VIRTUS A3 FIRMWARE UPDATE MANUAL

UPDATE REQUIREMENTS

- Windows x86 64-bit
- Update ZIP package provided by CANOR
- USB-C cable

UPDATE PRODCEDURE

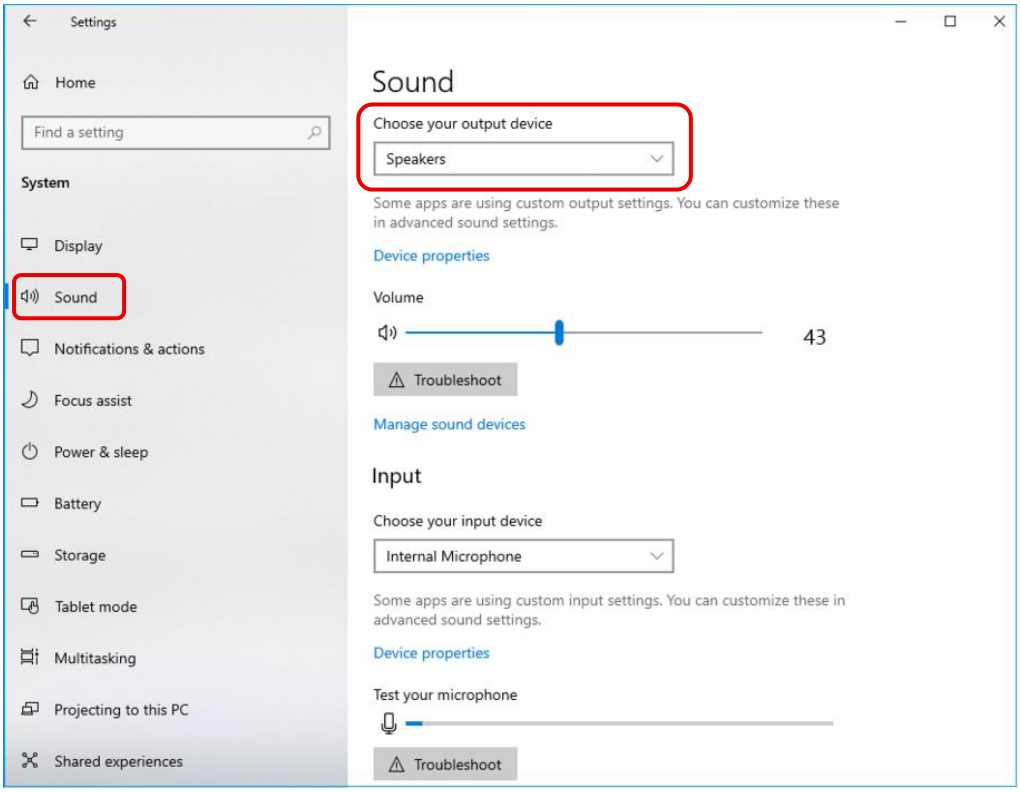
1. Unzip the entire ZIP file in a folder. This is necessary for the successful completion of the update.

2. Prepare your Windows PC for a firmware update of your Virtus A3 product.

3. Connect the Virtus A3 and your PC using a USB data cable. The Virtus A3 has a USB-C connector on its back panel.

4. If the Virtus A3 was not turned on using the main power switch on the back panel, turn it on now. Then turn the entire device to normal operating mode by tapping the display (the Virtus A3 will wake up).

5. Verify that communication between the PC and Virtus A3 is working by making sure that the Virtus A3 appears in the list of your audio devices, which means that it is visible to the PC.



6. Enable the update on the device's touchscreen, swipe up the bottom menu, then go to the last screen with the Update EN switch and hold the button. Update Enable is in active mode as long as the switch on the display turns to blue.





NOTE: After enabling the Update Enable feature, the device can continue to be used as normal. However, the Update Enable switch cannot be reset, which has no effect on the device functionality. The feature will reset after the device is restarted.

7. After enabling the Update EN function, point the remote control at the Virtus A3 and press the "Forward" key. This action will definitively switch the device into update mode. The Virtus A3 will disconnect from the PC as an audio device and connect as a "data device". The user can still interact with the device, but this is no longer recommended.

   ALERT: Do not turn off or disconnect the device from the power supply during the update.

8. Run the firmware update installation file named "VirtusA3_Update_Utility" with the .cmd extension from the update folder.

9. Follow the on-screen instructions in the installation file.

10. During the device update process, the Virtus A3's display will turn off, and update progress details will appear on the computer screen.

    ALERT: Do not turn off or disconnect the device from the power supply during the update.

11. Once the update is complete, power down the Virtus A3 by turning off the main switch on the back panel, then wait for 10 seconds.

12. Turn the device on using the main power switch located on the back panel.

13. After the update, the Virtus A3 must be turned on and off again using the device's display interface. The new firmware is applied only after a restart, since the system verifies the update during the first startup following after installation.

14. In the Virtus A3 user interface, check the current firmware version. That is, swipe up the bottom menu of the device and load the last screen that displays the current firmware version.

15. The device update is now complete.