

How to update Eventide rack-mount Audio Units

The following applies to Eclipse, BD600 and BD600E, Orville, DSP7000 family, H7600 and H8000 family.

Reverb 2016 is not currently upgradeable.

DSP4000 family updates are no longer available.

Eventide rack-mount Audio Units can be upgraded in various ways:

- By downloading the update from the Eventide Web Site and sending it to the unit by means of a [serial cable](#).
- By downloading the update from the Eventide Web Site and making an [Update Card](#).
- By purchasing a pre-programmed update card from Eventide. This can be used for program storage after the update.

Special note of users of older Eclipse:

We have found that in some cases, people who have been successful in upgrading their Eclipse to versions 2.0 (or earlier) have been unable to upgrade to higher versions. In other cases, they have had difficulty upgrading at all. One possible cause is the "bootloader" version in the Eclipse - version 1.10 may need to be upgraded to allow a successful OS upgrade.

See [Eclipse Upgrade Problem Resolution](#) for more information.

Timeliness

With any upgrade there is always a small risk of problems. Never perform any upgrade (to any equipment, not just ours) close to any deadline, performance, tour or important show.

Test the upgraded system thoroughly before use. Note that reconfiguration will usually be required.

Update Procedure using serial cable

If you are using a PC, and have no need to make update cards, use this procedure.

- 1) You will need a 9 pin serial cable to connect between your PC and your system. There are two types of such cables.
 - A straight-through connection with each pin on one end of the cable connected to the same pin on the other end. **Use this one.**
 - A file transfer or crossover cable, designed for connecting two PCs together. **Do NOT use this one.**
- 2) Using your browser, download and run the Update Application – this will be a .EXE file. Depending on which browser you use, you may be able to “Run” the file or may have to “Save” it first and then “Open” it. You should answer “Yes” or “Run” to any security questions.
- 3) Use the HELP button on the Update Application to get further instructions. Note also the following:
 - **Close ALL other applications** before continuing with the update, including your Web Browser.
 - Use default settings unless you have a good reason to do otherwise.
 - The upgrade will take between two and ten minutes.
 - If you have trouble with this procedure, try again a few times. If unsuccessful, see [Troubleshooting Problems with "OUPDATE"](#)

After updating to a new operating system software version, a screen requesting permission to clear setups will appear when the system is restarted for the first time. Eventide recommends answering "OK" to this prompt and clearing the setup.

This will NOT erase any user presets but will reset all options set under the LEVELS and SETUP pages to the factory defaults.

Update procedure using Compact Flash Card

This procedure may be used with a Mac or a PC for all the above systems except Orville and the 7000 family which do not support the use of Compact Flash cards. The card can be used for program storage afterwards.

First you must create the upgrade card

- 1) You will need the following:
 - A Compact Flash (CF) card, often used by digital cameras. This may have been supplied with your unit and are also widely available (Eventide recommends Sandisk). The card needs about 4M bytes or more free space.
 - A USB type Compact Flash reader/writer.
 - A suitable PCMCIA adaptor for H8000 series or H7600.
- 2) Using your browser, download the Update Card files and save them to disk. These will be in the form of a single ZIP file.
- 3) Open the ZIP file and copy its contents to Compact Flash card (not to a folder). Most modern computers will do this painlessly – if not, you will need a suitable utility such as WinZip or PKUNZIP.

Installing the Upgrade Card

These instructions apply to cards created as above and also those purchased from Eventide.

- 1) Power down the unit.
- 2) Insert the Upgrade Card into the memory card slot on the front of the unit.
- 3) While holding down the Upgrade key, power on the unit. This key varies from unit to unit:
 - Eclipse – key “1”
 - Orville, DSP7000 family, H8000 family and H7600 – key “2”
 - BD600 family – “DUMP” key
- 4) Wait for the programming process to be completed. If the programming has been successful, the "Programming Completed. Cycle Power" message will appear.
- 5) Power down the unit.
- 6) Remove the Upgrade Card. The programming process is complete.

After updating to a new operating system software version, a screen requesting permission to clear setups will appear when the system is restarted for the first time. Eventide recommends answering "OK" to this prompt and clearing the setup. BD600 units will clear the setup automatically.

This will NOT erase any user presets but will reset all options set under the LEVELS and SETUP pages to the factory defaults.

Eclipse Upgrade Problem Resolution

We have found that in some cases, people who have been successful in upgrading their Eclipse to versions 2.0 (or earlier) have been unable to upgrade to higher versions. In other cases, they have had difficulty upgrading at all. One possible cause is the "bootloader" version in the Eclipse - version 1.10 may need to be upgraded to allow a successful OS upgrade.

WARNING!	IMPORTANT	WARNING!
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Only update the Bootloader on any machines if the "1" and "2" keys aren't working during powerup, or if you get any of the described symptoms.

If the symptoms are different, there is probably a different cause.

Updating the bootloader entails some risk: *If the process is interrupted, the bootloader in the Flash ROM will be lost, and the Eclipse will need to be returned to the factory for reprogramming.*

Symptoms

The bootloader bug shows up as one of these symptoms:

- When updating using our OUPDATE (download) utility and powering up the Eclipse pressing & holding the 2 key, you can't access the operating system update window.
- When updating with the Compact Flash card, and powering up the Eclipse pressing & holding the 1 key, you can't load the new OS from the plugged-in card.
- You were able to upgrade but when powered up the unit froze, showing confused characters on the display.

Confirm Bootloader Version

If you have one of the above symptoms, confirm the bootloader version. Power on the unit while pressing and holding the 3 key. You will be able to read BOOT: P xxxxxx Vx.xx (these last 3 digits show you the version), presumably 1.10. (If you are experiencing symptom #3, you must first re-load the [previous operating system](#), then proceed to the bootloader upgrade as described below.)

Perform the Bootloader Update

You will need:

- A compact flash card reader, USB connected device
- A Windows PC or a Macintosh
- A Compact Flash Card that has proved to work with the Eclipse. You may want to reformat it in Eclipse, so that nothing is stored to it.
- This download file [for the PC](#) or [for the Macintosh](#)

The instructions are the same for both a Windows PC or a Macintosh computer:

1) Unzip (or Unstuff - for Mac folks) the contents of the file and copy the files to the compact flash card. The following four files should be copied to the card. Do not insert them in any folder:

```
autoexec.bat  
romprog.exe  
romprog.dat  
bootfour.exe
```

- 2) Turn the Eclipse OFF, Insert the card on the Eclipse and cycle the power ON.
- 3) Wait for the PROGRAMMING COMPLETED message to appear. DO NOT interrupt the programming process or the Eclipse ROM will be corrupted and need to be sent to the factory for reprogramming. The programming will take about 20 seconds.
- 4) Confirm the new boot loader installation (V1.210) by powering up while holding down the 3 key as described above.
- 5) Delete the files from the card (using the PC/MAC), or reformat the card on the Eclipse (SYSTEM/SERVICE/FORMAT).

Now proceed to the [OS upgrade](#) process, using a Serial cable or by creating an upgrade card.