

<b>Service Note</b>		
Product	Description:	Service note no.
<b>TC Helicon products with software upload possibility</b>	<b>Firmware download from Voicesupport</b>	<b>SNo-T0153</b>

**Reason for note:**

When using TC Helicons Voicesupport for downloading new firmware it happens that an error occurs.

After a failed attempt the unit intended for the firmware can get into a deadlock, where a new attempt is not possible.

**Actions:**

There is a possibility to access the unit by using MIDI to update.

Please follow advises from the Techsite and if you do not succeed please contact Music support.

**IMPORTANT:** N/A