
Software Update Instructions for Vi x00 & x000 consoles (V6.x.x.x)

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All Vix00* and x000-series consoles now use the same software release – meaning the one USB stick containing update files can be used for all of these consoles.

The update is not compatible with Vi1, 2, 4 or 6 consoles and will not install on those consoles. (See the Soundcraft website for the latest software files for those products).

* A Vix00 console is a Vi2, 4 or 6 which has been upgraded with a new x00 Control Module.

Vi x00 and x000 console update

Please note that the update procedure for all consoles includes a hibernation process and therefore care has to be taken to make sure the console is in the right state before starting and during the update.

Read the following instructions carefully before starting the update, and refer to them during the process. It is important to note the section (Step 9) about not touching the console after the update may initially appear to have finished.

1. Download from the Soundcraft web site and copy both of the files V6.x.x.x_Update_console.7z and V5.0.0.xx_Vix000_Vix00_Vi1-6_Update_Updater.zip onto the root of a USB stick. Do not unzip or rename the files. Make sure there are no older update files in the root (you can hide these in a folder if you want to keep them on the memory stick).
2. **Important!** Before starting, load the Front-of-House default show onto the console.
3. Put the prepared USB stick into a running console and press the Power button.
4. From the Power menu, select the 'Update Console Software' option. *Note, this option will only be seen if there is a USB stick with a valid update file in the console. If you see 'Fast Restart' instead of 'Update Console Software', check the update files have been downloaded correctly and are in the root of the USB stick.* You will be prompted to save the current show if required.
5. You will now see the **System Updater** menu, which allows the mechanism controlling software updates to be updated. Use Up/Down buttons in the snapshot section of front panel to choose 'Install New Version' and press Recall button to continue.
6. You will now see the main **System Installer** menu, which contains a list of the current and new Software, Firmware, Shows & Database (DB). Not all desk software releases will update all of these items. Using the Up/Down buttons in the Snapshot control area of the front panel, select the option 'Install New Version', as indicated by the white highlighted button.
7. Press the Recall button to proceed. You will now see activity with progress bars on the list menu and a green 'tick' mark will appear for each item in the right column after a few seconds. When all the items have green tick marks, you will see the text: "Update Succeeded. Remove Stick, Stagebox, Ethernet and Keyboard and press Recall to restart". *If the desk firmware was included in the update, the instructions will be slightly different, and will say 'Press Recall button to shut down the console' at the end of the message.*
8. **Important!** check that the items referred to in the on-screen instructions are unplugged from the console, **but on Vi5000 & 7000, leave the Local Rack connected and switched on**, then press the Recall button again to restart the console and begin the update process. The console will take about 30 seconds to shut down, then will restart showing a progress bar with the Soundcraft Vi x00/x000 logo and the message 'Installing...'. *If a desk firmware update was included, the console will shut down when the Recall button is pressed and you must press the power button to start the console again and see the 'Installing...' message as described above.*

9. After just over 1 minute boot-up time, the console may appear to have returned to normal operation. **Do not touch the console at this point however**, but wait approx 30 seconds until the screens fade out to black and the console shuts down by itself.

10. **Important!** Wait for the console to completely power off (power button will be flashing), then press the power button to turn the console on again. At this point the console will boot up normally, (approx 30 seconds).

On Vi2000 & 3000 only: Then do one further power cycle by manually switching the desk off and on again, using the normal shutdown procedure from Power menu.

11. The update process is now complete and the new desk software version can be viewed in the Menu 'MAIN' page.

12. *Only required if desk firmware has been updated in step 6: It is advisable to carry out a Fader Recalibration following the update, as follows:*

Press Menu button, select System tab and select DESK page. Press the Fader Cal button on the touchscreen and answer Yes to the warning dialogue. Follow the instructions in the short label displays on the fader panels, setting all faders as requested and pressing any button to continue when requested. The process has to be done separately for each bay. First the bottom then the top of the fader positions are calibrated. On completion the calibration is automatically saved and the desk returns to normal operation.

Software Update Troubleshooting

In some cases it has been reported that after following the update instructions, the update does not complete, and after restarting, the console has all screens black, with white text seen on the master screen only, which appears to be in a repeating loop. If this happens, it could indicate that your console requires a platform update - contact your Soundcraft Distributor or Service Centre to request this.

In an emergency, carry out the following procedure to recover the console and complete the update:

1. Connect a USB keyboard to the console and repeatedly and quickly (2 times/sec) tap the ESC key until the boot-up loop is interrupted. If the ESC key does not work or opens a BIOS setup screen, switch off power at rear and start again, this time using the Spacebar key. Watch the Shift Lock LED on the USB keyboard and when it lights, start tapping the key.
2. The console should now restart and start to boot with the 'Installing...' message as in Step 8 of the Update Instructions. Unplug the keyboard and mouse at this point and wait for the console to boot, and then shut itself down automatically.
3. Upon power-up, the upgrade should have completed successfully (check in the Main Menu page for the version number 6.x.x.xxx). If further problems with the update are experienced, please contact your Soundcraft Distributor or Service Centre.