FRACTAL AUDIO SYSTEMS

FC-6/FC-12 FIRMWARE UPDATE GUIDE

About Firmware Updates

Fractal Audio Systems is known for continual improvement to its products through **firmware updates**. Firmware is just software which runs like an **operating system** inside your FC. It is tracked using version numbers: 1.01, 1.02, etc. Every FC should be shipped with the latest version installed. Watch the FC during startup to see its current version displayed. You can always upgrade from any version to any other version.

Unlike other products, the FC is programmed through the Axe-Fx III. Most new FC features and fixes will therefore be part of Axe-Fx III firmware updates. The FC does have its own basic internal firmware for low level functions, however, and this may sometimes require an update.

Update the FC using Fractal-Bot and the Axe-Fx III

FC firmware updates are installed using the Axe-Fx III over FASLINK II. You will not connect the FC directly to a computer.
The process is familiar and uses Fractal-Bot, our free utility, which you need to install first:

1) **PREPARE TO UPDATE:**

   a) **MAC:** No driver is required for the Axe-Fx III.

   b) **WINDOWS**: Install the Axe-Fx III Driver for Windows if you have not previously installed it on this computer.
      i) Download the driver from **https://www.fractalaudio.com/3d**
      ii) Connect your Axe-Fx III to your computer using a standard USB cable (not included).
      iii) Install the Driver you downloaded, following the on-screen instructions.

   c) **ALL PLATFORMS**: Download and install **Fractal-Bot** from our web site at **https://www.fractalaudio.com/fractal-bot/**

2) **DOWNLOAD AND UNZIP THE FC FIRMWARE**

   Firmware is packaged in a **zip archive** containing a Sysex (.syx) **firmware file** and various supporting documents.
   a) Download the latest firmware from **https://www.fractalaudio.com/fcm**
   b) Extract the .syx file where you can find it later (e.g. DESKTOP).
      Do not double-click the .syx file. Fractal-Bot will prompt you for its location when it is needed.
   c) Read the **Release Notes**. They'll alert you to anything you need to know before updating to a new version.

3) **READY YOUR FC FOR THE UPDATE**

   a) Connect the Axe-Fx III and a single FC-6 or FC-12 via FASLINK II as you normally would. Remove any daisy-chained units and MIDI cables.
   b) Connect the Axe-Fx III and computer via USB. Quit any audio or MIDI software applications on the computer.
   c) Power cycle the Axe-Fx III.
   d) On the FC, when *"Initializing…"* appears in the main display, press and hold the top left footswitch until "**Failsafe v0.01**" is shown.
   e) Release the footswitch and wait for the Axe-Fx III to finish booting.

4) **LAUNCH FRACTAL-BOT AND PERFORM THE UPDATE**

   i) Launch Fractal-Bot. For Step 1, do NOT select "Axe-Fx III". Instead, select "Utility" as follows:
      Press and hold **[Command ⌘]** (Mac) or **[CTRL]** (Windows) and then click the dropdown to reveal and the hidden "Utility" option.
   ii) Select "Axe-Fx III" under the "Select an Output Port" dropdown.
   iii) Ensure that the MIDI Buffer Delay slider is set to 300 ms.

   b) For Step 2, browse to the downloaded .syx firmware file for the FC (NOT the zip file! See step 2a above!)
   c) For Step 3, press the "BEGIN" button.
   d) When the transfer is complete, power cycle the FC and verify the new version by watching its main display.

Getting Help

If you need any help, please contact our support team via http://support.fractalaudio.com

Customers outside the US or Canada may also contact the official distributor for their region.

Our forum at http://forum.fractalaudio.com/forum.php can also be a valuable resource, with members helping members around the clock.