

iLive operating firmware is regularly updated with improvements and new features. All iLive MixRacks and Surfaces run the same firmware. Check www.allen-heath.com for the latest version available.

Note 1: All three parts of the system, the MixRack, Surface and TouchScreen must be updated at the same time. For iLive to work correctly all parts must run the same version. Make sure you update all iLive systems in your inventory.

Note 2: Do not use a USB key that has been partitioned. Use a key with at least **100 MB** of free space. Delete or rename any existing Firmware folder on the key.

Note 3: Update your version of Editor software at the same time. Make sure all users have the correct version of Editor installed on laptops or touch tablets they intend to use with your iLive system.



Note 4: The firmware **file transfer must not be interrupted**. Failure to complete the transfer may result in firmware corruption of the iLive which will require return to a service centre. Make sure the mains power and connecting cables are reliable and that the system will not be disturbed or switched off during the update.

There are two methods to update iLive firmware:

Method 1 **Update firmware using the Surface USB port:**

Step1 **Download the firmware and read the Release Notes**

Visit <http://www.ilive-digital.com/firmware/> Download the latest firmware and read the Release Notes. Save the zipped file to your Desktop or folder of your choice.

Step2 **Extract the Firmware folder**

Unzip the file. You should find a folder called Firmware inside the zip file. Included in the folder are the data files needed for the update, a text file which displays the version number, and two sub folders.

Step3 **Copy the Firmware folder to your USB key**

Delete or rename any existing Firmware folder on the USB key. Copy the Firmware folder to the **root** directory of the key. Do not change the folder name. Now **safely unplug your USB** key by first clicking on the 'Safely Remove Hardware' icon on the task bar (Windows), or dragging it on to the 'Eject' icon in the dock (Mac).

Step4 **Save your current iLive settings as a Show**

Updating firmware restores the console parameters to factory default. Current settings are lost. If you want to keep your settings make sure you first archive them as a User Show. These are not overwritten by the update.

Step5 **Plug the key into a Surface USB port**

Go to the **UTILITY / Firmware** screen and touch **Update Firmware**. A green tick ✓ and the version number should be displayed indicating that firmware has been found on the key. Check for correct version number. Green ticks ✓ ✓ ✓ indicates units ready to be updated. A red cross ✗ indicates a unit that cannot be or is already updated.

Step6 **Perform the update**

Touch **Perform Updates** and confirm **OK**. It takes just over 1 minute for the update to install. **Do not interrupt this process**. When the 'Updated Successfully' window displays touch **OK** to restart the system. It can take up to 4 minutes to reboot the system for the first time after a firmware update. When complete, check that green ticks ✓ and the correct version number are displayed on the **Status** screen.

Step7 **Recall your settings**

Recall a Template Show or the User Show you saved before the update to restore your settings.

Step8 **Download and install the latest version of iLive Editor software**

The version of Editor software run must be compatible with the firmware version.

Method 2 **Update firmware using a PC running Editor software**



Note: It is very important that the firmware update is not interrupted. Failure to complete the update may result in firmware corruption of the iLive which will require return to a service centre. To avoid problems ensure a reliable network connection. We recommend using wired LAN, but if you are using wireless make sure you are in close range with good signal strength. Make sure the PC battery is charged or is running on mains power. Make sure all other applications running on the PC are closed.

Step1 **Download the iLive firmware and Editor software**

Visit <http://www.ilive-digital.com/firmware/> Download the latest firmware and read the Release Notes and Readme file . Do not unzip the file. Save the zipped file to your Desktop or folder of your choice. Also download the compatible version of Editor software and read its Readme file. Make sure you choose the correct version for PC or MAC.

Step2 **Start an online Editor session**

With your laptop connected to the iLive, start your current version of Editor. Connect to 'Online MixRack' if you have no Surface. Connect to 'Online Surface and MixRack' if you have both. Do not connect to 'Online MixRack' if you have both.

Step3 **Save your current iLive settings as a Show**

Updating firmware restores the console parameters to factory default. Current settings are lost. If you want to keep your settings make sure you first archive them as a User Show before updating. Editor stores the User shows in a version specific directory on your PC. We recommend you use Editor to transfer all Shows you wish to keep to a USB key ready to load them back in once the new version of Editor is installed.

Step4 **Locate and choose the firmware update file**

Click on the **Edit** menu **Remote Firmware Update** item to open the update window. Click on **Find Update File** to browse the PC directories. Firmware update using Editor works with the compressed zip file. Locate and choose the zip file. Editor processes the file ready for update. Green ticks ✓ show that valid firmware and devices to be updated have been found. Check that the firmware version is correct.

Step5 **Perform the update**

Click **Perform Updates** and confirm **OK**. It takes around 30 seconds to update a MixRack, about a minute for rack and surface. **Do not interrupt this process**. When the 'Updated Successfully' window displays click **OK**. This opens the Editor log connection screen. Close Editor and install the new version before reconnecting to the updated iLive.

Note: If you try to connect to the iLive before updating Editor then you will get a 'Failed to Connect' message due to incompatible software version.

Step6 **Install the new Editor software**

Install the downloaded software and start the Editor application. Connect to the updated iLive in the normal way. Refer to the Editor Help file for further information.

Step7 **Recall your settings**

Recall the User Show you saved before the update to restore your previous settings, or load a Template Show to start from scratch.

If you need further information or assistance please contact Allen & Heath Technical Support in your territory. Contact details are available at www.allen-heath.com.