

# ARCAM A29 — FAQ

## When I press the front power button, the amplifier does not always turn on - why is this?

The amplifier remembers the standby state it was in before the power was turned off. In other words, if the amplifier was in standby and you then cycle the power using the front panel switch, it will stay in standby when the power is re-applied. This is to prevent the unit turning on after a power cut.

## My amplifier will not come out of standby when I push the front panel buttons - why is this?

To comply with the latest standby energy consumption regulations, the amplifier goes into a low power standby state and shuts down the keyboard to further reduce power consumption. To bring the unit out of standby, either use the remote control or rotate the front control knob.

## My amplifier just turned itself off - why is this?

The amplifier is design to enter into standby off after a period of inactivity. The standby timeout can be adjusted by pressing the BALANCE and AUX keys simultaneously and rotating the front control knob. The available timeout values are from 0.5 to 24 hours in 1/2 hour increments. Should you wish to disable this feature, simply choose OFF as the timeout value.

## What are the button combinations to access additional functions of my amplifier?

The following button combinations can be used to access various features of the amplifier:

Key Combination	Function
DISPLAY + PHONO + AV	Start the USB software update
DISPLAY + AUX + PVR	Perform a USB port test
BALANCE + AUX	Set the standby timeout
BALANCE + PHONO	Switch between LINE ON and PHONO ON
MUTE + CD + SAT	Switch between IR system code 16 and 19
MUTE + CD + PVR	Display the software version
MUTE + CD + BD	Reset the unit to its factory settings

## How do I update the software of my amplifier?

Follow these steps to update the amplifier software:

1. Download the new software from the product's webpage on Arcam's website
2. Copy the new firmware image to the root directory of a USB Drive
3. The filename must be A29bl.bin (rename if necessary)
4. Apply power to the amplifier and set to the ON state
5. Press the buttons MUTE + CD + PVR to view the current firmware version.
6. Insert the USB Drive into the socket on the rear panel
7. Press the buttons DISPLAY + PHONO + AV to start the update
8. During the update, the amplifier display will show the following message:  
FIRMWARE UPDATE  
CHECKING USB  
DRIVE FOUND  
UPDATING FW  
BL VER <bootloader version>  
DEVICE FOUND  
FILE FOUND  
PROGRAMMING  
UPDATE DONE  
STARTING APP
9. If the front panel LED is red, exit from standby by turning the front control knob
10. Wait for the display to show the Input and Volume screen
11. Press the buttons MUTE + CD + PVR to confirm new firmware version

## What are the factory defaults of the amplifier?

The following table lists the factory defaults of the amplifier:

Parameter	Value
Volume	30
Balance	0 (Middle)
Brightness	Dim
Input	CD
LINE/PHONO On	LINE
IR System Code	16
Standby Timeout	24hrs