

A360

Personal Mixer

Firmware Updates

Firmware is the software code embedded in your Aviom device's permanent memory that makes it work. The A360 Personal Mixer's firmware can be updated in the field to add new features and functionality. The process takes only a few minutes per device. Firmware updates are available from the Aviom website (at www.Aviom.com/Downloads). During a firmware update, the mixing and audio output portions of the A360 user interface are temporarily disabled.

Certain features require minimum firmware compatibility to operate. More detailed information about firmware requirements is included later in this document.

Aviom recommends that all products be maintained with the latest firmware version at all times. As with any system upgrade, be sure to allow enough time to update all the products in your system. Also, it's always a good idea to back up any important data such as mix presets to a USB flash drive before starting the update process.

About USB

A USB flash drive formatted for FAT32 (standard PC formatting) is required for firmware updates. It's important to note that not all USB devices are created equal. In fact, even the same make and model USB device can have variations in their manufacture that are impossible to see by simply looking at the device or reading its specs.

Some USB devices require that a driver be downloaded and installed before the data on the device can be used. This is fine if you're using the device on a PC that can load drivers stored on its local hard drives or from the Internet, but these USB drives will not work with an A360, as the A360 has no way to access and install external files.

USB devices formatted with Mac NTFS formatting cannot be used with the A360. USB devices that are partitioned with PC and Mac volumes may be used; the Mac partition will be ignored.

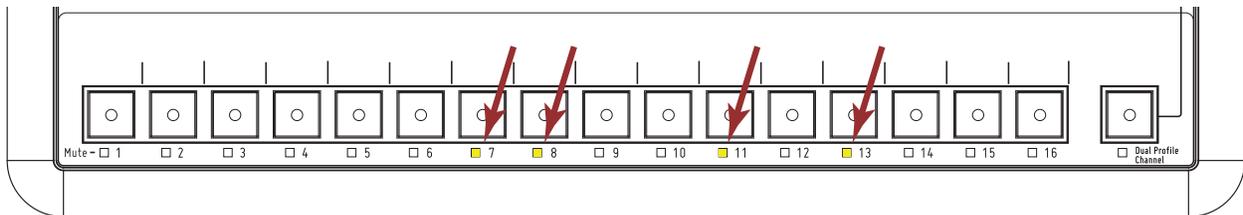
Note that some properly formatted USB devices will not work in the A360, usually due to slow response time from the USB device. If your device does not work, simply try a different USB device, or contact Aviom Customer Service. For more information on determining if your USB device is not mounting, refer to the troubleshooting section later in this document.

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Determining Your Installed Version

To avoid unnecessarily “updating” your firmware, you can first check your A360 to see what version is currently installed. To display the firmware version on your A360:

1. Slide the rear-panel Mode switch to **PROGRAM**.
2. Press and hold the **AMBIENCE** button and press channel button **14**.
3. Release the buttons.
4. The channel Mute LEDs illuminate in a pattern showing the firmware version your A360 is running. See the chart below.



The current version of the A360’s firmware can be displayed on the unit. The current firmware is v3.28, indicated by the channel Mute LEDs as shown above.

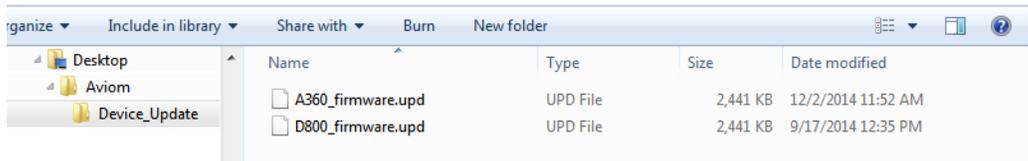
Use this table to determine the firmware version of the A360.

Mute LED Pattern	Firmware Version
8, 10, 12, 13, 16	1.59
7, 12, 14	2.14
7, 10, 12, 14, 15	2.56
7, 8, 11, 13	3.28

✓ **NOTE:** Power cycle the A360 to return it to normal operation after checking its firmware version.

Get the New Firmware

Firmware updates can be downloaded from the Support section of the Aviom website at www.Aviom.com/Downloads. After downloading, extract the files from the .zip archive, and copy the contents to the root level of the USB flash drive. The extracted archive will have all files in a folder named **Aviom**, with the actual firmware files in a sub-folder named **Device_Update**. If you are performing updates to multiple Aviom devices, you can copy the firmware update files (with the .upd extension) into the **Device_Update** folder on a single USB device.

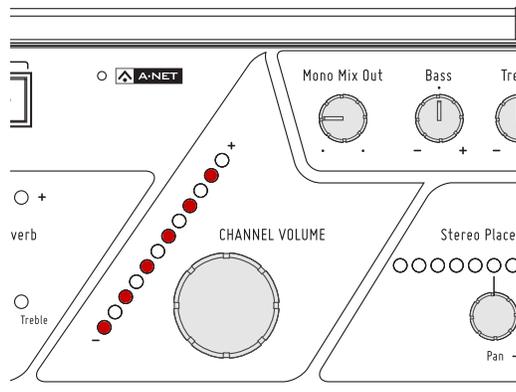


✓ **NOTE:** Firmware updates are delivered with a specific folder structure in place which must remain intact in order to work. Do not rename, or otherwise alter the files delivered with the firmware update.

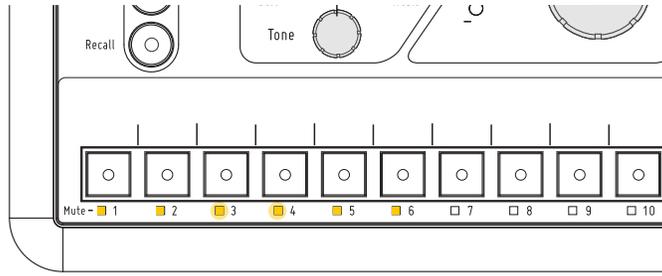
Update the A360 Personal Mixer

To update the A360 Personal Mixer firmware:

1. Start with the power to the A360 off. If powering the unit over the Cat-5 cable, turn off the A-Net distributor or remove the Cat-5 cable from the Personal Mixer's A-Net In port.
2. Plug the USB flash drive into the A360 Personal Mixer's USB port.
3. Simultaneously hold the **SAVE** and **SOLO** buttons while powering up the A360.
4. The Channel Volume LEDs will light in an alternating pattern to indicate that the firmware update process has started.



5. Release the **SAVE** and **SOLO** buttons.
6. After a few seconds the channel button Mute LEDs will be used to display a progress bar as the firmware update is applied.



7. If further firmware update stages are included with a particular update, the Channel Volume LEDs are used to indicate the progress of this stage of the update.
8. Once the new firmware is installed and verified, the LEDs will stop blinking, and the A360 will return to its normal state, ready to be used. The audio outputs are available again.
9. The USB device can be safely removed.

The actual amount of time for a firmware update will vary based on the size and complexity of the firmware file being applied.

✓ **WARNING:**

Do not press any of the user interface buttons, remove the USB flash drive, or turn off the A360 Personal Mixer while its firmware is being updated. If you think the update may not be working, refer to the Troubleshooting section before removing the USB flash drive, cycling power, or pressing the interface's buttons.

Firmware Update Error Warnings

Warning	Description
After pressing the SAVE and SOLO buttons, the channel select button LEDs light briefly, and the Personal Mixer returns to the normal mixing state.	The A360's firmware is up to date; the current version of the firmware is already installed.
After pressing the SAVE and SOLO buttons, the Tone LEDs light momentarily, and the Personal Mixer returns to the normal mixing state.	No USB flash drive is connected to the USB port, or the drive that is connected is not compatible and cannot be mounted.
After pressing the SAVE and SOLO buttons, the Reverb LEDs light momentarily, and the Personal Mixer returns to the normal mixing state.	The firmware update file is missing; make sure that the firmware archive was extracted correctly and copied exactly to the root level of the USB flash drive.

Troubleshooting

If you are having trouble updating firmware, try these troubleshooting tips.

Problem	Solution
The firmware will not load from the USB flash drive	Re-format the USB flash drive using a PC to the FAT32 format and try again (even if the PC shows that the device is already formatted as FAT32).
The firmware will still not load from the USB memory stick even after a re-format	Try the Configuration recall procedure, and then re-try the firmware update.
Firmware will not load even after trying the Configuration recall procedure	USB flash drive is too slow; try a different device.

Firmware Requirements

- **Network Mix Back** requires A360 firmware v2.56 or later and D800 firmware v1.13 or later.
- **A360 Display** requires A360 firmware v.3.28 or later and D800 firmware v3.30 or later.
- Custom channel configurations made in **A360 Channel Manager** v3.0.1.4 may be used only in A360s running firmware v3.28 or later
- A360 presets saved while running firmware v3.28 or later may not be used in A360s running firmware v2.56 or earlier or loaded into Channel Manager v2.0.1.3 or earlier.