



SERVICE HINT

Product	C368/C388	Reference No.	C368_C388-HINT2021-01
Subject	Recover front panel display	Date	12 August 2021
DESCRIPTION	Guidelines on how to recover front panel display when wrong firmware is installed		

The following is a guideline on how to recover your C368 or C388 if firmware versions Main 1.75 and VFD 1.22 were inadvertently loaded to your unit that has originally installed firmware versions Main 2.02 and VFD 2.01.

IMPORTANT

- **C368:** Firmware versions Main 2.02 and VFD 2.01 (and their iterations) are installed from serial number H217C368G27634 (with the exception of H217C368G27637, H217C36827634, H217C36827659, H217C36827636 and H217C36827635).
- **C388:** Firmware versions Main 2.02 and VFD 2.01 (and their iterations) are installed from serial number H216C388G12243 (with the exception of H216C388G12250, H216C38812260 and H216C38812744).

GUIDELINES ON HOW TO RECOVER FRONT PANEL DISPLAY

A Update VFD

Below is the first process to undertake. Load VFD firmware 2.01

- 1 Unzip firmware file "C368 MCU 2.02 VFD 2.01.zip" or "C388 MCU 2.02 VFD 2.01.zip" depending on the product model you are working on.
- 2 From the unzipped file, cut and paste the file "VFDGC368.bin" (or VFDGC388.bin) to a USB stick. **Do not include "NAD_C368.bin" (or NAD_C388.bin)!**
- 3 With the rear panel POWER switched OFF, connect the USB stick containing VFDGC368.bin" (or VFDGC388.bin) to the SERVICE port in the rear panel. Switch ON the rear panel POWER switch.
- 4 Press and hold front panel ENTER button and then press Standby button.



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- 5 Release hold of the ENTER button when the front panel display starts to show the VFD update progress like "VFD(GD) Update Progress: 10%".
- 6 Update is completed when the front panel display shows "VFD(GD) Update Progress: 100%". Display will momentarily turn black and then briefly show

VFD Upgrade Done
Pls Cycle Power

- 7 Display will again turn black and front panel Standby LED turns amber. VFD update is complete.
- 8 Remove the USB stick from the rear panel SERVICE port.

B Update MAIN

With front panel display restored and VFD firmware 2.01 installed, load now MAIN firmware 2.02

- 1 From the unzipped file, cut and paste the file "NAD_C368.bin" (or NAD_C388.bin) to the USB stick.
- 2 With the rear panel POWER switched OFF, connect the USB stick containing "NAD_C368.bin" (or NAD_C388.bin) to the SERVICE port in the rear panel.
- 3 Switch ON the rear panel POWER switch. Firmware upgrade will automatically start – refer to the front panel display to monitor upgrade progress.
- 4 After the upgrade process is completed (100%), the display will show

MAIN Upgrade Done
Pls Cycle Power

- 5 Cycle power by switching off the rear panel POWER switch. Remove the USB stick from the SERVICE port.