Spark Update Procedure

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On 23/07, Positive Grid released a new Spark App update, including new effects and new amps (list can be found on https://sparkamplovers.com). As opposed to the ordinary app update on your mobile device, your Spark amp needs to be able to handle settings for these new amps and coming from the app. That's why you'll need to also update the internal software of the amp (aka firmware). This document tries to describe the whole update process in clear and easy steps.

Important notes before proceeding

Prerequisites

1. You will need a **PC or a Mac** (no Chromebooks) to be able to update the amp firmware
2. You will need the **USB-B cable** which was included with the Amp.

   If you misplaced the USB cable, you can use a printer cable

2 necessary updates: Spark App and Spark Firmware

3. Order of both updates doesn't have much importance.
4. Spark App update can be done automatically or manually (depending on your mobile device settings).
5. You can update your amp firmware with a PC and update Spark App on an iPhone.
6. You can update your amp firmware on a Mac and update Spark App on Android.

What is already installed on your mobile device, on your amp ?

- **Before starting the update procedure**, best is to know which app version is already installed on your mobile device and which firmware version is installed on your amp. To do so, please follow procedure described in the links below
    - How do I know my current firmware version ?
    - How do I know my current App version ?
- If you have a firmware version < 1.4.3 : You need to update your amp firmware
- If you have an app version < 2.0.0 : you need to update your Mobile app

How to update the Spark app on your Mobile device ?

iOS users

1. Depending on your mobile settings, your app will update automatically. However in some cases, the update has been set to manually. If your current app version is < 2.0.0, then proceed to the next step.
2. With your mobile device, go to https://apps.apple.com/app/spark-amp-smart-jam-chords/id1457653921 and click on the update button showing up on the top left of the page. The update should start automatically. When the app update is done, you should see the "update" button change to "open".

Android users

1. Depending on your mobile settings, your app will update automatically. However in some cases, the update has been set to manually. If your current app version is < 2.0.0, then proceed to the next step.
2. With your mobile device, go to https://play.google.com/store/apps/details?id=com.positivegrid.spark and click on the update button showing up on the top left of the page. The update should start automatically. When the app update is done, you should see the "update" button change to "open".

How to update the amp firmware ?

To update your amp firmware, you need either a PC or a Mac computer and USB-B type cable (see prerequisites). It is important to follow the procedure step by step to avoid issues

Firmware update procedure with a PC

1. Download Spark ASIAO driver v4.8 on https://help.positivegrid.com/hc/en-us/articles/360039598451-Spark-Windows-ASIO-Driver-. The link on the page will lead you to a Google Drive repository.

    Download the file called PositiveGrid_UsbAudi_v4.80.0.exe
    Launch the file you've just downloaded and follow the install instructions on the screen.
2. Backup your custom presets to the ToneCloud, Spark App or your Dropbox account before you proceed with the firmware update
3. Unplug USB cable from amp
4. Download the latest Spark Firmware Updater tool released on 07/23:

    https://help.positivegrid.com/hc/en-us/article_attachments/4405860259981/Spark_Firmware_Updater_WIN_1.4.3.zip

    Unzip the file on your computer

5. launch the firmware update tool called *Spark Firmware Updater 1.4.3.exe*
6. Turn on your amp
7. Connect your Spark to your computer with the USB-B cable
8. Click on "Connect Hardware" in the firmware update tool
9. Once hardware is detected, click on "Check to update"
10. The tool will start to update the firmware. Once complete, the message "Your firmware is up-to-date" will appear.
11. Check that the version number matches the number *1.4.3.174*
12. Click on the "Eject" button
13. Unplug the USB cable from your amp.

Firmware update procedure with a MAC

1. Backup your custom presets to the ToneCloud, Spark App or your Dropbox account before you proceed with the firmware update
2. Unplug USB cable from amp
3. Download the latest Spark Firmware Updater tool released on 07/23:

https://help.positivegrid.com/hc/en-us/article_attachments/4405860282253/Spark_Firmware_Updater_OSX_1.4.3.zip

Unzip the file on your computer

4. launch the firmware update tool called *Spark Firmware Updater.app*

5. You might get a security warning from OSX. This warning comes from Gatekeeper, a security thing in Apple OS being triggered because the app has not been signed or because the developer is not known by Apple. To bypass this, please refer to section : How to open an app that hasn't been notarized or is from an unidentified developer on this page: https://support.apple.com/en-us/HT202491

6. Turn on your amp
7. Connect your Spark to your computer with the USB-B cable
8. Click on "Connect Hardware" in the firmware update tool
9. Once hardware is detected, click on "Check to update"
10. The tool will start to update the firmware. Once complete, the message "Your firmware is up-to-date" will appear.
11. Check that the version number matches the number *1.4.3.174*
12. Click on the "Eject" button
13. Unplug the USB cable from your amp.

Known issues and Troubleshooting

- Downgrading your firmware to an older version while Spark has a hardware preset slot with the newly released amp and effects in firmware 1.4.3.174 will cause Spark's firmware to crash.
- Please do not downgrade your firmware if you've updated to the latest version!

You don't have sound coming out of the amp anymore

1. Perform the whole firmware update again (until you get the sound back)

You don't see the new amps/effects in mobile app

1. Check the installed Firmware and App versions
2. Check that you have updated the firmware with the latest version of the updater tool, released on 07/23 (download link above)
3. Shut down and start your mobile device (no restart)
4. Delete and install the Spark app again (don't forget to backup tones)

Most issues get solved by doing the whole firmware process update multiple times

If you have some questions, you can join the [Spark Amp Lovers Facebook group](#) and we'll be happy to help you.

Official Positive Grid information

- Official page:
  https://help.positivegrid.com/hc/en-us/articles/360038685111-How-to-Update-Spark-Firmware-Video-Tutorial-

- Official video: https://www.youtube.com/watch?v=xw6WBYCD6Og