



## Firmware Version 1.7.6 // Release Date: 2018-02-09

To update the Firmware to version 1.7.6 the system must have the Firmware 1.5.6 or higher. If you system uses a firmware lower than 1.5.6 please contact your Sennheiser Service Partner.

To fully use the improved functionality, you need to update the Remote Control App to Version 1.6 or higher (available in the Apple App Store). The wrong combination of the device firmware version and the Remote Control App version may lead to misfunctionality.

This release note shows the changes since system version 1.6.1 (2015-09-18).

### Improvements of release 1.7.6

- Support evolution wireless G4 series (EM 300-500 G4)
- Improved network stability
- Bugfixes

**Note:** The duration of the entire firmware update process has increased by approximately three minutes.

### Known issues

- The USB player does not support 32 bit IEEE float sample encoded wav files. The attempt to play this format produces the warning message FORMAT ERROR.
- The sound level during playback of recorded files is 6 dB lower than the original sound level present at the speaker during recording.
- Some USB sticks prevent the LSP 500 PRO from booting if the USB stick is plugged in before powering on the LSP 500 PRO.



## Updating the firmware



To update the firmware of the LSP 500 PRO:

- ▷ Prepare a USB flash drive (FAT 32 formatting) which contains the new firmware (bps-update.img).
- ▷ Connect the LSP 500 PRO to the mains power supply.
- ▷ Switch on the LSP 500 PRO.
- ▷ Connect the USB flash drive containing the new firmware to the USB port of the LSP 500 PRO.
- ▷ Open the **SERVICE** menu.
- ▷ Open the **MAINTENANCE** menu item.
- ▷ Open the **FIRMWARE UPDATE** menu item.
- ▷ After approximately 8 seconds, the following screen is displayed:



- ▷ Press the **USB** jog dial to start the firmware update.  
The firmware update procedure may take several minutes. After the update procedure the message **SUCCESS** is displayed and the LSP 500 PRO is rebooted automatically.

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### CAUTION

#### MALFUNCTION OF THE LSP 500 PRO DUE TO AN INTERRUPTION DURING THE FIRMWARE UPDATE!

Once started, the firmware update must not be interrupted, as this will cause the LSP 500 PRO to malfunction and render it inoperable.

- ▷ Do not disconnect the LSP 500 PRO from the mains power supply.
  - ▷ Do not remove any battery pack.
  - ▷ Do not pull the USB flash drive out of the USB port.
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## Failure codes

If the firmware update fails, the following failure codes can be displayed indicating the following reasons for the failure.

Failure Code	Description	How to	Version(s)
88	Installed system version is not supported for this update	Try another <b>bps-update.img</b> which is explicitly applicable for the current system version	1.4.3.7 1.5.x
89	WLAN module is turned off (or inoperable)	In order to update the WLAN firmware, the <b>WLAN function needs to be enabled</b> (Menu -> Settings -> WLAN on/off). Retry the update after 30 seconds.  If WLAN is enabled and the firmware could not be updated after several attempts, contact your service partner.	below 1.6.0
100 200 90x	Unexpected file system errors	<b>Contact your service partner.</b>	all
255	Invalid update image file	Replace the <b>bps-update.img</b> with the current one.	all