

K Series step-up procedure

How to use Powersoft K Series Step-Up card to upgrade the amplifier power output

Powersoft K4 to K10 share the same hardware platform: the power output is firmware limited. A Step-Up card allows to upgrade a K4, K6, K8 to the closer higher model (from K4 to K6, from K6 to K8, from K8 to K10).

K3 and K20 have dedicated hardware platforms and can not be upgraded.

Each Step-Up card can upgrade just one step per K Series (K4, K6, K8) amplifier; once the procedure is performed the Step-Up card is useless and can not be re-used. It is not possible to downgrade an upgraded K Series amplifier nor transfer an upgrade to another amplifier.

It is possible to upgrade an amplifier until K10 top performances are achieved, so more than a Step-Up card is necessary to upgrade K4 or K6 to K10; please remember that any subsequent upgrade can be performed only after having finalized the first step-up through the K Series website, as detailed below here.

Step-Up process must be finalized through registering the upgrade on <http://www.powersoft-audio.com/en/k-series-step-up>.

If the upgrade is not registered within 50 working hours after the Step-Up has been used – the so called **temporary Step-Up period** – the amplifier will automatically return to the original setting, losing the upgrade: a new Step-Up card have to be purchased in order to newly upgrade the amplifier.

The Step-Up functionality is available for any existing K Series amplifier hardware revision, however a proper firmware version (3.8.5 or higher) is strictly required.

For this reason, please check if your amp is running a compatible firmware revision, following these simple steps:

- ▶ Power on the amplifier
- ▶ Press the **MENU** button
- ▶ Scroll down to **SETUP** and confirm with **OK**
- ▶ Press **OK** to enter the **HARDWARE INFO**
- ▶ Display will show amplifier model and serial number
- ▶ Press **MORE** and the following info will appear:

```
KFRONT: X.Y.Z-B
KCNTL: X.Y.Z-B
KDSP: X.Y.Z-S [if KDSP optional board is NOT
                installed on this row you will
                read KDSP: N.A. (not available)]
```

where **X.Y.Z** is the firmware version, **B** is build number and **S** (4 digits) is the SHARC firmware version in case the KDSP optional board is installed.

If either **KFRONT** or **KCNTL** versions are older than **3.8.5** you need to perform a firmware update via a dedicated **Firmware Update Smart Card**. Please refer to your local distributor/dealer to receive a firmware update Smart Card.



FIGURE 1: Step-Up Smart Card.

I Step-Up Procedure

1. Power on the amplifier; if the amp is brand new keep it on for at least 15 minutes before proceeding to next step.
2. Hold the Step-Up card with the Powersoft logo facing up and the electrical contacts facing down: insert the Step-Up card softly into the smart card slot just above the display of the amplifier. Be sure to completely insert the card reaching the end of the slot. "**Checking upgrade card**" should appear on the display; if no messages are displayed, please consider that either the card does not fill completely the slot or the electrical contacts could be dirty: try to extract and insert the card again.
3. After checking the Step-Up card, the amplifier's display shows the message "**Upgrade available!**" and requests to confirm the upgrade. Depending on the model the message "**K4→K6?**", "**K6→K8?**" or "**K8→K10?**" is shown. Push the **OK** button or cancel by pressing the **BACK** button.
4. Confirming the Step-Up with **OK** will start the upgrade: after few seconds "**Upgrade Complete**" appears on the display. The amplifier automatically restarts: it switches off and then back on.

At the end of this process the amplifier behave as the closer higher model – **K4 will become a K6, K6 will become a K8, K8 will become a K10** – offering immediatly larger power handling (temporary Step-Up period).

Nevertheless, the upgrade must be permanently confirmed within 50 amplifier operational hours completing the **INTERNET ACTIVATION** procedure. This means that after the Step-Up you own a more powerful amp in a glance, but if the internet activation procedure will not complete within 50 amplifier working hours, the amplifier will automatically downgrade to the original model, losing the possibility to use the Step-Up card again, and a new Step-Up card must be purchased in order to complete the upgrade.

Thanks to the Step-Up procedure the amplifier can deliver a higher MAX OUTPUT VOLTAGE: this value must be manually set by the user to the desired value.

Please follow this steps to set max output voltage:

- ▶ Push the **MENU** button
- ▶ Select **SETTINGS** menu and press **OK**
- ▶ Select **AMPLIFIER SETTINGS** and press **OK**
- ▶ Scroll down the menu and select **MAX OUTPUT VOLTAGE**, press **OK** to open it
- ▶ Adjust the value of both channels and confirm pressing **OK**.

The same setting can be performed via the **Power Control Manager** software, via the dedicated **SETTINGS** tab.

2 Internet Activation Procedure

Turning on the amplifier running a Step-Up upgrade not yet activated – amp is still in temporary Step-Up period – the display shows the request “**Activate now?**” and a countdown, informing the user about the hours remaining to perform the activation and finalize the upgrade.

If you are ready for the activation procedure, press **OK**, otherwise press the **BACK** button. Please note that the amount of working time will be deducted from the counter. Every time the amplifier power on before completing the internet Step-Up activation procedure, the remaining time is updated and shown.

Pressing the **OK**, three couples of 8 hexadecimal digits numbers are displayed showing the ID code of the amp, as in the following example:

```
728C3079 - 5B0FFABE
FF6CDCDA - 9480E45A
36184F35 - BB52CE96
```

- ▶ Take note carefully (no mistakes allowed!) of those numbers
- ▶ Go to <http://www.powersoft-audio.com/en/k-series-step-up>
- ▶ Enter your username and password
- ▶ Go to the **ACTIVATION CODES** section
- ▶ Fill the form

If the information provided are correct, the webpage will display two activation code:

```
ACTIVATION CODE 1 12234-35067
ACTIVATION CODE 2 83589-75928
```

A copy of the activation codes is sent to your mail box as a remainder.

In case you forget the codes or you can't access your email you can find all your generated codes history on the website under the section **Step-Up Log**.

You are now ready to finalize the Step-Up procedure on your amplifier:

- ▶ Press any button
- ▶ Insert the **ACTIVATION CODE 1**
- ▶ Confirm pressing the **OK** button
- ▶ Insert the **ACTIVATION CODE 2**
- ▶ Confirm pressing the **OK** button

To enter the codes follow these simple steps:

- ▶ press **+** or **-** to select the right digit
- ▶ press **SEL** to confirm and go to the next digit (if you make a mistake press the **SEL** button until you reach the digit you want to changed and correct it)
- ▶ confirm and close with **OK**

If one or both the codes you enter are wrong, the message “**INVALID CODES. RETRY?**” appears on the display.

You can try again pressing **OK** or cancel the activation procedure pressing **BACK**. In the latter case, you can still use the amplifier, but remember that the amp will automatically downgrade to the original model if you don't finalize the Step-Up procedure within 50 hours of usage.

If both codes you enter are correct, the activation procedure is complete and the message “**Upgrade Confirmed!**” appears on the display. Starting from this point your amplifier is permanently upgraded to next powerful model. If with this upgrade your amp becomes a K10 model, no further step-up are available.

3 K Series Amplifier Front Label

The Step-Up kit contains K6, K8 and K10 front panel labels that you can put on the upgraded amplifier in order to certify the step-up.

On the front panel, open the left-side dust filter cover, removing the screw positioned near the RJ45 sockets; remove the old label by pulling it out from the left edge and replace it with the new one with the correct model name.

4 Troubleshooting

1. **Error message “Card read error!”:** the card was not recognized, either because it was not inserted correctly or, especially on used amplifier, the slot contacts are not clean. Try to insert and remove the card several times to scratch dust.
2. **Error message “Error authenticating upgrade card!”:** the card is OK but has been programmed for another product, you will need a different Step-Up card for your amplifier.
3. **Error message “Upgrade not available”:** the card has been already used, or the amplifier has already been upgraded but activation procedure at <http://www.powersoft-audio.com/en/k-series-step-up> has not yet been performed (the amp is still in temporary Step-Up period), or there have already been 5 trials to upgrade the amplifier (even if not confirmed on the web site).
4. If the amplifier is brand new, the error message **“Upgrade not available”** may appear when the power upgrade will start before the amplifier has been on for less than 15 minutes, so please respect step 1 of upgrade procedure: switch on the amplifier and keep it on for not less than 15 minutes before starting power upgrade procedure.
5. **Error message “This model can’t be upgraded”:** the amplifier is already the most powerful in the family: K3, K20 or K10 can not be upgraded. Check the amplifier model in menu / SETUP / HARDWARE INFO.

5 Notes

Step-Up card works once. When Step-Up is confirmed after the “Upgrade available!” message, Step-Up card is no more useful (we suggest you to mark it as “used”).

Before finalizing the Step-Up procedure via the internet activation, the amplifier is in temporary Step-Up period and do not accept any further Step-Up smart card.

Powersoft S.r.l.

Via Enrico Conti, 5
50018 Scandicci (FI) Italy

Tel: +39 055 735 0230
Fax: +39 055 735 6235

General inquiries: info@powersoft.it
Sales: sales@powersoft.it
Application & technical support: support@powersoft.it
Service & maintenance: service@powersoft.it

www.powersoft-audio.com