Attached is a FW file to update the Encore 2000 control to V.14.

To update load this to a blank USB drives root menu(not in a folder)

Insert the USB device in USB1 set the source to U1 and the update will auto-run,

after the update is complete power the encore 2000 off as instructed on the LCD screen

and remove the USB and power the Encore 2000 on. The Update removes the auto-mute feature from the Encore 2000.