ⓘ Keep your dLive system updated with the latest version of firmware. Check www.allen-heath.com for the latest version and information.

ⓘ Updating dLive firmware resets its parameters and preferences. If you want to keep your current settings save these as a User Show first. Updating firmware does not affect User Shows or User Profiles.

ⓘ dLive Shows stored on systems running more recent firmware will not load on systems running earlier versions. However, earlier versions of Shows are compatible with dLive systems running later firmware.

ⓘ When downgrading from firmware V1.83 (or higher) to V1.81 (or lower), please install firmware V1.82 first, then install any earlier versions.

ⓘ In a Multi-Surface configuration, updating the firmware with Surfaces connected to the MixRack via I/O modules is not supported. All Surfaces should be updated individually, either connected as a Primary Surface or with no MixRack connected via the Connection Failed screen.

To update the firmware with a Surface connected

1. Download the latest firmware from www.allen-heath.com and save the .zip file.

2. Remove any previous dLive firmware from your USB drive. To do this, look into the USB AllenHeath-dLive folder and delete the existing Firmware folder and also the Firmware.md5 file. Do not delete other files or folders.

3. Extract the .zip file to the root directory of your USB drive.

   ⓘ Do not change the folder name or browse inside the Firmware folder as doing this may cause firmware corruption. Attempting to navigate or open files within this directory may cause your Operating System to leave behind small temporary system files which can invalidate your firmware.

4. Safely remove the USB drive from your computer.

5. Connect the dLive Surface to the dLive MixRack via gigaACE or Network. To do this, plug a Cat5 cable between one of the Surface gigaACE/Network ports and one of the MixRack gigaACE/Network ports.

6. Plug the USB drive into the dLive USB port, and touch **Update** in the Firmware page. The dLive will reboot to a 'bootloader' screen and if valid firmware is found on the USB drive then details of the current versions and versions found on the drive will be displayed.

7. Touch the **Update** button.

   ⓘ Do not interrupt this process. Failure to complete the transfer may result in firmware corruption. Make sure the mains power and connecting cables are reliable and that the system will not be disturbed or switched off during the update.

8. When the firmware has been successfully installed, the system will automatically reboot.

9. Once the system is fully booted, recall a Template Show or User Show to restore your settings.

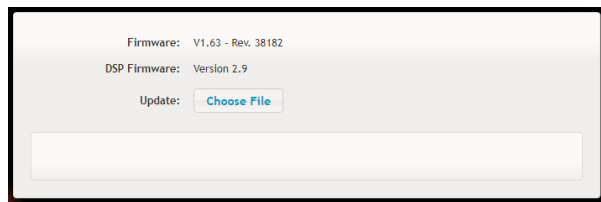**To update the firmware with no Surface connected (i.e. MixRack only system)**

ⓘ This update method is for systems where no dLive Surface is present. If a Surface is available please update via the Surface.

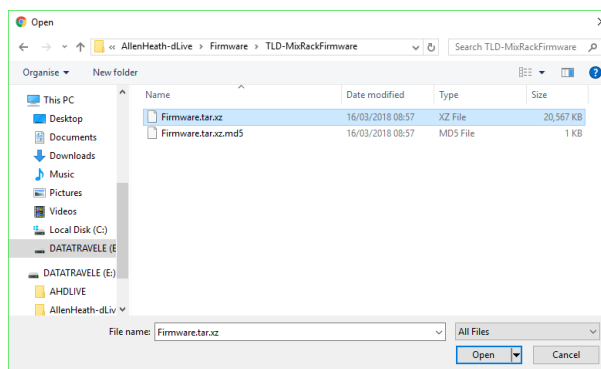ⓘ Ensure there are no instances of dLive Director connected to the MixRack before performing this update.

ⓘ The MixRack and the computer performing the update must be on the same LAN. Updating over WAN/internet is not supported.

1. Download the latest firmware from www.allen-heath.com and save the .zip file.

2. Remove any previous dLive firmware from your hard drive. To do this, look for a AllenHeath-dLive folder and delete the existing Firmware folder and also the Firmware.md5 file. Do not delete other files or folders.

3. Extract the .zip file to a directory on your hard drive.
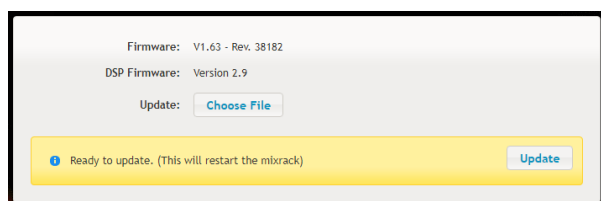
   ⓘ Do not change the folder name or browse inside the Firmware folder as doing this may cause firmware corruption. Attempting to navigate or open files within this directory may cause your Operating System to leave behind small temporary system files which can invalidate your firmware.

4. Open a web browser and type the IP address of the MixRack into the address bar (Default: 192.168.1.70)
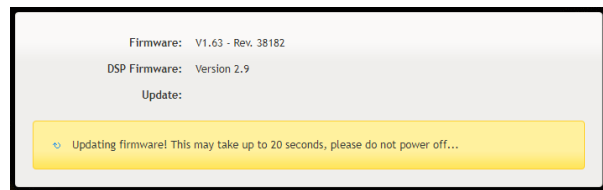
5. Select **Choose File**

6. Select the location where you extracted the firmware and navigate to: **AllenHeath-dLive\Firmware\TLD-MixRackFirmware**

7. Select **Firmware.tar.xz** and press **Open**
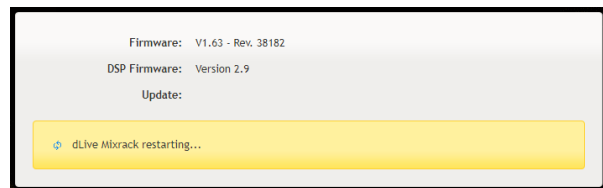

8. Select **Update**

9. Wait for the MixRack to update.

Firmware: V1.63 - Rev. 38182
DSP Firmware: Version 2.9
Update:

↻ Updating firmware! This may take up to 20 seconds, please do not power off...

ⓘ Do not interrupt this process. Failure to complete the transfer may result in firmware corruption. Make sure the mains power and connecting cables are reliable and that the system will not be disturbed or switched off during the update.

10. When the firmware has been successfully installed, the MixRack will automatically restart.

Firmware: V1.63 - Rev. 38182
DSP Firmware: Version 2.9
Update:

φ dLive Mixrack restarting...

11. After the MixRack restarts, the new firmware version will be shown in the browser window

12. Recall a Template Show or User Show to restore your settings.