

How to Update Firmware for QSC TouchMix-8/16

1. Obtain the latest QSC TouchMix firmware file. As of Oct 2021, this is **V3.0.09551** for Touchmix-8/16 models.
 - A. Either: Download the firmware file from qsc.com/resources/software-and-firmware/ . Unzip the downloaded file to generate the necessary "tar.gz" file.
 - B. Or: Acquire this tar.gz file from someone who has it (e.g. email).
2. Prepare a USB storage device (SSD or HD drives ok). Ensure it has at least 1GB of available storage space and is formatted "FAT32". For best results, use a freshly formatted drive.
3. Plug USB drive into a computer.
4. Copy tar.gz file onto FAT32 drive.
5. Eject USB drive from computer.
6. Insert USB drive into an open USB port on rear of TouchMix unit.
7. Press the Menu button, then touch Mixer Setup.
8. Take note of the current firmware version of the unit, displayed as a "Software Version" at bottom of Mixer Setup screen.
9. Touch the Upgrade button. A dialog box displays with IMPORTANT information about whether you wish to save the mixer's current settings.
10. When all is ready, touch the Proceed button to continue the upgrade. The mixer will take a moment to launch the Software Upgrader program.
11. Select the file (tar.gz) you wish to use to upgrade the unit. If you freshly formatted your drive, only the one file is displayed.
12. Touch the Upgrade button to begin the procedure. This can take up to 10 minutes. (IMPORTANT: Hands off now. Do nothing else on the mixer until this process is complete!)
13. Once complete, a dialog displays indicating the upgrade was successful. Press the OK button to exit the Software Upgrader.
14. Remove your USB storage drive from the rear panel.
15. Reboot the mixer by pressing the power (or "Standby") button, located in the upper right quadrant of the TouchMix 8/16. A prompt screen appears asking if you wish to power off. Select "YES". Let the system shutdown fully, allowing 10 seconds before pressing again to power back on.
16. Your firmware update is now complete. Confirm this by double-checking the displayed Software Version:
 - A. Press the "Menu" button
 - B. Touch "Mixer Setup"
 - C. Note that the Software Version at bottom reads V3.0.09551.