



# PH-10

## UPDATING GUIDE FOR WINDOWS

## **WHAT YOU NEED**

Windows PC running Windows 7 or higher

mini-USB cable (to connect the PH-10 to the PC)

GN Updater software for PH-10

## **BEFORE YOU START PLEASE ENSURE TO**

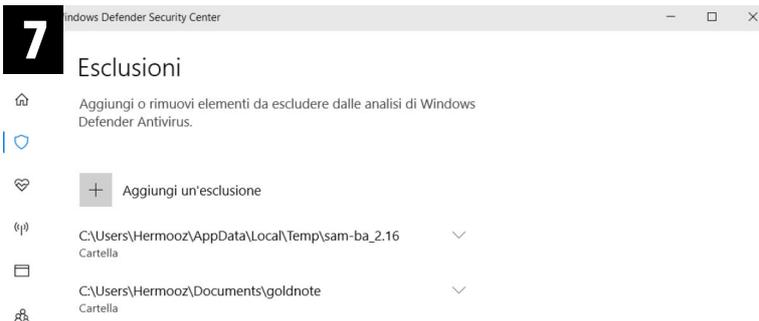
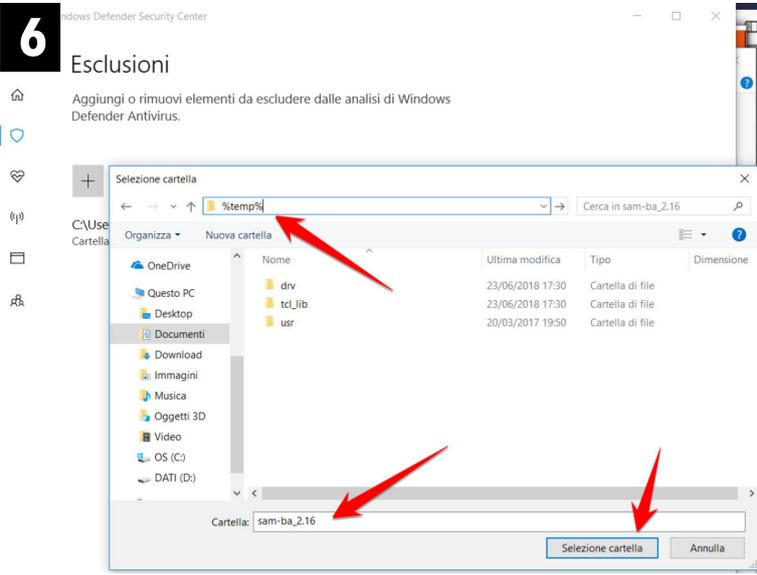
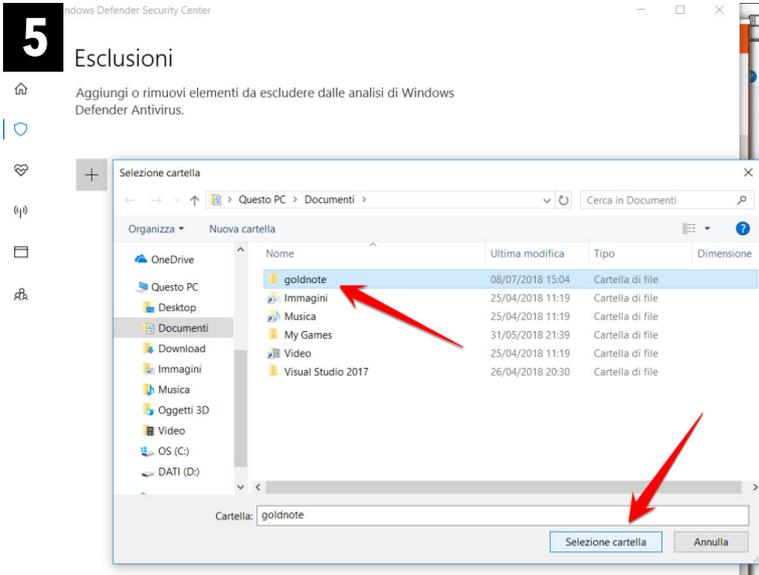
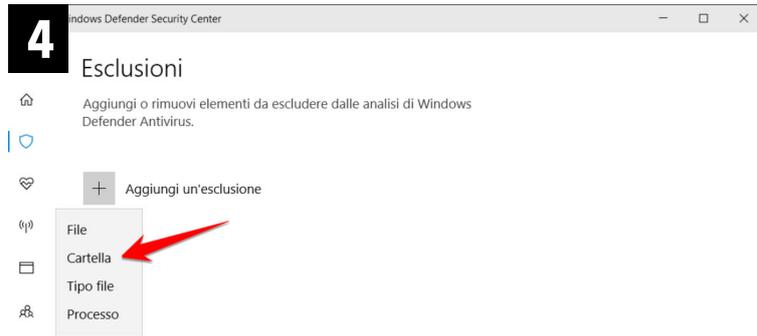
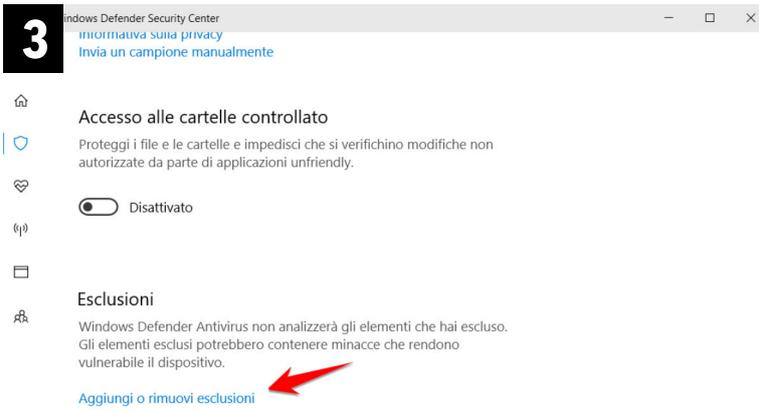
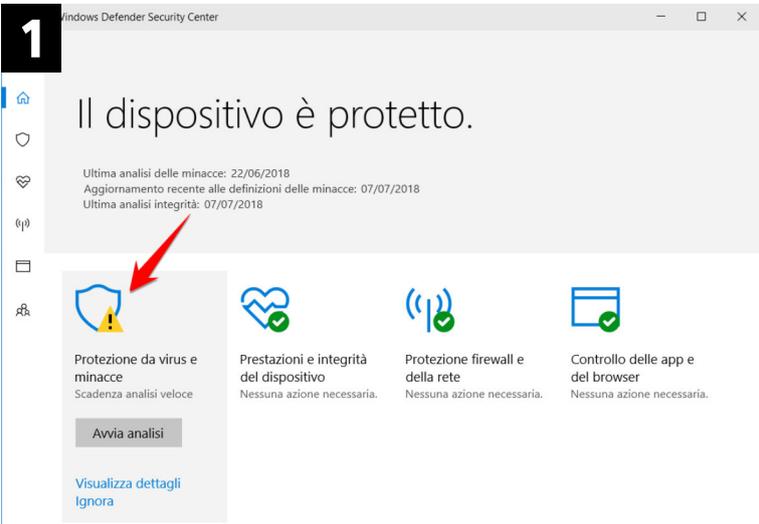
1. use a PC running Windows 7/8/10 in 64bit mode (if you are using a 32bit version, please contact us)
2. use the administrator account on you PC (if you are running Windows 10, yo will need to either create a new ADMIN account or change you current account to ADMIN)

## **WINDOWS 10 - ENSURE THE ACCOUNT IN USE HAS ADMINISTRATOR PRIVILEGES**

1. Press **Windows Key + X** on the keyboard to open the Control Panel
2. Click **Change account type** under **User Accounts**
3. Select the account you are using
4. Click **Change the account type**
5. Click **Administrator**
6. Click **OK** to apply the changes
7. Restart the PC before proceeding to update the PH-10

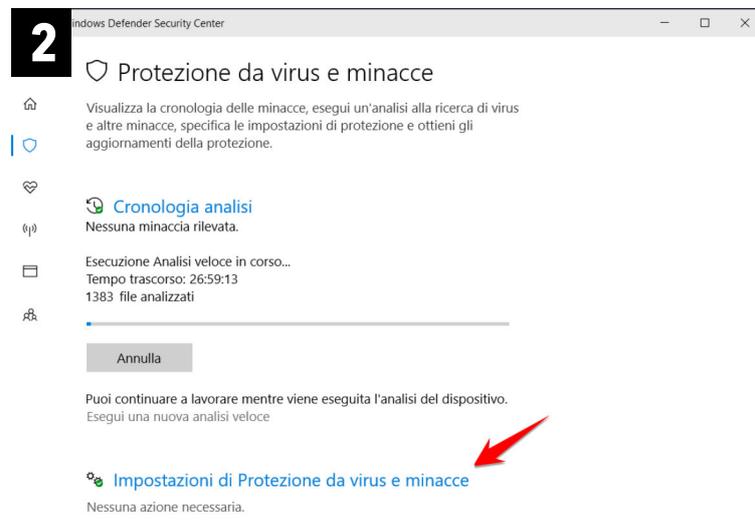
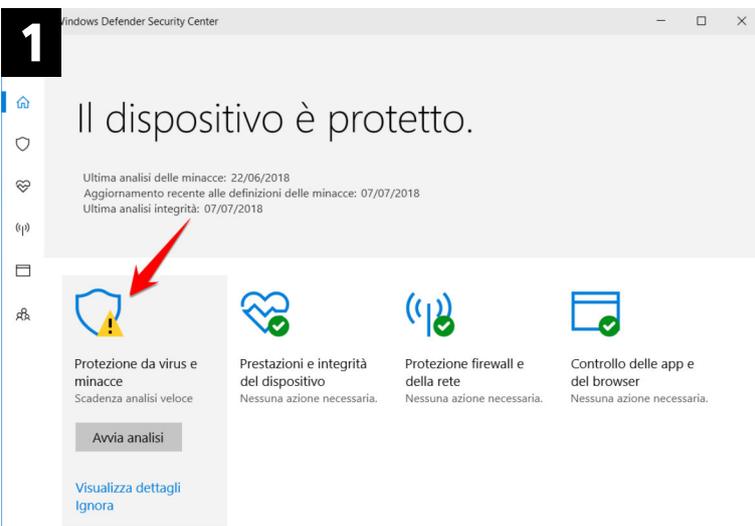
## **WINDOWS 10 - IN CASE THE "NO COM PORT FOUND" MESSAGE SHOWS DURING THE UPDATE PART I**

1. Open **Windows Defender Security Center** and click **Virus & Threat protection** [see picture 1]
2. Click **Virus & Threat protection settings** [see picture 2]
3. Go to **Exclusions** click **add an exclusion** and select **folder** [see picture 3 and 4]
4. Select the GN Updater folder (named **PH-10\_REV5\_updater**) and confirm [see picture 5]
5. Click **OK** to apply the changes
6. Click **add an exclusion** and select **folder** again
7. In the bar on top type **%temp%** click **Enter** then select the folder **sam.ba\_2.16** and confirm [see picture 6]
8. **Windows Defender Security Center** should now list both the exclusions [see picture 7]



# WINDOWS 10 - IN CASE THE "NO COM PORT FOUND" MESSAGE SHOWS DURING THE UPDATE PART II

1. Open Windows Defender Security Center and click Virus & Threat protection [see picture 1]
2. Click Virus & Threat protection settings [see picture 2]
3. Find Real-Time protection [see picture 3]
4. Disable the Real-Time protection and confirm [see picture 4]
5. Don't forget to enable the Real-Time protection again after the update



## **PH-10 UPDATING PROCEDURE**

1. Download the file **PH-10\_REV5\_updater.zip** [www.akamaiaudio.it/download/updates/ph10/PH-10\\_REV5\\_updater.zip](http://www.akamaiaudio.it/download/updates/ph10/PH-10_REV5_updater.zip)
2. Unzip the folder named "PH-10\_REV5\_updater.zip" with a right click on the icon folder and then a click on "Extract all"
3. Open the unzipped folder just created and named "PH-10\_REV5\_updater"
4. Right click on the file "PH-10\_REV5\_updater.exe" and then click on "Run as Administrator"
5. Strictly follow the instructions of the program until the update is successfully installed

## **IMPORTANT**

Every time the program asks to switch ON/OFF the PH-10, use the **Master Switch** on the rear panel and not the knob on the front.

For more in depth information please visit this webpage on our website: [www.goldnote.it/download](http://www.goldnote.it/download)

**GOLD NOTE**  
Italian Music Experience

[www.goldnote.it](http://www.goldnote.it)