January, 2004, <span style="color:purple">TC Electronic</span>

# How to update your Voice-Live 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 Voice-Works. 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 Voice-Works:

- ✓ 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 Voice-Live to your computer.**

## Update procedure

The update procedure contains the following 5 steps:

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

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

Before you update your Voice-Works, 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 Voice-Live 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 Voice-Live with the computer.**

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

**Set the Voice-Live in receive mode**

Press and hold the **KEY** + **SCALE** buttons, while powering on the Voice-Works.
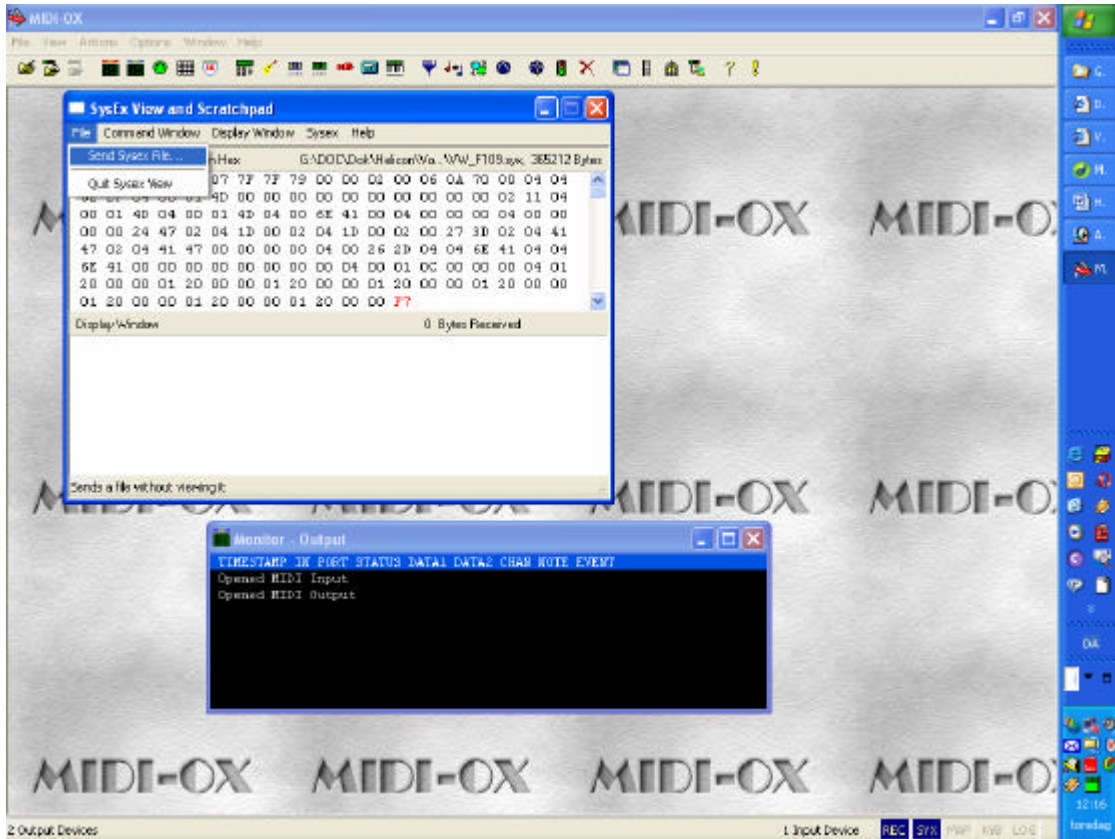


- ✓ The display now reads "*VWF PSDC FIRMWARE v.0.23*".
- ✓ Turn the VALUE wheel on the far right until the display reads "*Download DSP Code?*" and press **EDIT to confirm.** The display now read "*Downloading code 000*".



- ✓ Voice-Live is ready to receive the update.

**Start the update program and send the update to Voice-Works.**

✓ 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 softwar for the Voice-Live .

✓ Press confirm.

✓ Please note that the PC can confirm that the upload is finished but the buffer is still processing the file to the Voice-Live, wait until it completes the download.
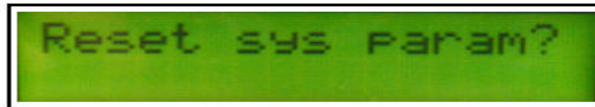
If the unit stalls during the update, please retry with one of the tested MIDI-interfaces mentioned above.

Upon a successful update, the Voice-Live will revert back to the "Voice-Live 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 Voice-Live by doing the following, and then try to update the software again.

- ✓ Press and hold the **PREVIOUS + USER** button, while powering on the Voice-Live from the front. The display now reads "*V6 PSDC Firmware V.020*".
- ✓ Turn the VALUE wheel until the display reads "Reset sys param"



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



- ✓ Power the unit off and On again.
- ✓ The display now reads "Voice-Live (latest software)"

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.