

Qu-5/Qu-5D, Qu-6/Qu-6D, Qu-7/Qu-7D

Firmware update instructions

Update firmware using the Qu-MixPad app

1. Download the latest version of the Qu MixPad for iOS or Android from the relevant app store or for Windows or Mac from www.allen-heath.com
2. Connect Qu-MixPad to the Qu.
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 Qu.
5. Restart the Qu.
6. Check that the new version has installed correctly by looking at the version shown in the bottom left of the **Home** screen (displayed on startup, or when no channel is selected, and **PROCESSING** or **ROUTING** screen keys have been selected).

Update firmware using a USB drive

1. Insert a USB drive formatted to FAT32 into the Qu's USB-A port.
2. Press the **UTILITY** screen key and select **USB Utility** then the **Status/Format** tab.
3. In the USB Status section on the left, it should read **Ready**. If not, use a computer to format the drive to 'FAT' with a 32KB cluster size (Windows) or to 'MS-DOS' (Mac) and try again.
4. Press the **Format** button in the USB Status section 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 Qu.
5. Once formatted remove the drive and connect to a Windows or Mac computer.
6. Download the latest version of firmware from www.allen-heath.com/resources ensure that the correct version of firmware is downloaded for the model being updated. Dante variants use the same firmware file as the non-Dante models. i.e. The Qu-5 and Qu-5D use the same 'Qu-5' firmware file.
7. 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.
8. Ensure there is only one version of firmware on the USB drive at any one time. Delete all old versions before copying new ones.
9. Safely eject the drive and re-insert into the Qu.
10. Go to the Qu's **UTILITY** screen, select **USB Utility** and then the **Firmware Update** tab.

11. This screen will display the firmware found on the connected USB drive at the top.
Touch the **Update** button to begin the update process.
12. Follow the on-screen instructions and touch the **Restart** button when prompted to reboot the Qu and complete the firmware update.
13. Check that the new firmware has installed correctly by checking the current firmware version at the bottom left of the **Home** screen (displayed on startup, or when no channel is selected, and **PROCESSING** or **ROUTING** screen keys have been selected).