


CQ Firmware Update Guide

There are two methods for updating CQ firmware, either using the CQ-MixPad app (available for iOS, Android, Mac and Windows) or by using a USB drive connected to the USB-A port.

Updating firmware (from V1.1.0 onward) will not clear or delete data, but it is best practice to store a show before carrying out an update if possible.

-  CQ's manufactured before September 2023 were loaded with firmware V1.0.1. Data stored using this version is incompatible with later firmware and a full reset should be carried out after the first firmware update. Refer to the CQ user guide for instructions on how to carry out a full reset on your particular model.

Update firmware using the CQ-MixPad app

1. Download the latest version of the app. iOS and Android versions are available from the App Store and Play Store. Mac and PC versions are available from [allen-heath.com](https://www.allen-heath.com).
2. Connect CQ-MixPad to the CQ.
3. If an update is required, the app will provide details and instructions on screen, with an option to begin the update process.
4. Confirm the update on the CQ.
5. Restart the CQ.
6. Check that the new version has installed correctly by looking at **Current:** in the **HOME / SYSTEM / Firmware** tab, or find the **Firmware Version:** listed in the **HOME / SYSTEM / Info** tab.

Update firmware using a USB drive

1. Insert a new or FAT formatted USB drive into the CQ's USB-A port.
2. Press the **HOME** screen key and select **SYSTEM** then the USB/SD tab (with USB and SDHC symbols).
3. Press the **Format** button in the USB Status section on the left and follow the on-screen instructions to format the drive, this will clear all data and set up any necessary folder structure for use with CQ.
4. Once formatted remove the drive and connect to a Windows or Mac computer.
5. Download the latest version of firmware from <https://www.allen-heath.com/resources/> ensure that the correct version of firmware is downloaded for the model being updated.
6. Unzip/expand the downloaded ZIP file and copy the firmware file (which has a .bin suffix) to the root of the USB drive, do not place it in any of the folders.
7. Ensure there is only one version of firmware on the USB drive at any one time. Delete all old versions and empty your trash/recycle bin before copying new versions to the drive.
8. Safely eject the drive and re-insert into the CQ.
9. Go to the CQ's **HOME** screen, select **SYSTEM** and then **Firmware**.
10. This screen will display the firmware the unit is currently running at the bottom and the firmware found on the connected USB drive at the top. Touch the **Update** button to begin the update process.
11. Follow the on-screen instructions and touch the **Restart** button when prompted to reboot the CQ and complete the firmware update.
12. Check that the new version has installed correctly by looking at **Current:** in the **HOME / SYSTEM / Firmware** tab, or find the **Firmware Version:** listed in the **HOME / SYSTEM / Info** tab.