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S21/S31 Console Upgrade from V3.0.11 or V3.0.14 to V3.0.15

Please see below and attached for links and details of the latest S21 and S31 software upgrade.

See Release Notes in the upgrade package for details.

The update to from V3.0.11 or V3.0.14 to V3.0.15 is intended to address several issues found recently in the previous versions.

Please read and follow the upgrade instructions below carefully.

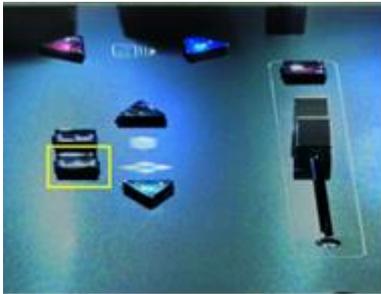
This version is compatible with sessions from all S-Series versions from V1.2 onwards

The following instructions assume that you are upgrading a console that is running S21/S31 software version V3.0.11 or V3.0.14

If updating from a version earlier than V2.6.1, please check for all relevant DMI cards for firmware upgrade requirements that are included in the software update.

Software upgrade

1. Download the ZIP file (see link below) and extract/unzip the file named update.dcu on your computer
2. Copy the unzipped file to the root folder of a USB key (please ensure that the file is in the ROOT folder and not in a sub folder – also ensure that it is called update.dcu)
3. Switch the console off
4. Insert the USB key in the console USB port
5. Hold down the “Overview” button on the console worksurface (see image below)



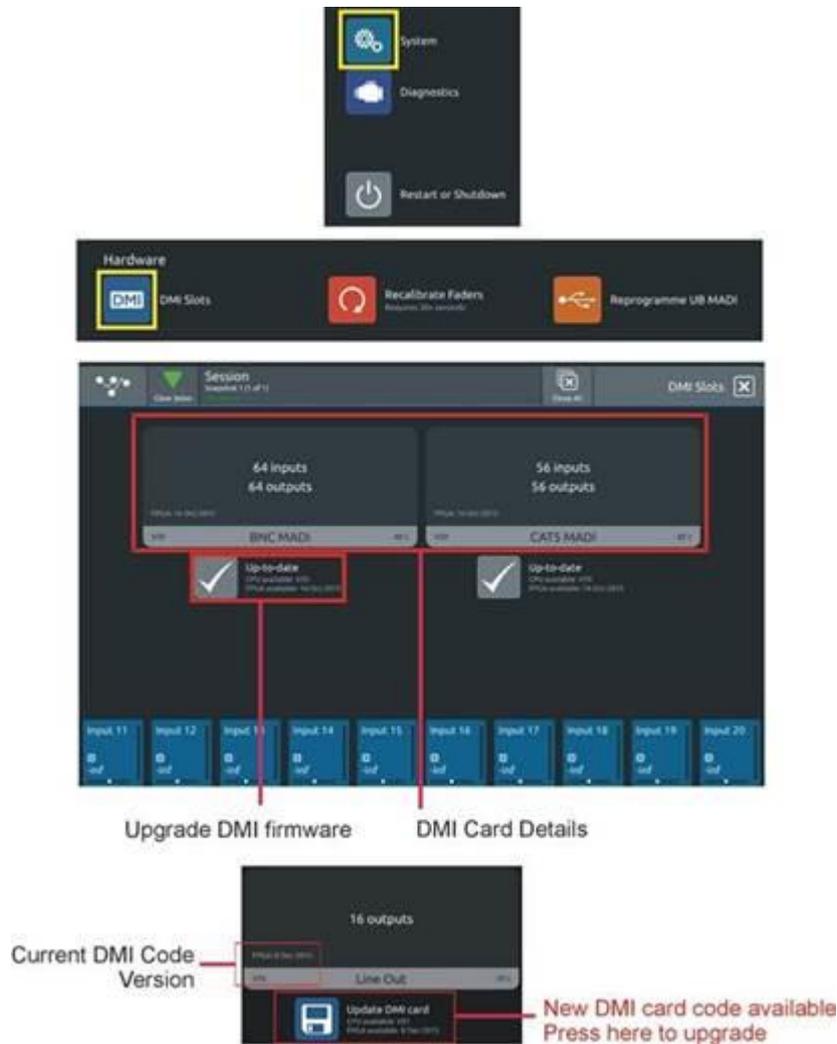
6. Switch the console on and keep the overview button held for about 5 seconds and then release it
7. You should then see a series of icons on the screen starting with a clock icon
8. Wait for the console application to boot
9. Open the main menu and check the version number at the bottom of the screen – it should be V3.0.15
10. Power cycle the console
11. Upgrade complete

DMI Card - Firmware upgrade

Depending on the software version that you are upgrading from, there may be new DMI card code available in V3, so when the software application upgrade is complete, please go to the Main Menu>System>DMI cards and upgrade any installed DMI cards using the upgrade buttons on that page.

If you are upgrading from V2.2 there should be firmware updates available for DMI AMM, DMI ME, DMI MADI B and DMI MADI C
If you are upgrading from V2.3, V2.3.1, V2.4 or V2.5 there may also be other DMI card firmware updates required.

1. If an installed DMI card requires an upgrade, the button below the card display will say “Update DMI Card”.
2. Please ensure that you disconnect any external devices from the DMI card before you start the upgrade process
3. Press this button to upgrade the card and wait until the process is completed.
Note that if both CPU and FPGA updates are required, there will be brief pause between the 2 processes – please wait for both to complete.
4. When the card has been successfully updated, check that the “Current” and “Available” code versions match.
Please ensure that both CPU and FPGA are up to date and, if they are not, press the “Update DMI Card” button again.
5. Now power cycle the console to complete the procedure.



CONSOLE SOFTWARE

The **S21 – V3.0.15 Console software package** (including this Technical Note) is available for download at:

https://digico.biz/base_product/s21/

The **S31 – V3.0.15 Console software package** (including this Technical Note) is available for download at:

https://digico.biz/base_product/s31/

Please ensure that you use the correct updater for the relevant console – **S21 or S31**

PLEASE NOTE: If you are using the S21/S31 with the S-Series iPad App, you may need to re-enter your console IP Address, SubNet Mask and Port details after the software upgrade to V3.0.15 is complete.

OFFLINE SOFTWARE

The Offline Version V3.0.15 of the software for Windows and Mac can also be downloaded at either of the above links and is compatible with S21 and S31 console.

IMPORTANT NOTE for increased channel/buss counts: The 8 additional busses provided with the channel upgrade will have default names and these might have the same names as existing busses eg Groups 7 and 8 (see Release Notes for V3.0.9). These busses should be renamed to avoid potential confusion. Although the default set of additional busses consists of 1 Mono and 7 Stereo Groups, these can be changed in the standard way to be Mono or Stereo in Group or Aux Mode at any time.

If you have upgraded to 60/24 mode and subsequently revert the console to 48/16 mode, the highest numbered input channels and groups will no longer be available (Input Ch 49-60 and Busses 17 to 24).

If you have any questions please call us - UK Office hours are 8.30AM to 5.30PM (GMT) Monday to Friday. Whilst we do offer an "Out Of Hours" Support service during evenings and weekends, there may be a longer delay in response during those times so please bear this in mind.