

## Official RMC-1, RMC-1L, XMC-2 Firmware v3.2 Bulletin

### **Overview**

Firmware version 3.2 is the latest update available for the RMC-1, RMC-1L, and XMC-2 as of May 17, 2023. This firmware replaces all previous versions. We highly recommend updating to firmware version 3.2 as it brings important improvements. Once you install firmware version 3.2, you cannot reinstall version 2.xx or any older versions. Attempting to do so will render your processor inoperable. If you need to re-flash the firmware, please contact Emotiva Support for assistance. For units shipped after May 17, 2023, they will already have firmware version 3.2 installed.

### **Location of Firmware**

To download firmware version 3.2 released on May 17, 2023, click the link below:

[www.dropbox.com/s/d8a5eho5salf0np/EmotivaUpdate-3\\_2-2023\\_05\\_11?dl=0](http://www.dropbox.com/s/d8a5eho5salf0np/EmotivaUpdate-3_2-2023_05_11?dl=0)

### **What is included in this Firmware**

New features in firmware version 3.2 Include:

1. HDMI eARC (Enhanced Audio Return Channel):
  - a. This update enables eARC support on Emotiva XMC-2, RMC-1, and RMC-1L processors with an eARC-enabled HDMI board.

Updates & improvements in firmware version 3.2:

1. Improved HDMI firmware with rewritten code for better performance.
2. Enhanced stability and reliability for HDMI switching.
3. Improved stability and reliability when switching audio decoding formats.
4. Better consistency and reliability with HDMI-CEC and ARC support.
5. Significant overall system stability improvements.
6. Numerous bug fixes for a smoother user experience.
7. Resolves the "Loading Fonts issue" experienced by some with firmware version 3.1.

## Update Instructions

Firmware version 3.2 requires a different installation procedure than previous versions, so please follow the update instructions carefully:

1. Download the firmware update file and save it in the main folder of a USB stick.
  - a. Most USB sticks should work without reformatting. Please try using your existing USB drives first. You may need to try 2-3 drives.
  - b. The USB stick you use must be formatted in FAT or FAT32, compatible with Windows and other PCs.
  - c. If you have a stick intended for "Apple or Windows computers" and haven't reformatted it, it should work fine.
  - d. If you formatted a stick as FAT or FAT32 on a Windows computer, it should work fine.
  - e. USB sticks formatted on Apple computers will not work.
  - f. Sticks formatted with NTFS or other file systems besides FAT or FAT32 will not work (EXFAT should be okay).
  - g. Our processors can be picky about USB sticks, so if one doesn't work, try another.
  
2. Back up your settings (Setup > Advanced > Backup Settings).
  - a. You can back up your settings internally, but it's a good idea to save a copy on a USB stick as well.
  
3. Perform a factory reset on the processor (Setup > Advanced > Factory Reset).
  
4. Load the new firmware version 3.2 (Setup > Advanced > Firmware Update)
  - a. Insert the USB stick with the file into the USB update port on the front panel of your processor.
  - b. Go to the Setup Menu and select SETUP > ADVANCED > FIRMWARE UPDATE command.
  - c. Use the UP ARROW to check the box, then the LEFT ARROW to confirm the update and start the process.
  - d. Important - Do not interrupt the update process until it is complete.

- i. The update process usually takes ten to fifteen minutes.
  - ii. If the update process stops unexpectedly or appears to be stuck, WAIT THIRTY MINUTES, then power the processor off and on again. It is recommended to do this by pressing and holding the FRONT PANEL Standby button for ten to fifteen seconds, waiting several seconds, then pressing the Standby button again to turn the processor back on. If the processor doesn't respond, use the rear panel AC Power switch to turn it off, wait about sixty seconds, then turn the switch on again.
5. Once the firmware has finished loading, the processor will restart automatically.
  - a. This process takes longer than the normal startup routine. During the first startup after the update, you may see a message that the processor is "rebuilding fonts." This is normal and will take a few minutes.
  - b. Wait until the processor has fully restarted before moving to the next step (add about one minute). If the processor fails to shut down on its own, wait about twenty minutes, then restart it manually. Press and hold the FRONT PANEL Standby button for ten to fifteen seconds, wait several seconds, then press the Standby button again to turn the processor back on. If the processor doesn't respond, use the rear panel AC Power switch to turn it off, wait about sixty seconds, then turn the switch on again.
  - c. If the processor shuts down but fails to restart automatically, press the FRONT PANEL Standby button again to turn it back on.
  - d. If the update process stops unexpectedly or appears to be stuck, WAIT THIRTY MINUTES, then power the processor off and on again - Press and hold the FRONT PANEL Standby button for ten to fifteen seconds, wait several seconds, then press the Standby button again to turn the processor back on.
  - e. If the processor doesn't respond, use the rear panel AC Power switch to turn it off, wait about sixty seconds, then turn the switch on again.
  - f. At this point, you can remove the USB stick.
6. Verify that the firmware update has been completed successfully (Setup > Information) and confirm that "Firmware Version" now shows "3.2".
7. Perform a factory reset on the processor (Setup > Advanced > Factory Reset).

- a. Do not stop here; there are more required additional steps unique to this update:

### **Required additional steps unique to the Firmware 3.2 Update process**

1. Power off the processor using the rear panel power switch.
2. Disconnect the AC power from your TV set.
3. Wait 30 seconds, then reconnect the AC power to your TV set.
  - a. This ensures that your TV recognizes the updated processor.
  - b. Some TV sets may require power removal for a full five minutes or more to clear their memory completely.
4. Turn your TV set back on.
5. Power on the processor using the rear panel power switch.
  - a. The processor will go through its normal startup routine.
6. Power on the processor from standby mode.
  - a. Since a Factory Reset was done earlier, the processor is configured for "Video Remains On" standby mode (default setting since firmware v3.0).
7. Test your processor to confirm normal operation.
8. Restore your settings (Setup > Advanced > Restore Settings).

Congratulations! You have successfully updated your processor to firmware version 3.2 and can resume using it normally.

### **General Processor-Related Update Notes**

1. This firmware update is specifically for the RMC/XMC-2 family of processors (RMC-1, RMC-1L, and XMC-2). It should NOT be used to update the XMC-1. Doing so will render your XMC-1 inoperable.

2. When downloading this file from Dropbox, it may have different file extensions, but there's no need to rename it for the update. However, if you try to open or extract it as a ZIP archive, it will fail. This is normal and doesn't indicate a problem with the file.
3. In some cases, the firmware update file may be archived into a ZIP file by Dropbox. If you receive a file with a ZIP extension and the processor says it's not a firmware file, try unzipping the file. If you encounter an error, it means it's not a ZIP file, but it won't cause any issues.
4. After powering off the processor, the Ethernet port takes 30 seconds to reset completely. If you power it back on too quickly, the Ethernet port may not restart properly, resulting in a loss of network connectivity. To resolve this, power down the unit and wait a full 30 seconds before powering it back on.
5. Firmware version 3.2 is a comprehensive update that replaces all previous versions. We recommend all users install this update as it includes significant improvements in system performance along with all the features from previous updates.
  - a. If you use the Video Remains On standby feature ("high power standby"), only the TV connected to HDMI Output #2 will receive audio when the processor is in Standby.
6. In most cases, you will be able to restore your previous configuration after installing this update. However, depending on your speaker setup and the previous firmware version, you may encounter unexpected results. If this happens, your original configuration may not be compatible with the new firmware. In such cases, performing a Factory Reset and manually re-entering your configuration may be necessary.
7. If you're having trouble finding a USB stick that works with your processor and do not have access to the USB stick provided in the accessories of the processor, we've had good results with [this model](#).
8. We have discovered that many issues people face are due to compatibility problems between modern HDMI 2.0 devices and older HDMI 1.4b devices. Although HDMI 2.0 is

supposed to be backward compatible, some users experience issues when connecting HDMI 1.4 devices to HDMI 2.0 inputs. To address this, you can configure each input on the RMC-1, RMC-1L, and XMC-2 for maximum compatibility with either HDMI 2.0 or HDMI 1.4 devices. Keep in mind that when an input is set to HDMI 1.4, it won't support 4K video until you switch it back to HDMI 2.0.

For more information, the full release notes and related documents for firmware version 3.2 can be found in the link below:

[www.dropbox.com/scl/fo/3v7pq3lgssfm16kcjokl6/h?dl=0&rlkey=ganzu4ui3p5uv6xu1o3ggg5e5](http://www.dropbox.com/scl/fo/3v7pq3lgssfm16kcjokl6/h?dl=0&rlkey=ganzu4ui3p5uv6xu1o3ggg5e5)