

Concerto Firmware Upgrade Procedure

The following document contains instruction on how to perform a firmware upgrade to a Viola Concerto amplifier.

You will need:

- An empty USB flash drive
- A Concerto zip file that contains the correct update file and file structure, provided by Viola Audio Laboratories.

Once the update file is unzipped to the flash drive, the flash drive is inserted into the viola and it will cause itself to be updated with minimal user intervention.

Preparing the USB disk drive

Firmware updates should always be performed using an empty USB disk drive. There should not be any other files than the ones indicated by this document.

As such, it is often best to format it, to get it to a known state as this gets rid of hidden and read only files (See “formatting a USB drive”).

Unzip the Concerto update zip file into the root of your flash drive.

Once unzipped, you should see the following path on a USB memory stick:

```
<drive letter:>\Viola\Conc
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<drive letter:> indicates the drive letter that your PC designates – for instance, “H:” or “I:”

\Viola\Conc should contain the file “App.hex”

Update new Crescendo firmware

To update the new firmware, do the following:

- Power down the Concerto
- Insert the USB stick into the unit.
- Power up the Concerto
- Note that the unit will go through several LED indications:

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Notice: Red/white/blue several times, then red, wait a second and then it will alternate between red/green. Once done, it will boot into the application firmware, indicated by flashing one solid color for about 5-30 seconds. It will eventually stop flashing and a solid color will be displayed.

Do not interrupt the process by unplugging power or USB drive. Doing so could damage your equipment!

- Unplug the USB stick from the unit. Your Concerto is now ready for use.

Notice: There will not be a need to power the unit down and up.

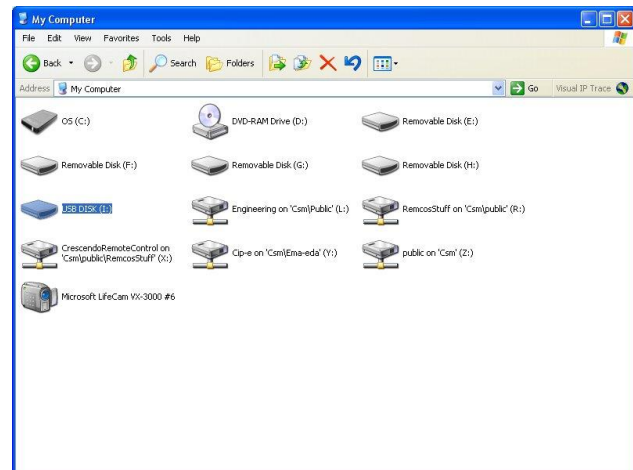
Formatting a USB drive

Insert the USB drive into your PC and look at 'my computer'.

Make sure that you are indeed selecting the correct USB disk.

Note it will show up as "USB disk" or alike. Make sure that this is indeed your USB disk, as all data on it will be erased.

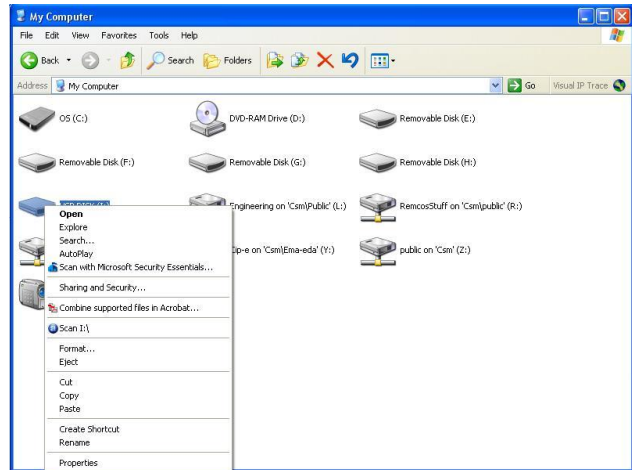
To make sure, you can temporarily unplug it to see if whether the "USB Disk" disappears.



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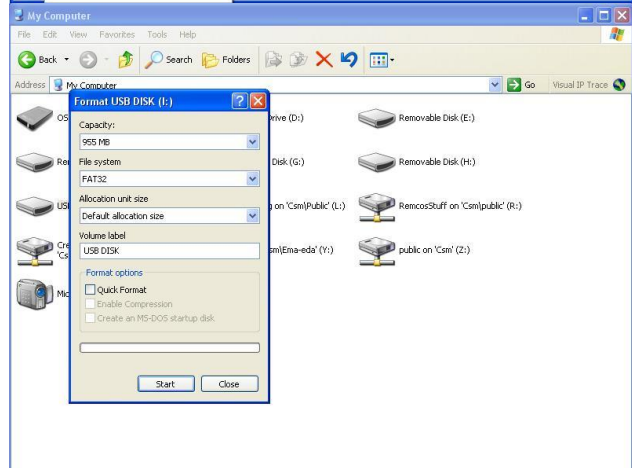
Right click it.

Select "Format"



By default, the system will want to format it for FAT32.

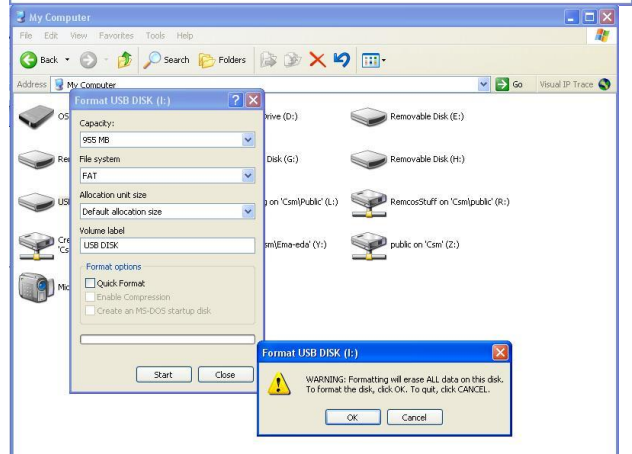
Change that setting to FAT or FAT16.



An ominous warning will pop up, indicating that all data will be erased. Don't worry – as long as you selected the correct disk (see top of previous page), it will be fine.

Click 'Start'

A progress bar will appear and quickly indicate that the format has completed



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Click ok on the “formatting” dialog box

Click ‘close’ on the “format USB disk” dialog box.

Your USB drive is now formatted and ready to be used for firmware download.

