

Qu mixer operating firmware is updated using a USB device plugged into the Qu-Drive port.

Note From V1.82 onwards the downloadable firmware file is a .zip format. This needs to be unzipped on the computer before being copied to the USB device. See step 3 below.



Prepare a USB device

Use a USB key (memory stick) or HDD drive of 4GB or larger.

For more information refer to the 'Understanding Qu-Drive and USB' article in the [Qu Knowledgebase](http://www.allen-heath.com) at www.allen-heath.com.

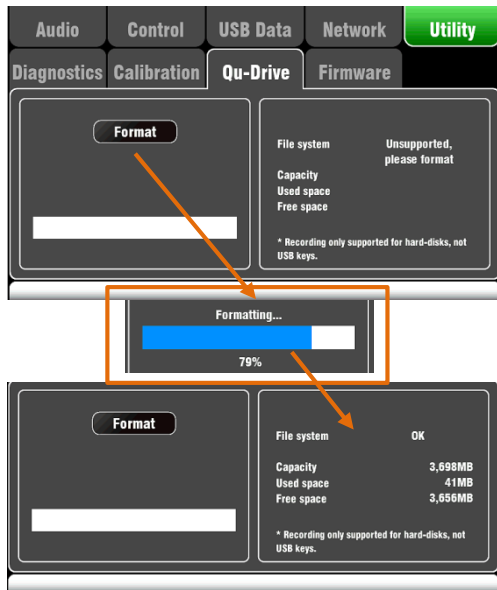
Check that your key or drive will work with the Qu mixer and format it using the mixer Qu-Drive utility. This only needs to be done the first time you use it with the mixer. Once formatted on the Qu, we recommend you use the USB device with the Qu mixer only.

Note Formatting will delete all data on the USB device.

To format the device use the **Setup / Utility / Qu-Drive** screen. Plug your USB device into the top panel Qu-Drive port. The status window displays information about the device:

File system: **OK** (no need to format)
 File system: **Unsupported** (you need to format it)

Touch **Format** to start formatting. When complete, wait a few seconds for the mixer to read the key. If successful the status window will display 'OK'.



Step1 Download the firmware

Visit www.allen-heath.com and download the latest Qu-16, Qu-24, Qu-32 or Qu-Pac firmware. The file is packaged in a .zip archive and its name includes the model and version number, for example: [Qu16UpdtV1_82_4387.zip](#) Read the **Release Notes** available on the download page. Save the file to your computer.

Step2 Remove any previous Qu Firmware from your USB device

It is important to remove previous firmware files as the Qu mixer will attempt to load the first version it finds. The firmware file is in the root directory of the USB device and has a .QUU extension.

Step3 Unzip the folder and place the .QUU file in the root directory of your USB device

Step4 Plug the USB device into the Qu-Drive port and run the Firmware Update

Open the **Setup / Utility / Firmware** screen. If valid firmware is found its version number will be displayed on the screen. For example:



Updating Qu firmware does not affect its current settings and its stored Scenes and Libraries.

Touch the **Update** button. The update will start. For Qu mixers the screen goes blank and the Pan control indicators flash in sequence while the update is running. For Qu-Pac the SoftKeys flash in sequence.



After a while the mixer will reboot automatically. You may need to recalibrate the faders after the update.

Important note Do not remove power during the firmware update. Do not remove the USB device until the update has completed.