

January, 2004, [TC Electronic](#)

How to update your VoiceOne 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 VoiceOne. 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 VoiceOne:

- ✓ 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 & Uinitor8
- ✓ 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 VoiceOne to your computer.

Update procedure

The update procedure contains the following 5 steps:

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

Make sure to backup your settings and presets.

Before you update your VoiceOne, you'll have to make sure to back up you presets and settings, as they may get lost during the procedure. You can find info on how to back up your presets in your VoiceOne 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 VoiceOne with the computer.

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

Set the VoiceOne in receive mode

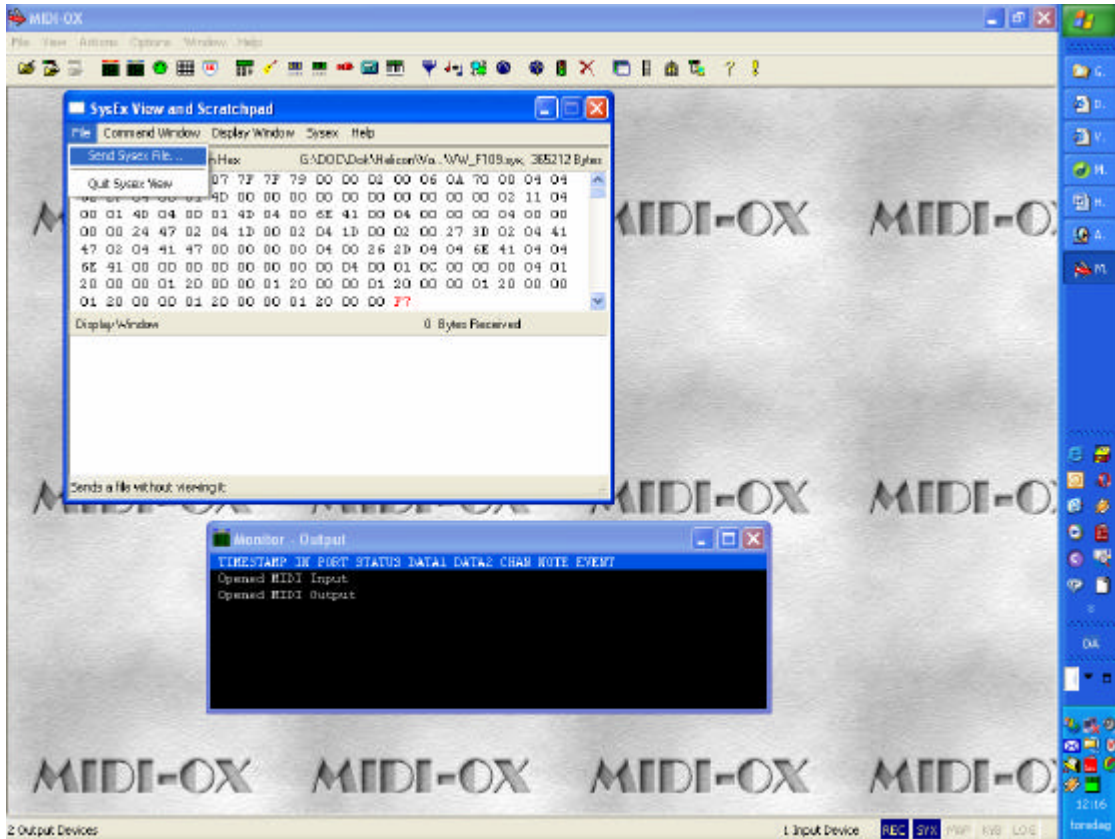
Press and hold the **I/O + UP ARROW** buttons, while powering on the VoiceOne.



- ✓ The display now reads "Voic1 1.03 API 1.0".
- ✓ Turn the VALUE wheel on the far right until the display reads "Download DSP Code?" and press "ENTER" to confirm. The display now read "Downloading code 000".
- ✓ VoiceOne is ready to receive the update.

Start the update program and send the update to the VoiceOne:

- ✓ Start the install-program on your PC Midi OX. You can download the program from this location <http://www.midiox.com/>.



- ✓ Select File > Send System File.
- ✓ Choose the correct software for the VoiceOne.
- ✓ Press confirm.
- ✓ Please note that the PC can confirm that the upload is finished but the buffer is still processing the file to the VoiceOne. Wait until the display displays the following.

“Downloading code 00”

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

Upon a successful update, the VoiceOne will revert back to the “VoiceOne 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 VoiceOne by doing the following, then try updating the software again.

- ✓ Press and hold the “**ENTER**” button, while powering on the VoiceOne from the front.
The display now reads “*Voice 1.03 API 1.0*”.
- ✓ Turn the VALUE wheel until the display reads “Reset sys param?”

“Reset sys param?”

- ✓ Press “**ENTER**” to confirm.
- ✓ The display now reads “Clear/reset done”.

“Clear/reset done”

- ✓ Power reset the unit.
- ✓ The display now reads "VoiceOne v.2.01 (latest software) TC-Helicon"

“VoiceOne ver.2.01”

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](#).