

MX Series – Firmware Update and Recovery

How to use the updater app...

Introduction

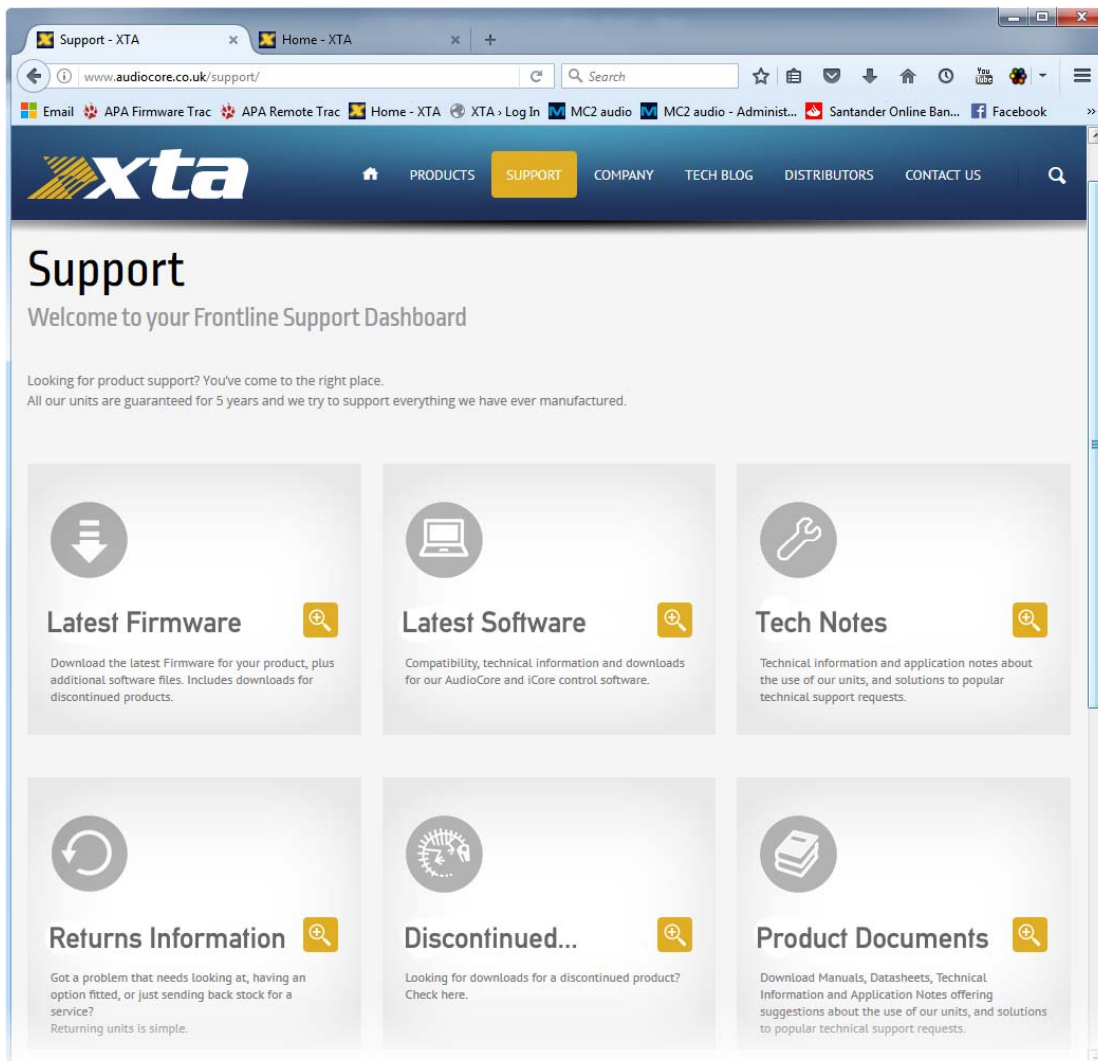
Updating the firmware in your MX36 or MX24 has been streamlined further than ever before with the introduction of a IP (internet protocol) loader app that has firmware embedded, so no need to worry about loading the wrong version – the app knows if your firmware is out of date and will select the right version automatically.

Communications Set-up

Updates can be performed through the Ethernet CONTROL port connection. This is fitted to all versions of MX Series units and is separate to the Dante Audio Ports.

Download the Files

Go to the Support > Latest Software section of the XTA website to find the latest loader – this will be a zip file containing the IP Loader. Remember there are now no separate firmware files in the zip file!



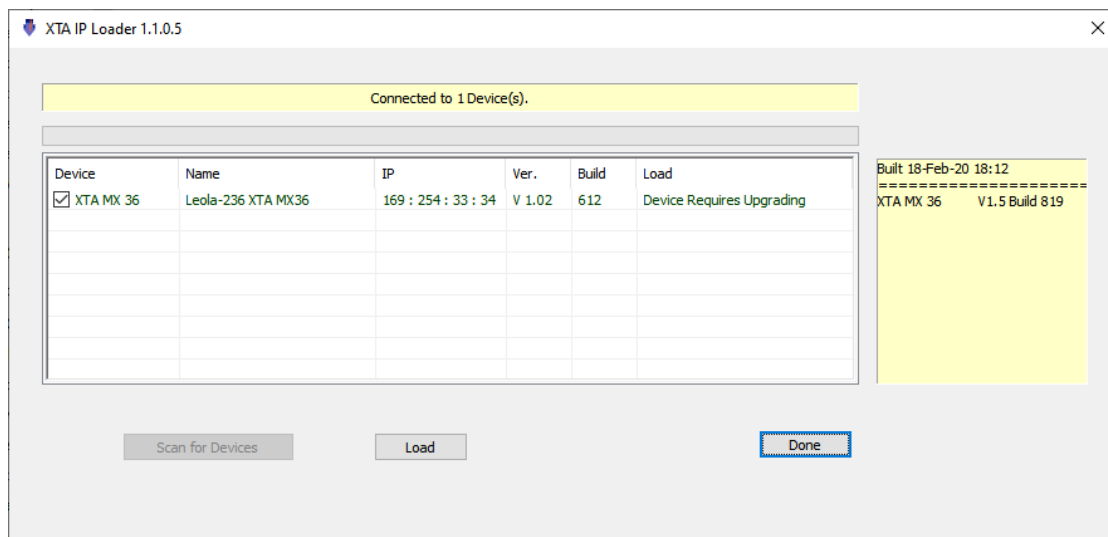
MX Series – MX Configuration Utility

How to use the app and what can be configured...

Connect To The Unit

The loader will detect multiple units, but as there is no way to easily cross-reference IP addresses with physical devices, we recommend only connecting one MX Series unit to the network at a time when performing firmware updates, or power down any other devices temporarily.

Start the loader application:

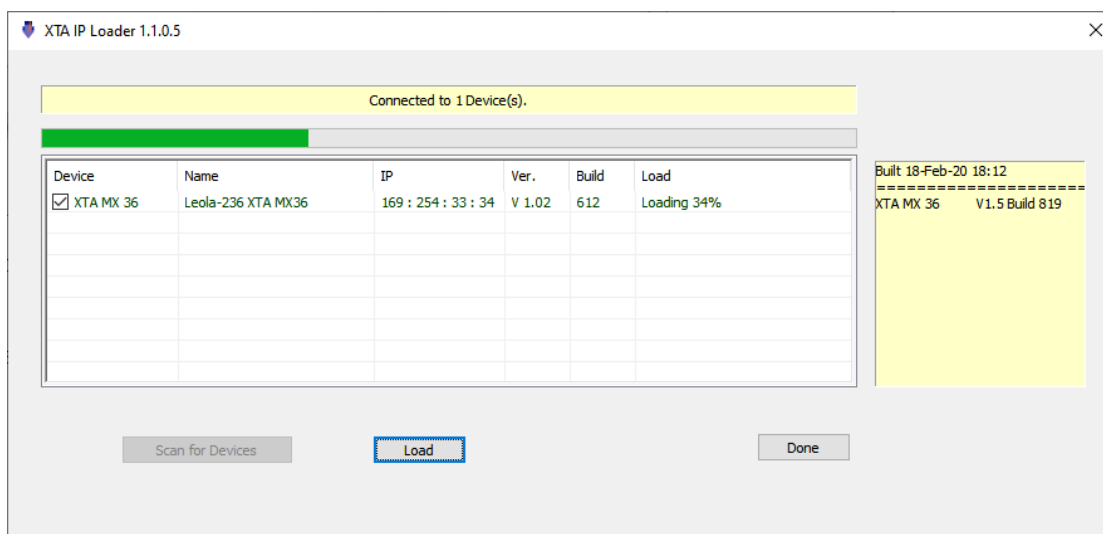


After a few seconds, the unit should be located and its status and type should be displayed, along with the current firmware and some other information.

Start the Update

Just before you press the "Load" button – please close any other applications running on the PC – interruptions in the process could render your unit inoperable. Do not disconnect the cable, turn off the power or attempt to close the loader app once loading has begun!

Now that you have been warned (!) – press the "Load" button, and the unit will mute and begin to load the new firmware.



Upon completion, the app will close, and your unit will restart – that's it!

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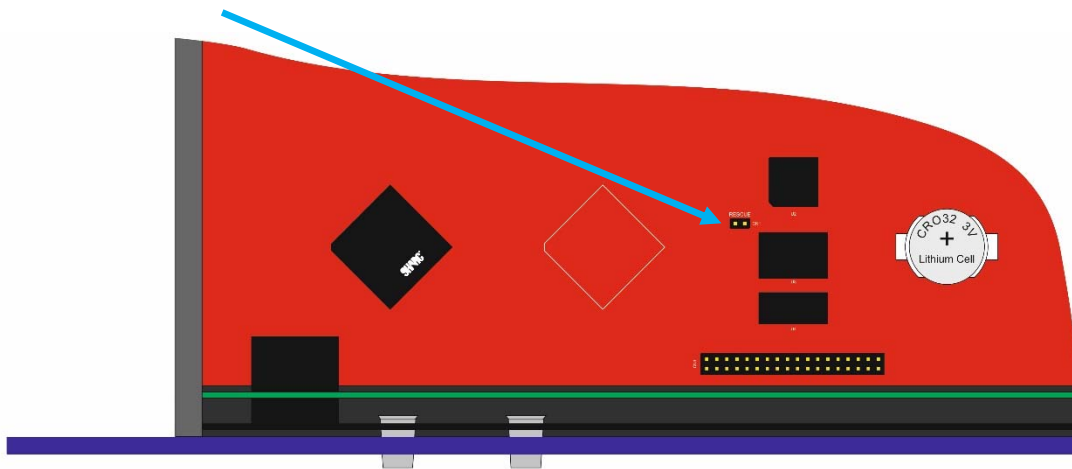
What If It All Goes Wrong...

Don't panic! Your unit can be recovered, but please be aware that this will involve taking the top cover off and exposing potentially dangerous mains voltages. If you are unsure about doing this, then please do nothing and email us for further information.

Otherwise, disconnect your unit completely from the incoming mains supply.

It is now safe to remove the top cover - be careful not to drop any screws inside!

Locate the "Rescue" link CN1 – between ICs U2 and U3 on the front circuit board - and remove it. This will make your unit run in recovery mode – the original firmware version loaded at the factory will now be active.



Replace the top cover temporarily, reapply mains power and switch on. Once booted, perform a program update again using the Flash Loader application.

Upon completion, the app will close. Disconnect the power and remove top cover and replace the "Rescue Recovery" link once more.

Replace top cover and screw into place.

Your unit should now be fully operational again – no settings will have been lost in the process.