



Update Instructions for V4.9.x.xxx Vi1 and Vi2/4/6 consoles

V1.2 13-07-2018

Note that although a common file is used for upgrading Vi1, 2, 4 and 6 consoles, the update procedure for Vi1 differs from the 3 other Vi models, due to the Vi1's use of hibernate for fast booting, so separate update instructions are provided for the two types.

Please note that Vix00 and x000-series consoles use different software update files, named V6.x, and it is not possible to upgrade a Vi1,2,4 or 6 console with this file (it will not be recognised).

Vi1 consoles only

Please note that the update procedure for Vi1 is slightly different to Vi2/4/6.

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 appear to have finished, and also switching the power off using the REAR switches after the fader recalibration (Step 12):

1. Copy the files V4.9.x.xxx_Update_console.7z and V3.3.1.30_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. Put the stick into a running console and press the Power button.
3. **Important!** Load the Front-of-House default show onto the console.
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). You will be prompted to save the current show – do so if necessary.
5. You will see the System Updater screen – follow the on-screen instructions to install the new version 3.3.1.30, if the existing version is older (if the system updater 3.3.1.30 is already installed you can skip this step and choose 'keep current version'). When the System Updater install has completed (this happens almost instantly), follow the instructions to press the Recall key in the snapshot section again, and the system will now move to the main desk software update screen.
6. You will now see the main System Installer menu, which contains a list of the current and new software, firmware and shows. 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.
NOTE! Check that one of the items in the list is called 'DB'. If you do not see the DB item, it is likely that you have not completed Step 5 correctly – please check that you have the correct version of System Updater on the console.
7. Press the Recall button. 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. The screen and desk illumination may flash on and off during the Desk Firmware item, this is normal. When all the items have green tick marks, you will see the text: "Update Succeeded. Remove Stick, Stagebox, HiQnet and Keyboard and press Recall to restart".
8. Check that the items referred to are unplugged from the console (but leave any MADi or other option cards plugged in), and then press the Recall button. The console will restart and after 45 seconds of various start-up screens, including a large Soundcraft logo, the console will show a progress bar with the Soundcraft Vi1 logo and text 'Installing...'

9. After about 2.5 minutes the console may appear to have returned to normal operation. **Do not touch the console at this point** however, but wait (up to a further minute) until another progress menu appears, this time with a large blue progress bar and a message saying: "Installing... System will turn off when installation complete".

10. **Wait for the console to completely power off**, then press the power button to turn the console on again. At this point the console will boot up normally, with a large white progress bar at the bottom of the screen (about 40 secs).

11. The update process is now complete and the new desk software version can be viewed in the Menu 'MAIN' page. You can also reconnect the Stagebox, if one was attached.

12. Since the Vi1 desk's control firmware has been updated as part of the 4.9 release, it is advisable to carry out a Fader Recalibration following the update, as follows:

- In the Menu screen, press the 'System' tab on the right, and select the DESK view.
- Press the FADER CAL screen button and answer Yes to the warning dialogue.
- The faders will now calibrate in four steps: Calibrate odd faders at bottom; calibrate even faders at bottom; Calibrate odd faders at top; calibrate even faders at top. The procedure will take approx 7 minutes and when finished all the faders will return to the bottom and will have green fader glow, indicating a successful calibration.
- After the calibration has finished, it is essential that the desk is switched off USING THE MAINS SWITCHES AT THE BACK OF THE CONSOLE. This ensures that the fader calibration data is stored. Do not shut the desk down using the Power button on the front panel otherwise the data will not be stored!

Vi2/4/6 consoles only

IMPORTANT! Do not update a Vi2/4/6 console until you have read the information in Appendices 1 & 2, which give details of a hardware jumper change on the Master TFT Control Board on these consoles, and how to check DSP & FX card slot positions!

1. Copy both files V4.9.x.xxx_Update_console.7z and V3.3.1.30_Update_updater.zip onto the root of a USB stick. (Do not unzip or rename the files).

Make sure there are no older V4.8 update files in the root (you can hide these in a folder if you want to keep them on the memory stick).

2. Plug the key into the front of a running console, which has the Local Rack connected and switched on, and press the Power button – 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, otherwise it will say 'Fast Restart the Console'). You will be prompted to save the current show – do so if necessary.

3. You will see the System Updater screen – follow the on-screen instructions to install the new version 3.3.1.30, if the existing version is older (if the system updater 3.3.1.30 is already installed you can skip this step and choose 'keep current version'). When the System Updater install has completed (this happens almost instantly), follow the instructions to press the Recall key in the snapshot section again, and the system will now move to the main desk software update screen.

4. You will now see the main System Installer menu, which contains a list of the current and new software, firmware and shows. 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. The console will then restart. (There is no need to unplug external items as with the Vi1).

5. When the console has booted, check the installation of the software as follows: Press Menu and check the software version build number says V4.9.x.xxx.

6. Check that there are no error messages present in the Menu-Log page after boot-up.

Appendix 1:

Vi2/4/6 Master Bay jumper change for V4.9.x software update

From the previous software update V4.8.2.234 onwards for Vi2, 4 and 6 consoles, a hardware change has to be made on the host console in order to function correctly. When installing V4.9.x, if the console was previously updated to 4.8.2.234 then this modification should have already have been done. If the console still has an earlier version software than 4.8.2.234 then this change will need to be done.

The hardware change is simple to perform and comprises a change of one push-fit jumper position on the Master Vistonics Control board.

Which consoles need to be modified?

Note: This modification is **not** applicable to Vi1 consoles. Vix000 consoles use a different software version and the modification is not relevant to these consoles.

From 1st October 2014, the modification was done on all new Vi2/4/6 consoles in the factory, therefore all Vi2, 4 & 6 Control Surfaces shipped before this date will need to be modified. The serial number cut-off information is as follows, note that several different serial number formats have been used since 2006:

Early consoles with serial number format starting 000xxx or 100xxx (shipped 2006-2008)

All Vi4 and 6 consoles need to be modified.

Vi2/4/6 consoles serial number format starting 301: (shipped 2008-2014)

All Vi2, 4 and Vi6 consoles need to be modified.

Vi4/6 consoles serial number format starting 201: (shipped 2014)

Vi4 consoles: Before serial number **20150548** need to be modified.

Vi6 consoles: Before serial number **20160545** need to be modified.

Vi2 consoles: All consoles shipped before 30/09/2014,

If your Control Surface has a serial number which doesn't appear to match any of the above formats, it will need to be modified.

How to identify if a console has NOT been modified

If you install the 4.9.x update but do not change the jumper setting, the console may appear to work normally initially, however undesirable behaviour will come to light at some stage. The problem will be that the faders in the Master (Control) Bay will experience erratic operation, with some faders jumping up or down, either when a show is loaded or when Gang mode is used.

A simple test to prove whether the modification is done is as follows:

(V4.8.2.234 or V4.9.x must be already be installed for this test to make sense).

Engage Gang mode and make a Gang with all 8 faders in the VCA/Bus master section (the selected fader layer is immaterial). Start with all faders at minimum, then move any of the faders except fader 1 up. If fader 1 then jumps to the top of travel, this indicates that the modification is **not** done.

Instructions for changing Master Control board jumper on Vi2/4/6 consoles

Ensure power is switched off before starting the procedure.

1. Gain access to the rear of the console and remove the 9 screws securing the **left-hand** rear access panel (as you look at the rear of the console). Lower the rear panel to allow access to the Control boards, which are the PCBs mounted directly behind the TFT screens.
2. On the Master Bay Control Board **only** (the right-hand of the two Control boards visible as you look at the back of console), locate the pair of jumpers labelled **J2**. There are two jumpers in this group, one labelled 1-2-3 the other 4-5-6. See Fig 1 below for the location.
3. These jumpers will be fitted bridging pins 2-3 and 5-6. Move the **upper** jumper only, from the 5-6 position to the 4-5 position, as per Fig 2 below. Note that this change should **only** be done on the Master Bay Control board.
4. Close up the rear access panel and carry out the software update to V4.9.0 if not already done.



Fig. 1
Location of the jumper group J2 on the Control Board mounted behind the Master TFT screen.

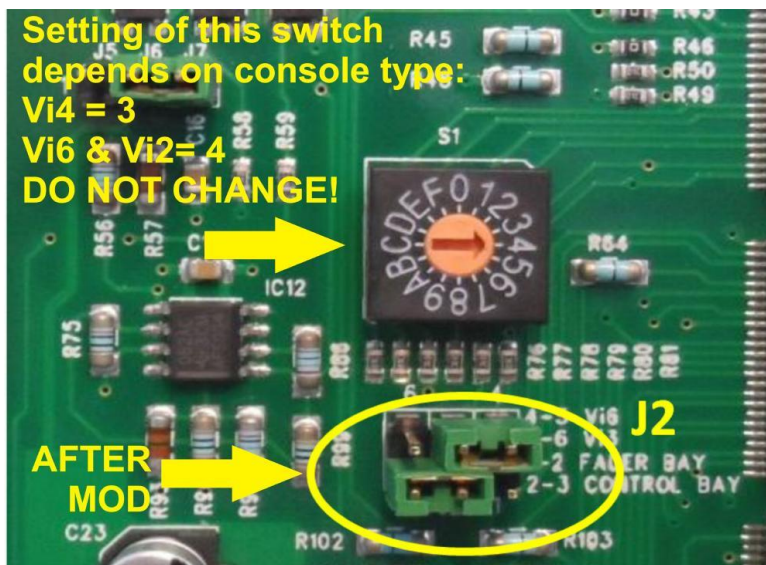


Fig. 2
Close-up of Jumper group J2
Move the upper jumper to the right, so it is in the 4-5 position. Leave the lower jumper in the left-hand (2-3) position. After the change, the jumpers should look like they do in the photo.
Note: On all Control Boards other than the Master, **both** jumpers will already be set to the right-hand position, this is correct and does **not** need to be changed.

**Appendix 2:
Checking the DSP and FX card slot positions in the Vi2/4/6 Local Rack
(V4.9 software)**

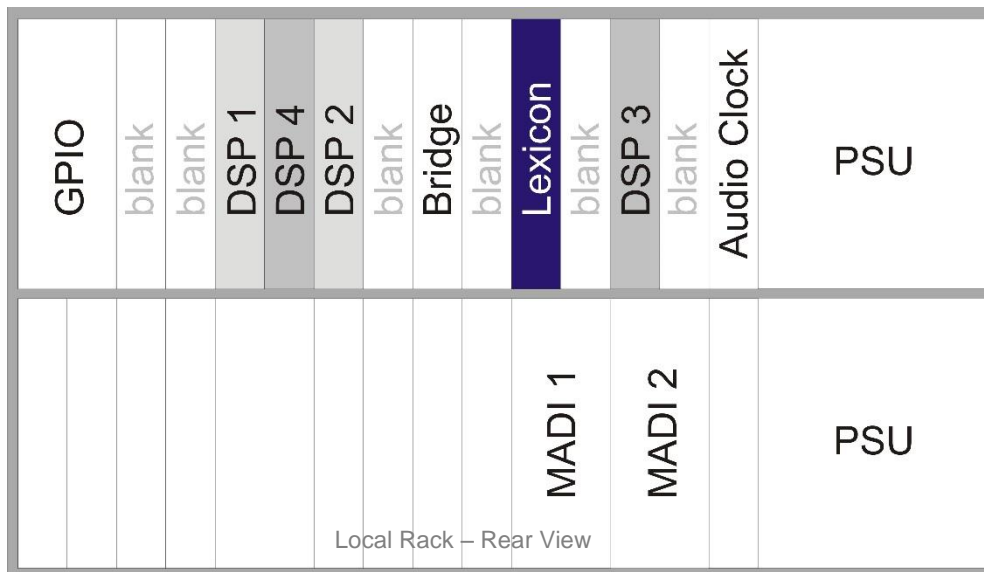
With the release of V4.9,x software for Vi2/4/6, the DSP and FX cards must be in the correct factory default locations. This did not matter on earlier software releases and as a result, it is possible that some Local Racks will have non-standard locations of these cards which has not been noticed since it did not cause any problems in the past.

On V4.9.x, the DSP configuration has been changed from the previous one in order to provide greater compatibility of Vi2/4/6 control surfaces with newer Vi5000/7000 Local Racks. (Previously, only consoles with upgraded Vi200/400/600 CPUs were compatible with Vi5000/7000 Local Racks).

If any of the cards are not fitted in the correct locations (due to incorrect installation in the field or after refitting following service work), this will likely result in failure of the rack to pass audio in one way or another after the console is updated to V4.9.x

The diagram below shows the position of up to 4 DSPs plus the Lexicon card.
If your rack has less than 4 DSPs, ignore cards 3 and/or 4.

Check DSP and Lexicon card locations match the following and if different, move the cards to the indicated positions:



Moving cards in the rack Observe Antistatic precautions!

1. Switch off the Local Rack. Unscrew the 2 small screws top and bottom to release the card fascia. Pull on the two large elongated screws to remove the card from the backplane and slowly slide out.

2. To refit cards, hold the card the right way up, engage the PCB carefully with the mounting rails and slide the card slowly into the rack, taking great care not to let components on the left hand side of the card catch on the adjacent metal panels.

Note: There should be very little friction if the card is correctly running on the mounting rails. When resistance is felt, press on the two large extended screws to engage the card the last 5mm into the backplane connector. When fully seated, press the floating fascia panel into the rack and tighten the two small fixing screws at top and bottom.