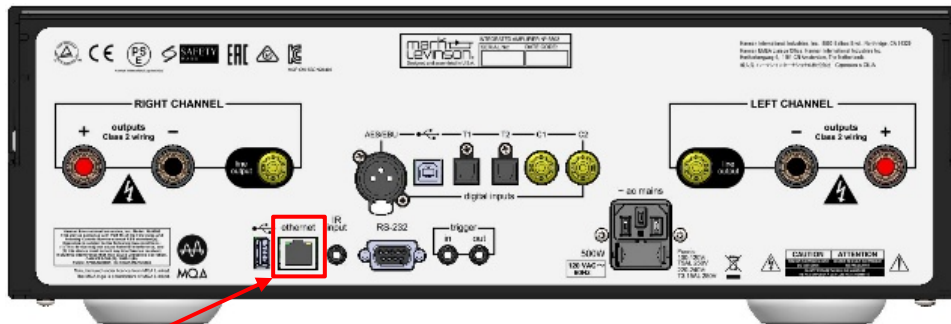


Bulletin #	010-00013
Models Affected	No5802 and No5805
Versions	All Versions
Topic	No580X Field Firmware Update

**The update process takes approximately 15 minutes and should not be interrupted.**

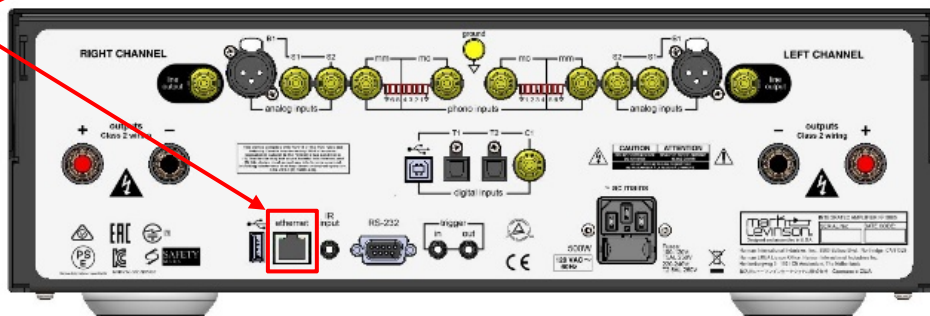
## To update via Ethernet:

1. Plug the AC Line cord into the unit.
2. Bring the Unit out of Standby Mode by pressing the Front Panel Standby button.
3. Ensure that the No5802/No5805 has a valid internet connection. Press the MENU button then use the “input” knob and “enter” button to navigate to the following path **SETUP:Advanced** → **Network** → **Current IP**.



No5802 Rear Panel

Ethernet Port



No5805 Rear Panel

4. Press the MENU button then use the “input” knob and “enter” button to navigate to the following path **SETUP:Advanced** → **Firmware** → **Update** → **ENET**.

- a. The Webpage files are downloaded first. During this portion, the display will show the following:



- b. Next, CPLD files are downloaded. The display will show the following:

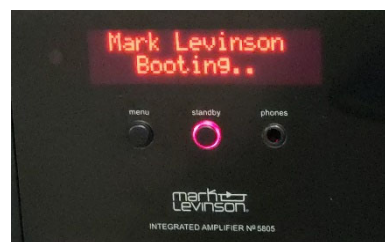


- c. Lastly, MCU files are downloaded. Shown on the display is the following:



- d. The No580X will automatically reboot and install all the files that were previously downloaded.

- e. The process is complete when the display shows "Mark Levinson Booting.."



- f. Which is then followed by “Mark Levinson Starting 5802 (or 5805)”



- g. Next, the display shows “Mark Levinson No 5802 (or 5805)”



- h. Then it shows “Firmware Version [number]...”



- i. Now, it shows “Mark Levinson Starting..”



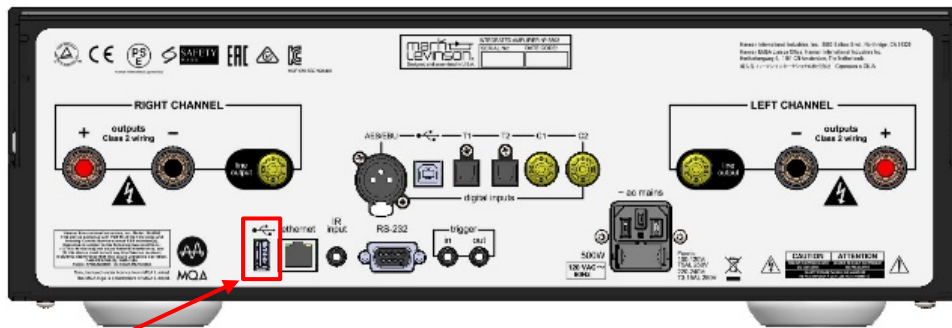
- j. Lastly, the display shows “Entering Standby” and unit goes into Standby.



- k. Wait for the Standby LED to start blinking in Standby Mode Before attempting to turn on the unit.
5. To check the software version, press the MENU button then use the “input” knob and “enter” button to navigate to the following path **SETUP:Advanced→ Firmware→ Version**.

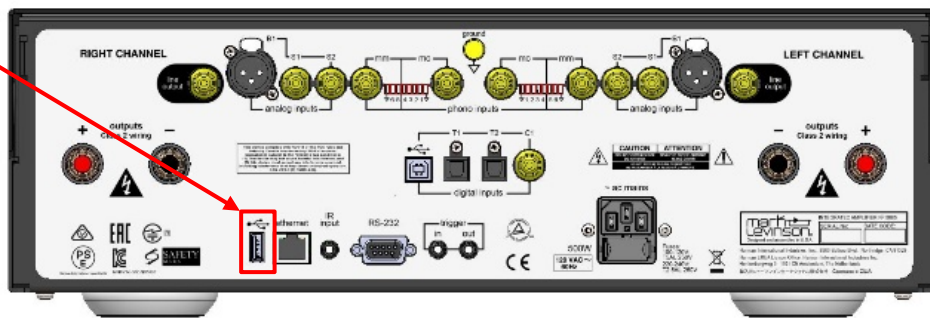
## To update via USB:

1. Download the firmware file from the product page at MarkLevinson.com or download link you may have received from our Customer Service personnel.
2. Unzip it if necessary and save it to the root folder of a FAT32 formatted USB drive.
3. Plug the AC Line cord into the unit.
4. Bring the UUT out of Standby Mode by pressing the Front Panel Standby button.
5. Insert the stick into the USB socket on the rear of the No5802/No5805.



No5802 Rear Panel

USB Port



No5805 Rear Panel

**If the USB drive is plugged into the back of the No5802/No5805 prior to connecting the AC power cord, the unit will update itself automatically.**

6. Press the MENU button then use the “input” knob and “enter” button to navigate to the following path **SETUP:Advanced→ Firmware→ Update→USB**.

7. The No5802/No5805 will read the USB drive. (The display will show "Check Updates.." while the drive is being read.)

8. When the No5802/No5805 finds a valid firmware file on the drive, the display will show "Updating.."

**If the display shows "Not Available" please refer to the troubleshooting section**

a. The Webpages files downloaded first. During this portion, the display will show the following:



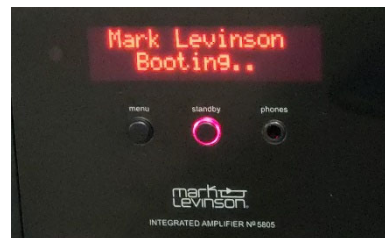
b. Next, CPLD files are downloaded. The display will show the following:



c. Lastly, MCU files are downloaded.

d. The No580X will automatically reboot and install all the files that were previously downloaded.

e. The process is complete when the display shows "Mark Levinson Booting.."



- f. Which is then followed by “Mark Levinson Starting 5802 (or 5805)”



- g. Next, the display shows “Mark Levinson No 5802 (or 5805)”



- h. Then it shows “Firmware Version [number]...”



- i. Now, it shows “Mark Levinson Starting..”



- j. Lastly, the display shows “Entering Standby” and unit goes into Standby.



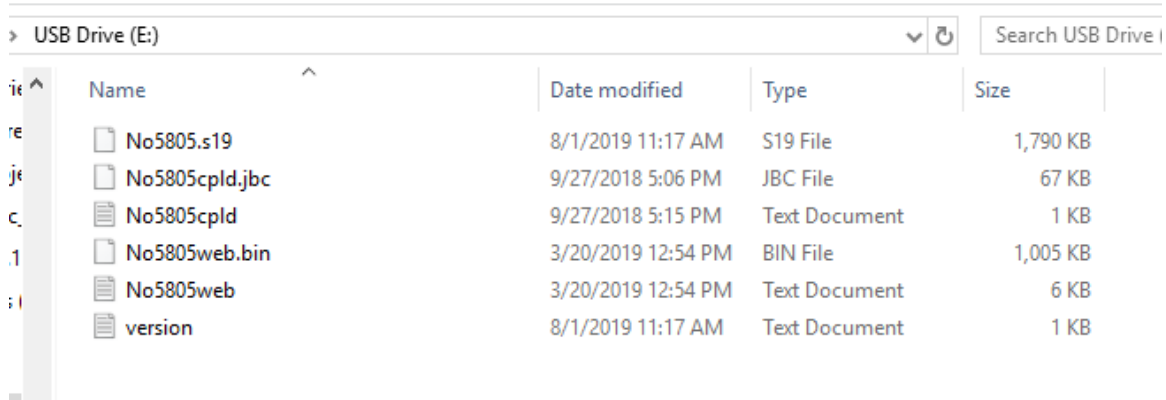
- k. Wait for the Standby LED to start blinking in Standby Mode Before attempting to turn on the unit.
9. To check the software version, press the MENU button then use the “input” knob and “enter” button to navigate to the following path **SETUP:Advanced**→ **Firmware**→ **Version**.

## Troubleshooting

If you have received the message “Not Available” while trying to update the No5802/No5805 via a USB Thumb Drive please check the following:

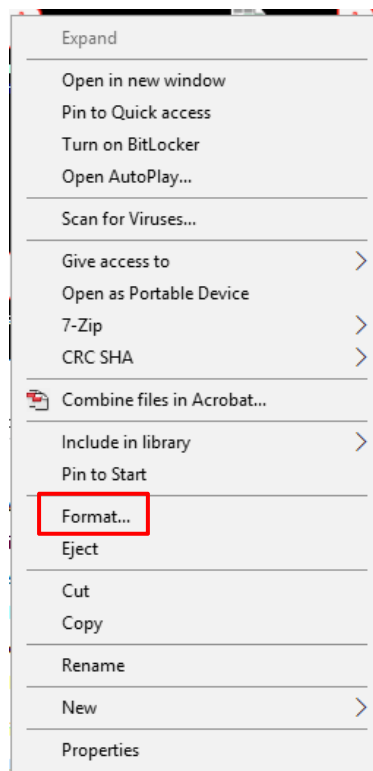
Confirm the files are located in the root of the USB Thumb Drive (as shown below).

**Please note: If programming the No5802 all the file names will say “No5802”**



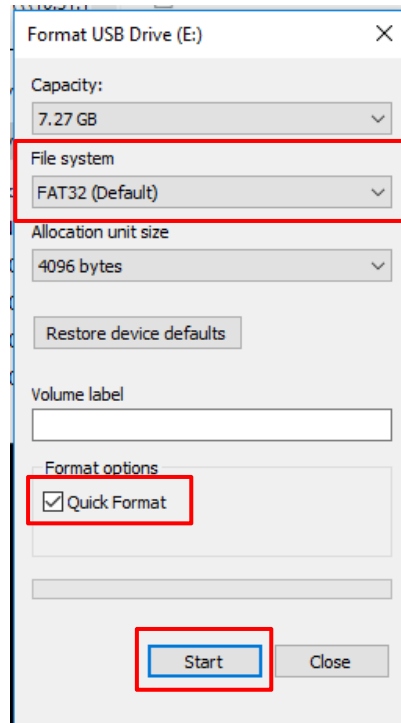
Name	Date modified	Type	Size
No5805.s19	8/1/2019 11:17 AM	S19 File	1,790 KB
No5805cpld.jbc	9/27/2018 5:06 PM	JBC File	67 KB
No5805cpld	9/27/2018 5:15 PM	Text Document	1 KB
No5805web.bin	3/20/2019 12:54 PM	BIN File	1,005 KB
No5805web	3/20/2019 12:54 PM	Text Document	6 KB
version	8/1/2019 11:17 AM	Text Document	1 KB

Make sure the USB Thumb Drive has been formatted as FAT32. If you are not sure of how the USB drive has been formatted you can run a quick format by right clicking on the drive and selecting “Format”





Next, confirm that the File System is set for “FAT32” and that the “Quick Format” box is checked. Then Press Start



Once this is complete place the files onto the USB Thumb Drive and try updating the No5802/No5805 again. If you are still receiving the “Not Available” message try a different USB Thumb Drive.