

January, 2004, [TC Electronic](#)

# How to update your Triple C OS

## **This is what you need to make it work:**

### **A PC with Windows 2000 or XP**

This is not a deliberate choice on the side of TC Electronic - we know that a lot of studios and musicians are Mac-users. The problems with the Mac are caused by the hardware-design of the Triple C . Coupled with the MIDI-implementation of the Mac Operating System, in which MIDI Sysex data is handled in a different way than in Windows.

### **A midi-interface that works**

We have tested a number of midi-interfaces and found that the following interfaces can be used to upgrade the Triple C :

- ✓ Midiman USB Midisport 1x1, 2x2 AND 8x8
- ✓ Midiman Uno
- ✓ Steinberg USB2
- ✓ Creative Soundblaster PCI-128
- ✓ Oxygen 8
- ✓ Terratec EWS88
- ✓ MPU-401 compatible soundcards
- ✓ We also found that these do not work:
- ✓ creamware Luna II
- ✓ Emagic MT4 & Unitor8
- ✓ Edirol PCR-50
- ✓ Edirol SD-90
- ✓ Edirol UM-1
- ✓ Edirol UM1S
- ✓ RME HDSP Digiface
- ✓ Steinberg MIDEX3
- ✓ Steinberg MIDEX8

Please note, this does not mean that they're bad midi-interfaces - they just don't work in this particular case. We have the long technical explanation of why this doesn't work - but...

**A midi cable to connect your Triple C to your computer.**

## Update procedure

The update procedure contains the following 5 steps:

- ✓ Backup your settings and presets
- ✓ Connect the Triple C to your computer
- ✓ Set the Triple C so it's ready to receive
- ✓ Start the update program and send the update to Triple C
- ✓ Reset the Triple C

### Make sure to backup your settings and presets.

Before you update your Triple C, you'll have to make sure to back up your presets and settings, as they may get lost during the procedure. You can find info on how to back up your presets in your Triple C manual, or you can use the "How to backup your presets"-document found in together with the update program. It is not possible to back up your settings (f.ex. input selector), so you'll have to write your settings down - sorry, but this is the only way to do it: pen and paper.

### Connect the Triple C with the computer.

Connect the MIDI OUT port from your computers midi-interface to the MIDI IN of Triple C .

### Set the Triple C in receive mode

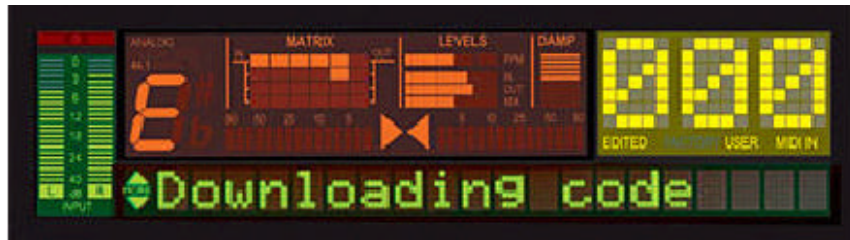
Press and hold the **SOFTLIM + ENVELOPE MODE** buttons, while powering on the Triple C from the front.



- ✓ The display now reads "Triple C 3C DUAL(SINGLE) 1.04 API 1.9".
- ✓ Turn the inner VALUE wheel on the far right until the display reads "Download DSP Code?".

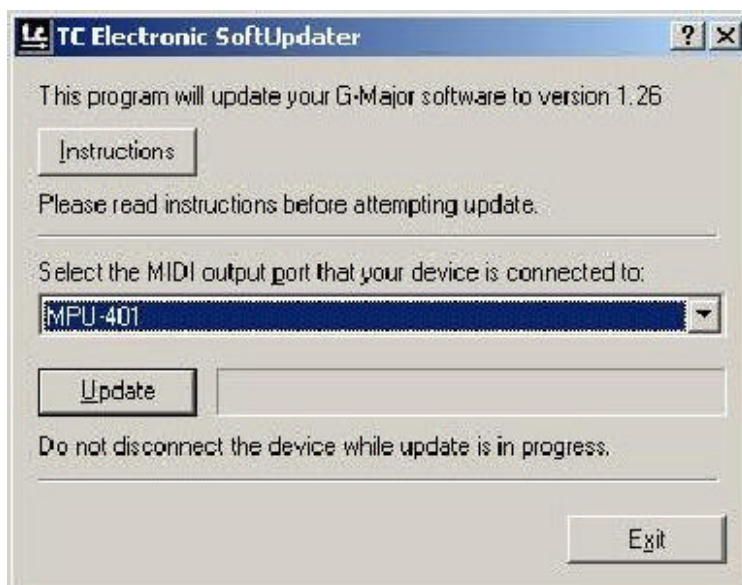


- ✓ Press **MENU** to confirm. The display now reads "Downloading code 000" which means the Triple C is ready to receive the update.



**Start the update program and send the update to Triple C :**

- ✓ Start the install-program on your PC.



- ✓ Select the right midi-out.
- ✓ Press "**Update**"
- ✓ Press **Send**
- ✓ The display will read "Downloading 000" with the numbers continuously increasing.
- ✓ Please note, the upgrade can take several minutes.



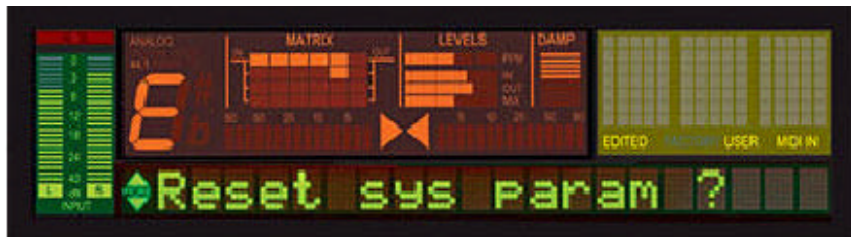
If the unit stalls during the update, please retry with one of the tested MIDI-interfaces mentioned above.

Upon a successful update, the Triple C will revert back to the "Triple C 1.06 Front 1.6" screen, Power the unit off and back on from the front.

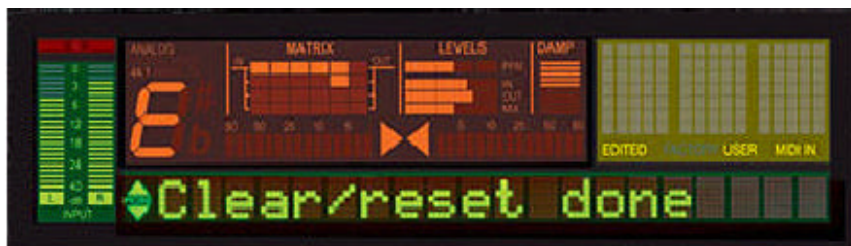
**If the update does not work:**

1. Reset the System Parameters on the Triple C by doing the following, then try updating the software again.

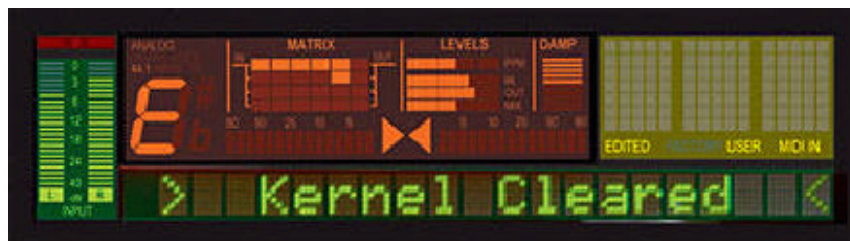
- ✓ Press and hold the **MENU** button, while powering on the Triple C from the front. The display now reads "Triple C 1.06 Front 1.6".
- ✓ Turn the **VALUE** wheel until the display reads "Reset sys param?"



- ✓ Press **MENU** to confirm.
- ✓ The display now reads "Clear/reset done".



- ✓ Power the unit off and on from the front.
- ✓ The display now reads "Kernel Cleared"



- ✓ Power the unit off and back on again from the front.

2. If the update stops or hangs in the middle of the transmission, it is very likely that it has been interrupted in some way. In this case, please try one of the tested MIDI-interfaces.

3. If it still does not work, the unit could be defective and should be sent in for repair to either the TC Headquarters or the local Service Center (depending on the country).

Please either contact your dealer to arrange this, or get in touch with [TC Support](#).