

TECHNICAL NOTE

Date: 17th July 2022

Ref: 560

Raised by: SR

Distributed to: as required



DiGiCo (UK) Ltd. Unit 10 Silverglade Business Park, Chessington, Surrey, KT9 2QL, UK
Tel: +44 1372 845600 email: support@digiconsoles.com

Upgrading S Series to V3.0 and Activating S+

Introduction:

This guide will help you to update your S21 or S31 console to software version 3.0 and provides instructions on activating the paid upgrade of S21+ or S31+ via our webstore.

Updating to V3.0

Install the update by going to <https://digico.biz/range/s-series/> and selecting your console from the tiles. Scroll to downloads at the bottom and download the v3.0 updater zip file.

- Extract the zip to a folder on your computer.
- Install the software update by following the instructions in the included Tech Note TN554
- Once the console has updated to v3.0 you may need to update your DMI Cards
- Go to Main Menu -> System -> DMI Slots
- If there is an update you will see it under the card, press the update button to perform the update.

Unlocking S+ features

Once your console is fully up to date you can purchase the + upgrade from our store at

<https://digico.biz/shop/products/software/>

On the order confirmation screen you can click on the “My Software Passwords” or click the icon of the person in the top right and go to “Software Licenses”

Scroll to the bottom of the page and you will find a form to fill in to generate the License key

On the console go to Main Menu -> System -> Upgrade

The terminology between the console and the website is a little different as the website is designed for the wording on the SD series of consoles.

To generate the password:

- You can leave the Client field blank if you wish, this is a useful box if you’re buying multiple and need to remember what each one was for
- Serial Number is the console serial from the sticker on the rear
- License Number is Console ID from the upgrade screen
- Press the generate password button
- The button will be replaced by a password string, enter this into the License Key field on the console and push Update Key

After a valid license key has been input to the console, you can then upgrade to an increased channel count by pressing on the “Channel Count Increase” tick box. The console will then prompt you to shut down and power cycle, which will then give you the increased channel count.