

# PM8500 Firmware Update

The PM8500 firmware is updated using ControlSpace Designer (CSD) software. Typically the latest version of CSD will be used and will include the latest PM8500 firmware in the default directory. Go to [pro.Bose.com](http://pro.Bose.com) on the web and browse to the software downloads area of the ControlSpace Systems product area to get the latest release.

Sometimes, a version of firmware will be posted to pro.Bose.com or to the forum that will not be included in the current CSD release.

*If you are upgrading (or downgrading) to a version that is not included w/ CSD you will need to copy the firmware into the ControlSpace bin directory, "C:\Program Files\Bose\ControlSpace x.x\bin\" where x.x is the latest release, e.g., 3.0.*

## Checking the firmware version on the PM8500 from the front panel

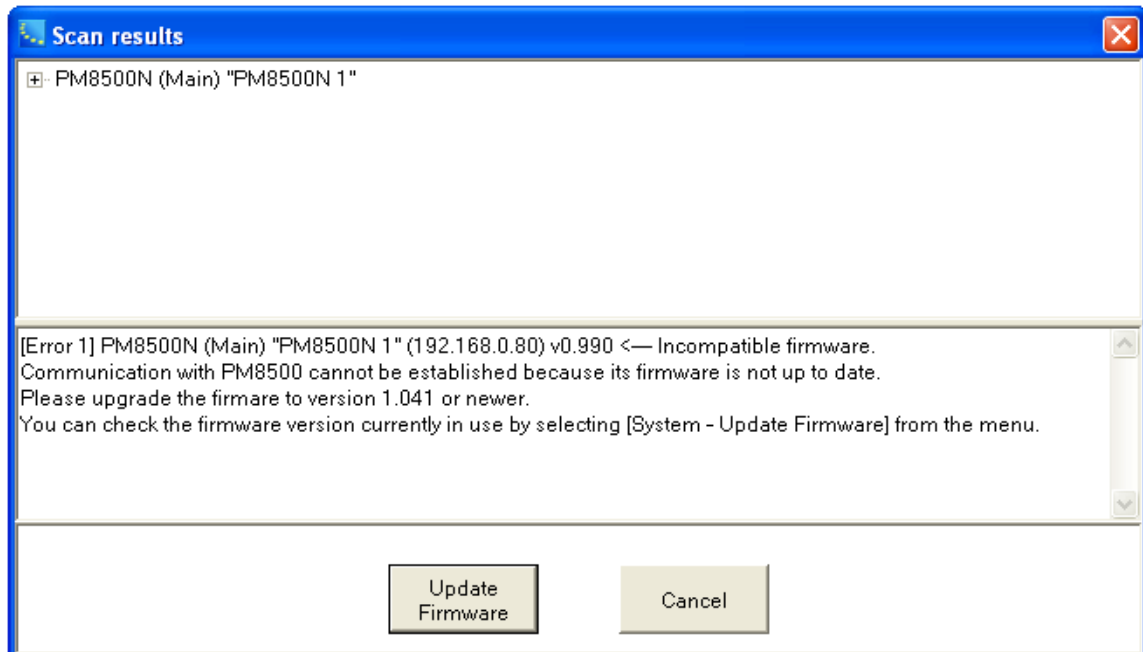
On the PM8500 front panel, press Menu, Utility, then select Firmware Version.

The version will be displayed, e.g., Firmware: v1.041 build 1

## Checking the firmware version on the PM8500 from CSD

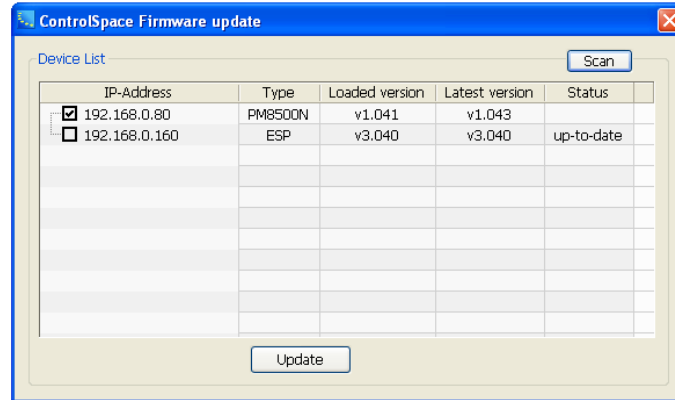
Whenever you attempt to communicate with the PM8500 from CSD a version check is performed. If the firmware is incompatible, CSD will not allow you to connect to the device until the firmware is updated.

Below is an example screenshot indicating that this version of CSD requires v1.041 or greater PM8500 firmware.



## Checking the firmware version included w/ CSD

1. Look in the bin folder for “.frm” files, e.g. pm8500\_v1.041.frm.
  - If multiple files exist, the latest will be the one w/ the larger version number. This will also be the only one that CSD “sees”. E.g. if pm8500\_v1.041.frm and pm8500\_v1.043.frm are found, v1.043 is the latest.
2. From CSD:
  - In CSD, select System, Update Firmware
  - Press Menu, Utility, then select Firmware Version.
  - The Firmware update tool will automatically scan for devices and show the loaded versions as well as the latest version. In the image below, the latest is v1.043

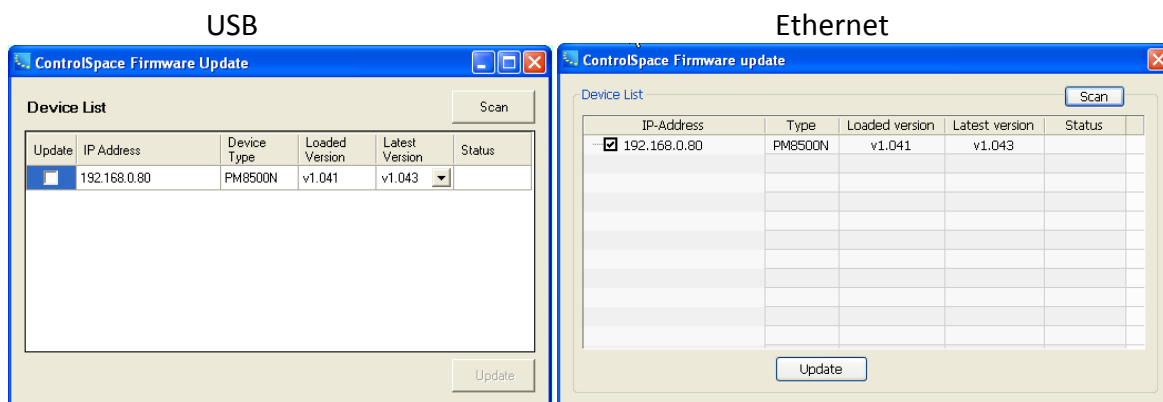


*Note: Build numbers are shown in the PM8500 display but not in CSD or in file names.*

*Note: This utility only shows the latest version of firmware if a device, e.g., PM8500 is connected..*

## USB or Ethernet

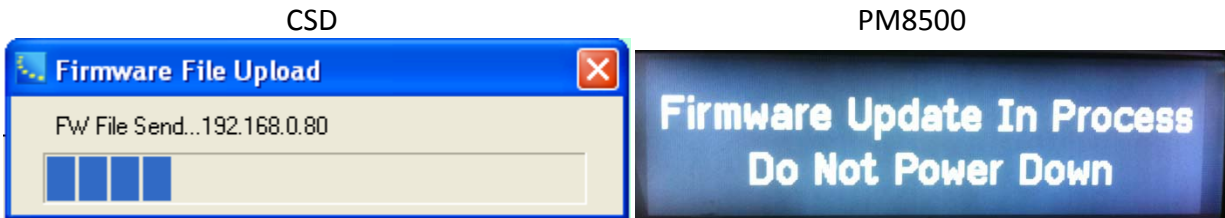
PM8500s must be updated via USB; PM8500Ns can be upgraded by USB or Ethernet. The Firmware update screens are slightly different for the two:



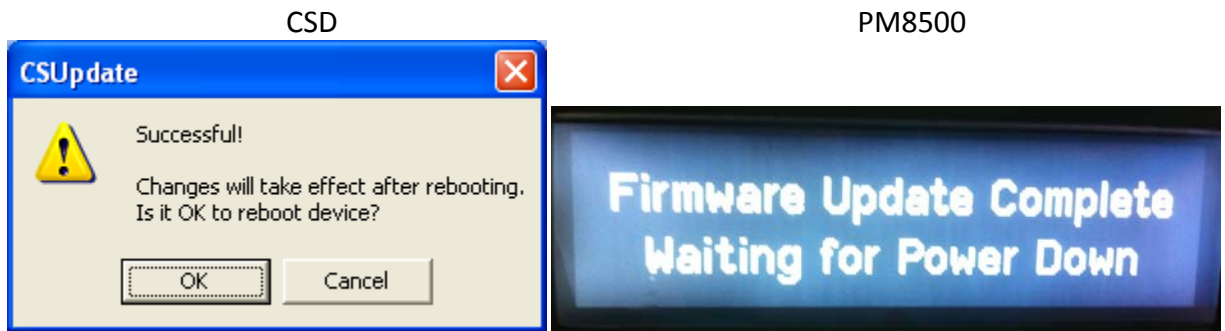
Notice in the USB version the latest version entry has a pull-down button. Pressing the button will allow you to select previous versions of firmware (the highest number is always presented by default.)

The Update button is not active until the check-box beside the device is checked.

When Update is pressed, the firmware update will start. Ethernet updates typically take about 45s. USB updates take about 1 ½ minutes. During this time the PM8500 display show CSD will display a status bar:



After the update is complete the following messages will be displayed. Press OK to reboot the PM8500.



### Recovery mode

If a problem occurs during the FW update you can use Recovery Mode to load code.

- a) Turn off the power
- b) Press buttons 1, 3, 5 below the LCD
- c) Apply power, you can release the buttons once you see RECOVERY MODE



*Note: the fan run a full-speed during recovery mode*

- d) At this point, follow the steps above for updating via USB or Ethernet