



## FX8 FIRMWARE UPDATE GUIDE

### What is Firmware? Why do I need to update?

Firmware is technically software. It runs like an **operating system** inside your FX8. Firmware uses version numbers: 1.01, 1.02, 2.0, etc. Every FX8 sold by Fractal Audio Systems is shipped with the latest version installed. You can check your version any time by pressing SETUP, UTILITY (#3) and paging to the FIRMWARE screen.

Our products are upgradeable, and we are committed to continual improvement. The **free updates** we release are highly anticipated by our customers. We add new effects and features, upgrade capabilities, fix issues, and more. We recommend keeping the firmware in your unit up to date as new versions are released. Should you encounter any trouble with the update process, please refer to **Troubleshooting & FAQ** (p. 2).

### How do I update my FX8?

Updating the firmware of your FX8 is easy with Fractal-Bot, our free MIDI utility.

**I. Connect FX8 to your Computer** using a standard USB cable (not included). **A DRIVER is NOT required.**



**II. Install Fractal-Bot** (Required only the first time you use it, or when an updated version becomes available).

Download and install Fractal-Bot from our web site at <http://fractalaudio.com/fractal-bot.php>

NOTE: Since the launch of Fractal-Bot, however, we no longer provide support for configuring or using 3<sup>rd</sup> party applications.

**III. Download and Unzip The Firmware... And Read The Release Notes!**

Since you're reading this file typically packaged with firmware, you've probably done this already...

If not, the latest firmware can be found on our web site at <http://fractalaudio.com/support.php>

Firmware is packaged in a **zip archive** that may contain various documents in addition to the actual firmware, which will be a .syx file -- MIDI System Exclusive or "SysEx" file. Extract this .syx file to a location you can easily find when required. Do not double-click the .syx file. Fractal-Bot will prompt for its location when it is needed.

Please read the "Release Notes" included with the firmware download. They'll let you know what's new and alert you to anything you may need to be aware of before updating to the new version.

**IV. Launch Fractal-Bot And Perform The Update**

Fractal-Bot is easy to use. Simply launch the application and proceed through three self-explanatory steps. For additional information, consult the **Fractal-Bot Manual**, included with the Fractal-Bot download.

Before performing a firmware update, it may be wise to back up the settings of your FX8.

Fractal-Bot's RECEIVE feature provides a convenient and self-guided way to do this.

NOTE: Firmware updates will frequently be accompanied by new versions of the **FX8 Factory Presets**.

These will be available on our web site [support page](#) and can also be installed using Fractal-Bot.

## Troubleshooting & FAQ

Most firmware update problems are easy to solve once you've identified the source of the trouble.

### How do I know it worked?

To check your firmware version at any time, press SETUP, UTILITY (#3) and change to the FIRMWARE page.

### Can I skip versions to go from a very old firmware version to a much newer one?

You can always upgrade from any version to any other version. When you skip like this it is recommended that you also read the Release Notes for all interim versions, all of which are included with every firmware release.

### Will updating my FX8 Firmware also update my factory presets?

Updating firmware does not update Factory Presets but feature changes may affect how those presets sound. New Factory Presets, when offered, are released as a separate update on our web site [support page](#). Fractal-Bot can be used to transmit this update in the same way it is used to update firmware.

### Will updating my FX8 Firmware erase my customized presets?

Firmware updates do not erase customized presets. However, firmware updates may alter the sound of existing presets. Always read the Release Notes included with a given version before updating. Saving presets after a firmware update can render them incompatible with previous versions. It is always wise to back up your FX8 using Fractal-Bot before a major update.

### The firmware update failed mysteriously. What should I do?

If the FX8 still boots normally, just try the update again. If successive failures occur, please delete and re-download the update file before trying again. Trying a different USB port or cable can also solve certain issues.

In the rare event that the FX8 will only boot to a blank screen (sometimes with one or more LEDs frozen) this indicates that the firmware update process has failed. See below for more on this.

## FX8 Failsafe Firmware

The FX8 has a built-in recovery mechanism to protect against firmware update issues.

In the rare event that an error occurs during firmware update and your FX8 XL will not boot, please perform the following steps:

1. Turn the power OFF.
2. Press and hold the **SETUP** button.
3. Power the FX8 on and release the setup button when you see the FX8 Splash Screen.  
The unit will boot into failsafe update mode and a UTILITY menu will be shown.  
WARNING: Do NOT execute any of the <ENTER> functions on the TEST screen or data loss may occur!
4. Select the FIRMWARE page if it is not already selected.
5. Start Fractal-Bot and update the firmware as you normally would.

## Contacting Support

If you need additional 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.