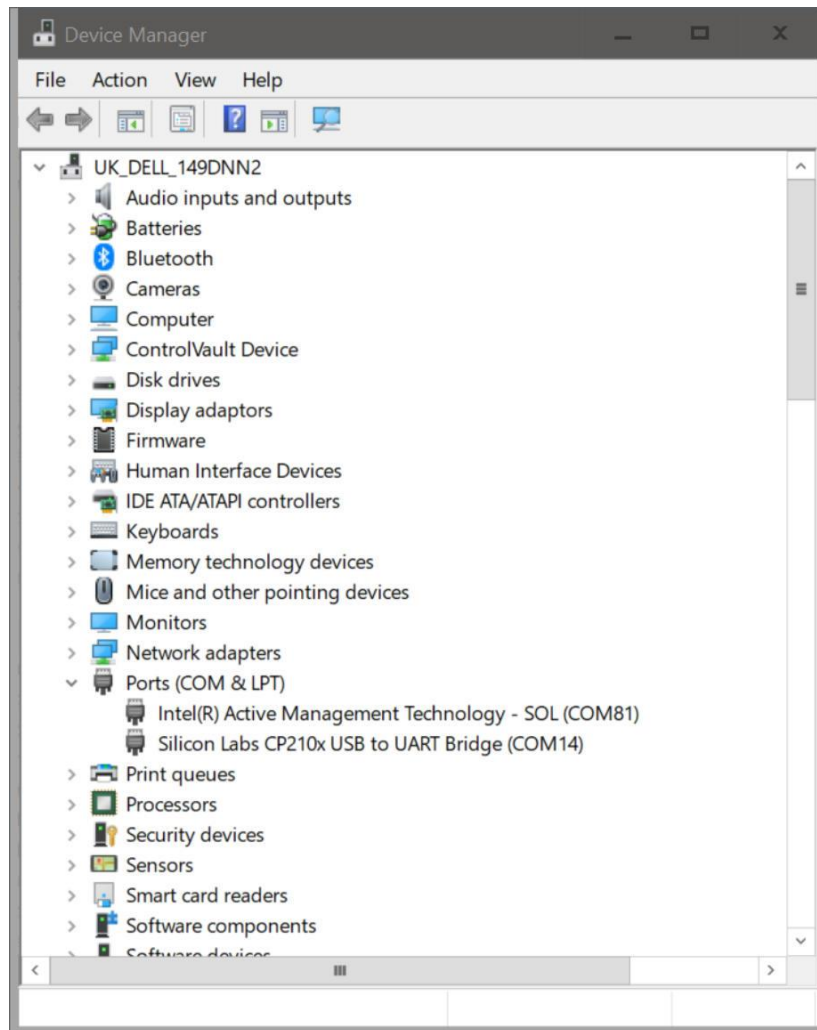
To check to see if the COM ports are correctly installed go to the Windows start menu and type “Device Manager”. You should see “Device Manager” as the first entry in the results list, click on it to bring up the Windows Device Manager.



Click on the arrow to the left of “Ports (COM & LPT)” and the view should expand to show all available COM ports.

A Naim product using a USB to Mini-USB connection should show as “Silicon Labs CP210x USB to UART Bridge” followed by “(COMx)” where x is the COM port number. If you are using a USB to RS232 interface then it will be listed as “USB Serial Port” (or similar) followed by “(COMx)” where x is the COM port number.

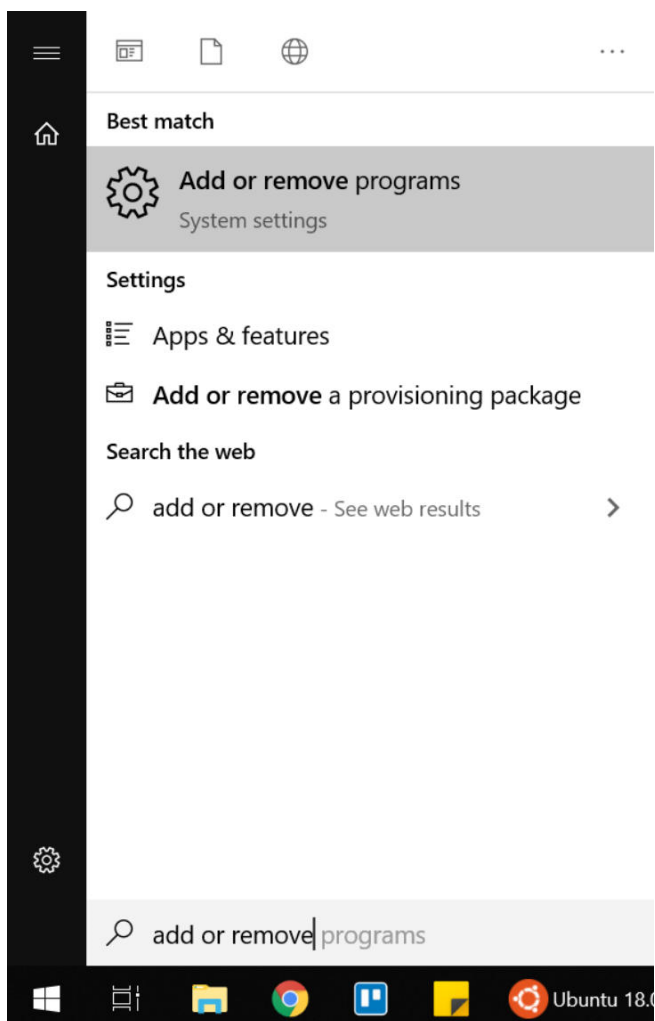
In either case, please take a note of this as you will need to select this COM port in the updater application when updating your product.



2.0 Uninstalling previous versions

PLEASE NOTE: It is strongly advised to uninstall any previous Streamer Updaters you may have on your computer

To uninstall an existing Streamer Updater, go to the Windows start menu and type “Uninstall a program”. You should see “Uninstall a program” as the first entry in the results list, click on it to bring up Windows Program Manager.



Select the Naim Streamer Updater and click Uninstall.

You are now ready to install the new version of Naim Streamer Updater.

Apps & features

Apps & features

Manage optional features

Manage app execution aliases

Search, sort and filter by drive. If you would like to uninstall or move an app, select it from the list.

Sort by: Name ▾

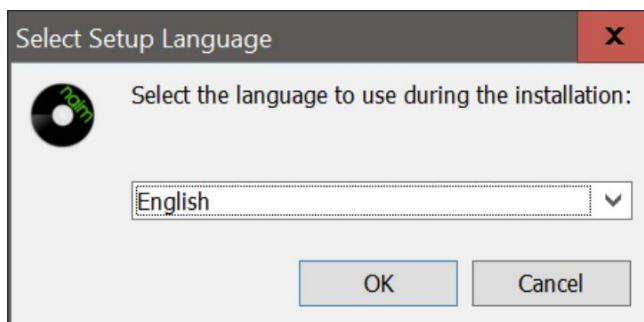
Filter by: All drives ▾

	Naim Streamer Updater 4.7.31(14766) 4.7.31(14766)	568 MB 05/08/2021
Modify		Uninstall

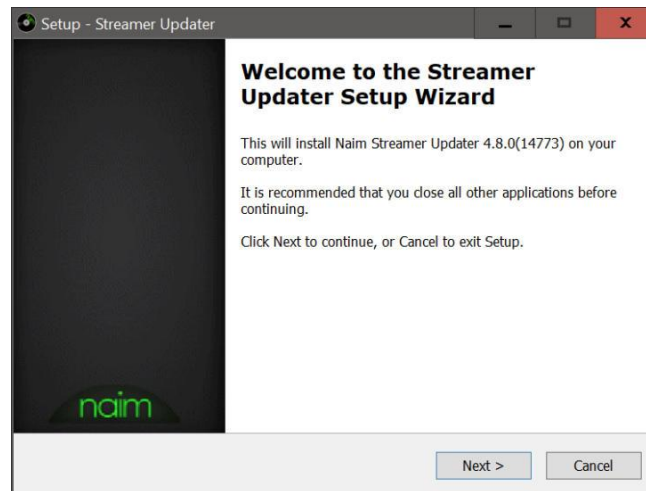
3.0 Streamer Updater installation

Extract and open NaimStreamerUpdater_4.9.0 (14895.WE_EE_FE_EA)_Setup_Signed.exe (If prompted to do so, click Yes on the User Account Control dialog.)

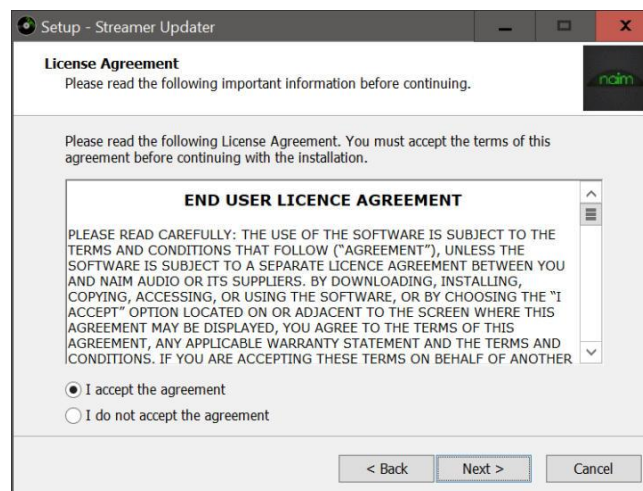
Select the desired language and select OK.



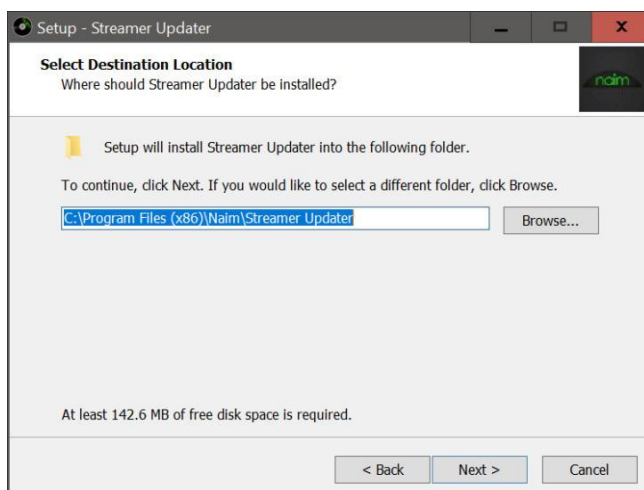
At the Welcome window, please read the information then press Next to continue



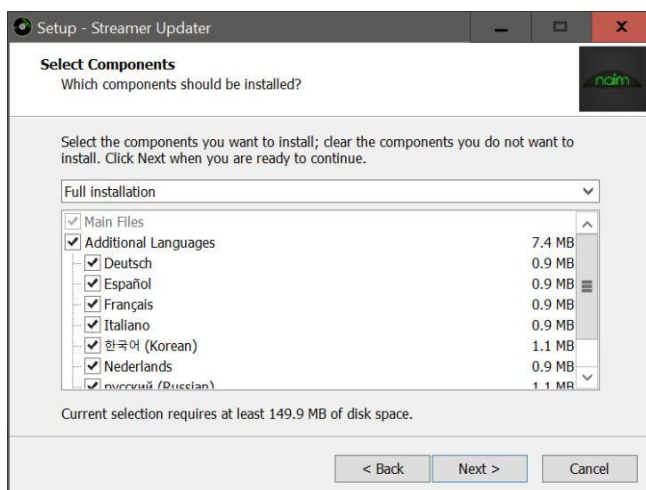
Read and accept the licence agreement, then press Next to continue.



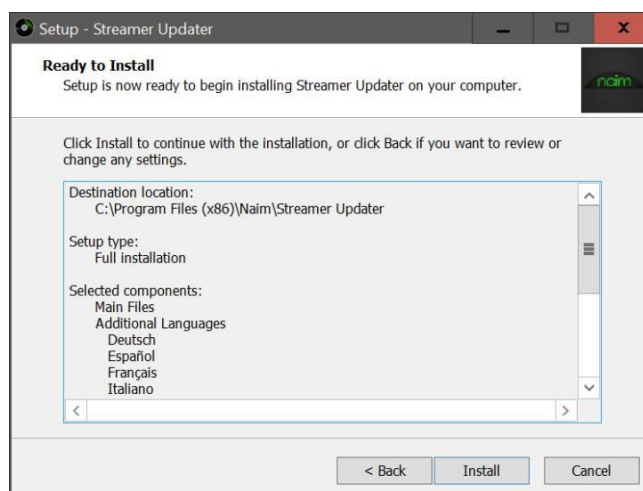
Select the Start Menu folder and press Next to continue.



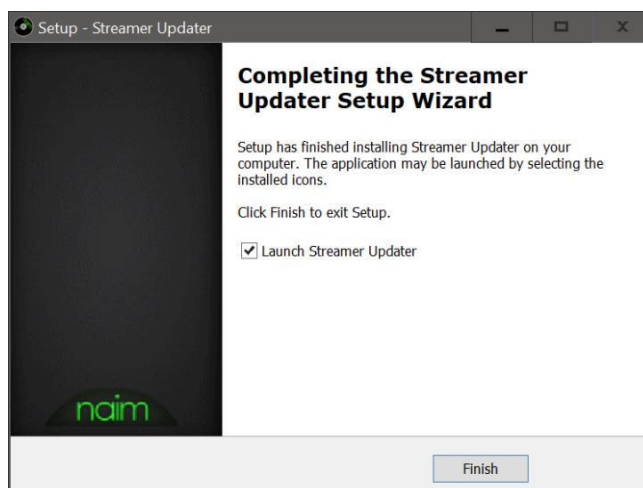
Leave the checkbox setting, press Next to continue, continue to do so until you reach the install window.



Check the installation settings then select Install to start the installation.



When the program has installed, click Finish to launch the upgrader immediately or, to run the upgrader at a later time, please deselect the “Launch Streamer Updater” checkbox, then click Finish.



4.0 Ensuring your computer does not sleep whilst updating.

PLEASE NOTE: Before starting the upgrade, please change your computers settings so that the PC does not go into sleep mode during the update.

To adjust the sleep mode options on your computer you will need to go to the Control Panel and select Power Options.

Using the dropdown menu for 'Put the computer to sleep:' select Never. Press the 'Save Changes' icon to confirm the changes.

Power & sleep

Screen

On battery power, turn off after

When plugged in, turn off after

Sleep

On battery power, PC goes to sleep after

When plugged in, PC goes to sleep after

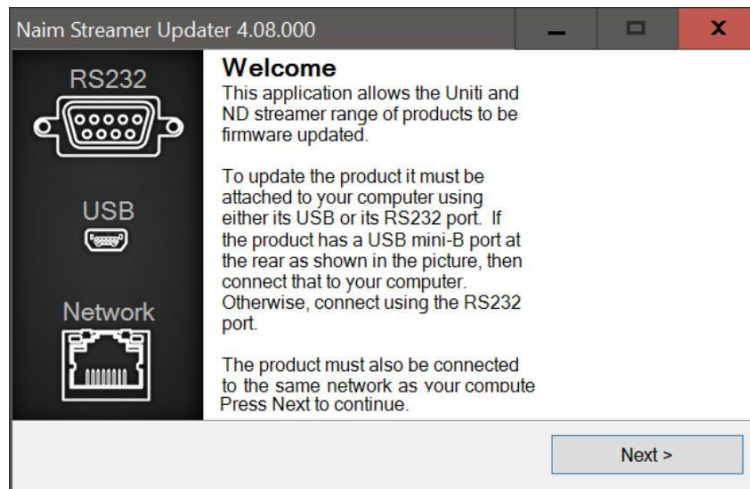
5.0 Running the Streamer Updater.

If the Naim Streamer Updater application is not running, double click on the Streamer Updater icon located on your desktop.

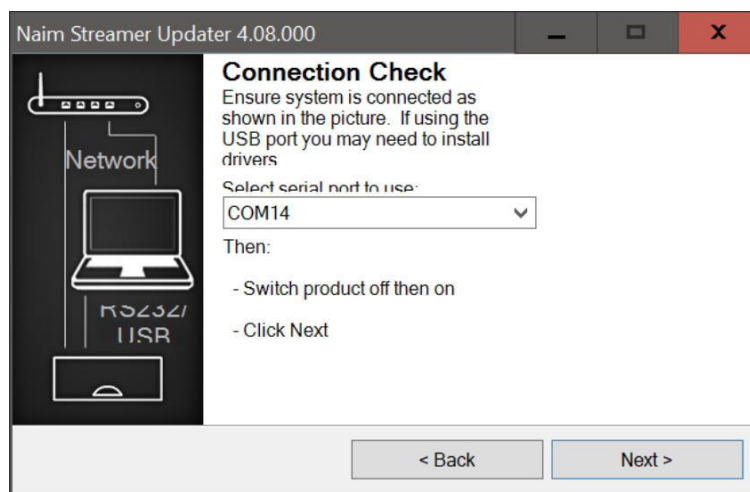
DO NOT SWITCH OFF THE UNIT OR ABORT THE UPDATE UNTIL IT HAS FINISHED

Please ensure that the product is connected to the same network as your PC via a wired connection and to your computer via the appropriate USB or USB to RS232 cable.

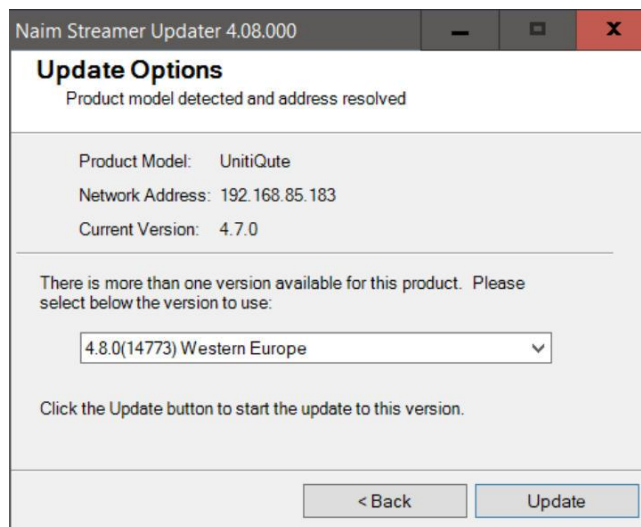
If using a wireless connection, find and make a note of your products IP address. This is found by selecting List > Factory Settings > System Status > IP.



At the Welcome page, read through the information carefully and select Next to continue. Select, using the drop down menu, the COM port required.



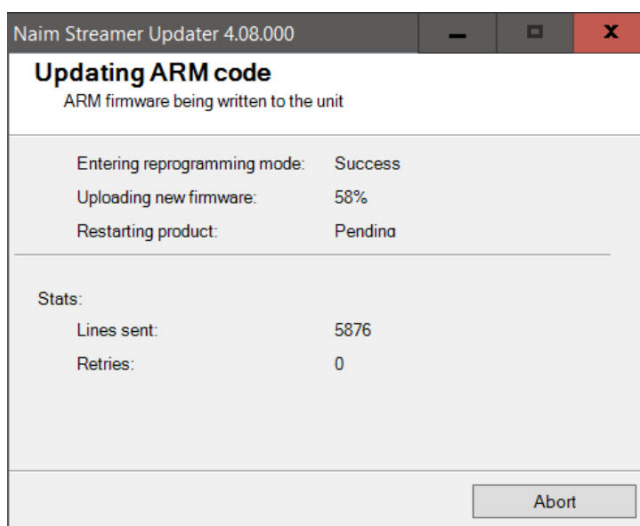
Turn off the Naim Streamer, leave it powered off for thirty seconds, then turn it on again and press Next within 60 seconds to continue, the updater application will wait for the Naim streamer to become ready before starting the update.



Once the Unit has been discovered, Select, from the drop down menu, the required version and click Update to begin.

This process will take several minutes and you will see the ‘Lines Sent’ indication counting rapidly. If you see any “Retries” being indicated then you may have a faulty USB to RS232 adapter or USB to Mini-USB B cable.

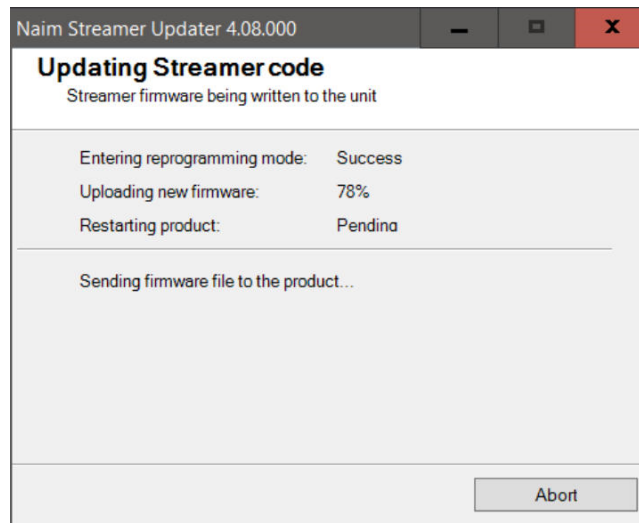
If required, the Streamer Updater will update the ARM. The front panel will say ‘Firmware Upgrade’ Once complete the product will reboot and continue with the update.



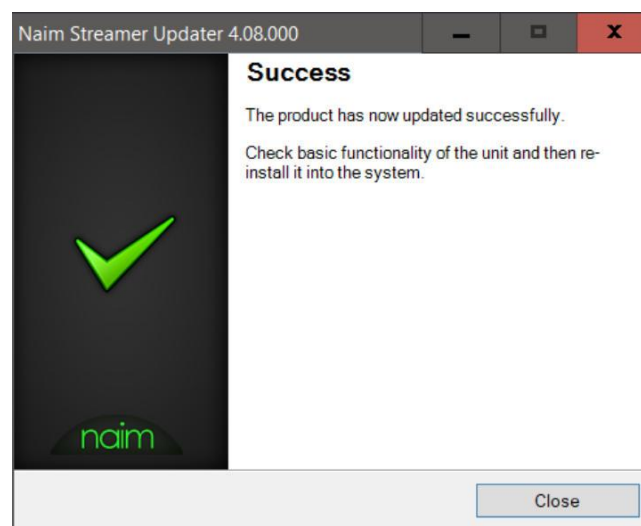
If required, the Streamer Updater will update the DSP Bootloader. The front panel will say 'DSP Update'. Once complete the product will reboot and continue with the update.

If required, the Streamer Updater will update DSP app. The front panel will say 'DSPDAC update'. Once complete the product will reboot and continue with the update.

The Streamer Updater will update the Streaming code. The front panel will say 'Streamer Update'.



Once complete the product will show 'resetting streamer' and reboot to the last input used.



Your local Naim dealer should be experienced in the update process and be able to help you with any queries.

If any part of the update fails, please make note of the updater messages regarding the problem found and contact Naim Support at **support@naimaudio.com** – including a screenshot or a photo of any updater error message would be helpful.