

# USB update Canton Smart Products

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## Requirements

- Canton Smart Product with an USB-A connector.
- PC with Windows XP or newer.
- USB 2.0 USB Stick with more then 1GB space, but less then 32GB.
- The correct update files for your Smart device.
- A TV screen or Monitor connected to your Smart device for easier access to informations about the firmware version.

Hint: Basically every USB stick with a size between 1GB and 32GB can be used, but not every USB stick is supported by the Canton Smart products. In case of using a not supported USB stick no damage will be taken to either the Smart device or the USB stick, but the update process will not be initiated. The following Link directs you to a compatible USB stick.

[https://www.amazon.de/Intenso-Alu-Line-USB-Stick-anthrazit/dp/B009WQCIX0/ref=sr\\_1\\_1?dchild=1&hvadid=80058221820695&hvbm=be&hvdev=c&hvqmt=e&keywords=intenso+alu+line+4gb&qid=1603284008&sr=8-1&tag=hyddemsn-21](https://www.amazon.de/Intenso-Alu-Line-USB-Stick-anthrazit/dp/B009WQCIX0/ref=sr_1_1?dchild=1&hvadid=80058221820695&hvbm=be&hvdev=c&hvqmt=e&keywords=intenso+alu+line+4gb&qid=1603284008&sr=8-1&tag=hyddemsn-21)

## Why a USB update?

In some rare cases it may happen that your Smart device

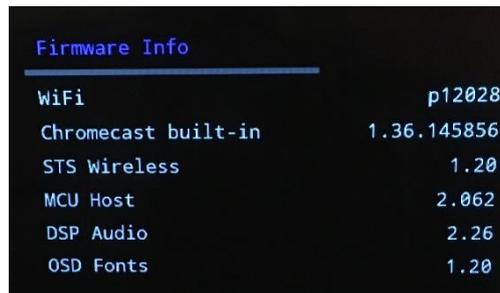
1. does not show the expected or correct behaviour
2. does not finish the update process

after an update over the internet.

## Preparations

1. Get informations about the firmware version installed on the Smart device.
  - a. Press the **M** button on your Smart remote or press and hold the  button on the touch panel of your Smart device for 3 seconds. **SPS** should then show in the front display.
  - b. Please press the the **Arrow Up** key once on the Smart remote resp. press the + key on the touch panel. **INF** should then be displayed.
  - c. Confirm your selection with the OK button on the Smart remote resp. by using the  key on the touch panel. **FWI** should then be displayed.
  - d. Press the **OK** button once again on the Smart remote resp. the  Key on the touch panel.

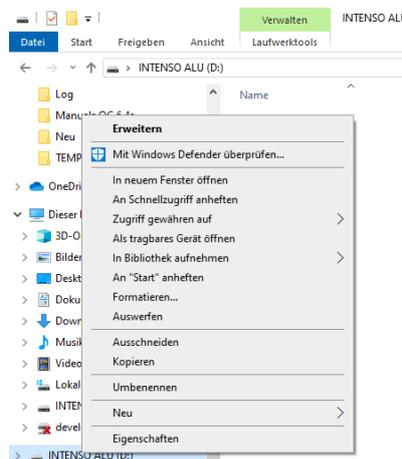
1. Please write down the information that is now displayed on your TV screen or take a picture like shown below.



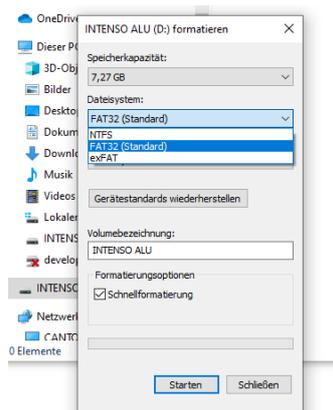
2. Now please contact the Canton customer support at [service@canton.de](mailto:service@canton.de) and provide all the information you have about your Smart device including the firmware informations. The customer support will then provide you with the corresponding update date for your Smart device via mail.

Note: In case you can not get the informations about the firmware because of the Smart device being in an update-loop, you need to send the device to the Canton Service Center.

3. Save the update date on your PC. It should be an archive in the .zip-format.
4. Please unzip the archive using any generic archive software (Winzip, WinRAR) to a folder on your PC or Mac.
5. Plug in the USB stick to a free USB port of your PC and format the USB drive in the FAT32 format. Please follow the steps below.
  - a. Select the USB stick with a right click in the windows explorer. The following context menu should open:



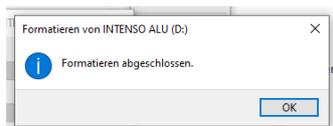
- Click on the item Format and choose FAT32 as file system.



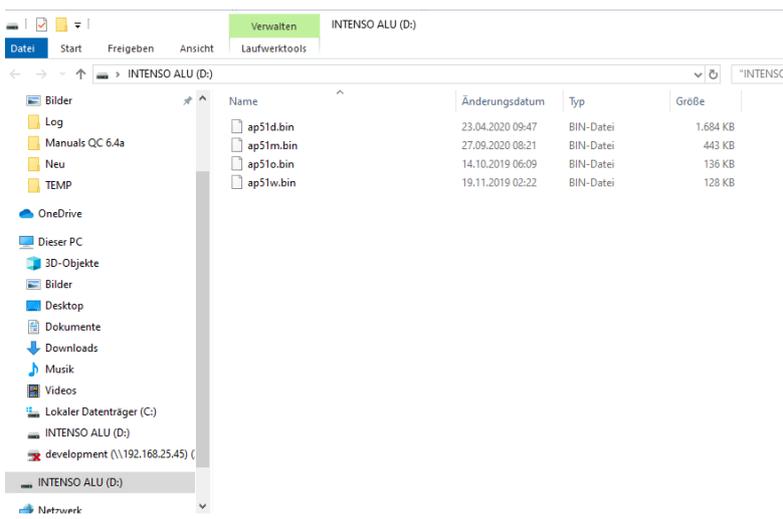
- Confirm your selection by pressing OK in the pop-up window.



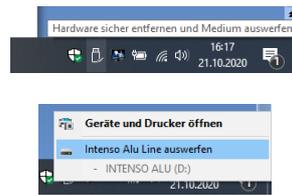
- If the formatting process was successful please click OK in the next message.



- Please store the update files according to the following example of the Smart Amp 5.1 directly in the root folder of the USB stick . The 4 update files should not be inside a folder.



10. Please select Remove hardware on the right hand side of your taskbar and select the USB stick.



11. Remove the USB stick from the USB port of your PC.

## USB update

1. Please make sure that your Canton Smart product is unplugged from the mains.
2. Connect the USB stick with the USB-A port on the back of your Smart device.
3. Connect your Smart device to the mains.
  - a. The display shows UPD for a short amount of time.
  - b. Depending on the amount of updating files the update process may take between 30 seconds and 10 minutes. Please do not unplug your Smart device from the mains during the update process.
  - c. After the update the Smart device reboots.
4. After the update please perform a factory reset by doing the following steps.
  - a. Press the **M** button on your Smart remote or press and hold the "☐" button on the touch panel of your Smart device for 3 seconds. **SPS** should then show in the front display.
  - b. Please press the the **Arrow Down** key once on the Smart remote resp. press the + key on the touch panel. **SYS** should then be displayed.
  - c. Confirm your selection with the **OK** button on the Smart remote resp. by using the "▶||" key on the touch panel. **SLP** should then be displayed.
  - d. Please press the the **Arrow Down** key once on the Smart remote resp. press the + key on the touch panel. **RES** should then be displayed.
  - e. Confirm your selection with the **OK** button on the Smart remote resp. by using the "▶||" key on the touch panel. **NO** should then be displayed.
    - i. If a TV screen is connected, then press the **Arrow Down** key on the Smart remote resp. the – key on the touch panel. **YES** should be displayed.
    - ii. If no screen is connected then press the + key on the Smart remote resp. on the touch panel. **YES** should then be displayed.
  - f. Press the **OK** again on the Smart remote resp. the "▶||" key on the touch panel. The device now reboots.