

## How to Upgrade VoicePrism Software

1. Make note of the current version number (press the **Utility** button and tab to the **Version** page).
2. Chain several units together by connecting the **MIDI Thru** port to the **MIDI In** port of the next unit. Connect the MIDI output from your computer to the **MIDI In** port of the first unit.
3. Using a MIDI tool such as MIDI-OX load the "Upload.syx" file.
4. Transmit the file. All units should display a message saying "YOU MAY START UPLOAD..." (see Figure 2) Note, the "Upload.syx" file is only for internal use and should never be made available to the customer because it bypasses the download password mechanism.
5. Load and transmit the "ClearFlash.syx" file. This will erase the VoicePrism software flash chip. Note, erasing the flash will not only remove the software but also clear all user presets and preference settings.
6. Wait for at least 10 seconds after sending the "ClearFlash.syx" file. It takes a few seconds to erase the flash.
7. Load "VPxxx.syx" where xxx represents the current version number. If you are using MIDI-OX make sure that there is a 60 ms delay after each F7 (one of the options in the Sysex, Configure dialog box in MIDI-OX, see Figure 1 for an example). This might not be absolutely necessary, depending on the type of MIDI device you are using.
8. Transmit the file.
9. When the file has been sent, all units should reset automatically.
10. Confirm that the new software has been loaded by checking the version number again.
11. Perform the BIST procedure (see below).

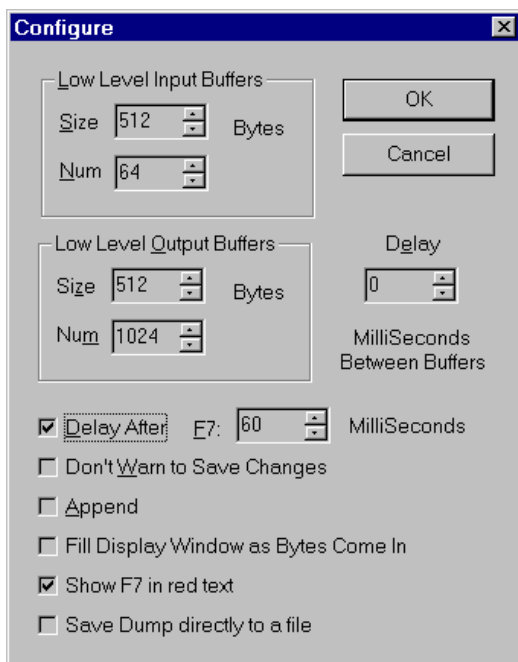


Figure 1 - Sample MIDI-OX Sysex Configuration



Figure 2 - Upload Screen

TC Electronic A/S  
Sindalsvej 34  
DK-8240 Risskov  
Denmark

Phone: +45 8742 7000 Fax: +45 8742 7010 E-Mail: [www.service@tcelectronic.com](mailto:www.service@tcelectronic.com)  
[www.tc-helicon.com](http://www.tc-helicon.com)

## Troubleshooting

If there was a power failure, transmission error, or any other reason the upgrade did not complete properly, turn the VoicePrism off and on. If the old software is still present, you should see the main screen as usual. Simply start the upgrade process from the beginning. If the unit powers on and nothing happens, start the upgrade procedure by resending the "ClearFlash.syx" file (Step 5) and continuing with the upgrade procedure from there.

## BIST (Built In Self Test)

1. Press the **Power** switch to turn on VoicePrism.
2. Press and hold the **Left Arrow**, **Preview** and **Store** buttons within 3 seconds of power up until the LCD Display appears filled. Note: VoicePrism will not enter BIST mode if there are cables attached to any of the MIDI jacks on the back panel.
3. Confirm LCD moves through the following stages:
  - Filled
  - Full screen grid
  - Grid on right half of screen
  - Grid on left half of screen
  - Full screen grid
  - Automatic BIST status

*Note: If the patterns do not appear in the order indicated, or if the grid is incomplete, the unit fails the BIST. The above criteria are only confirmed visually. No other indication is given.*

4. Confirm the Automatic BIST status screen reads "**PASS**" beside the following headings: FPGA, Address Bus, Flash, Audio ROM, Bit Bus, RAM, EEPROM, 2181 DSP.
5. The LCD indication should read "**VISUAL CHECK**". If any of the headings do not appear this also indicates a failure.
6. Push the **Left Arrow**.
7. Confirm that the LCD now displays the Manual BIST status screen.
8. Confirm the **7 Segment Display** reads "188".
9. Confirm the MIDI and Lock indicators below the display and the input dB scale LED's are lit.
10. Push the **Right Arrow** button.
11. Confirm the **7 Segment Display** input dB scale and the MIDI and Lock indicators below the display turn off.
12. Rotate **Soft Knob #1** clockwise.
13. Confirm the corresponding value on the LCD Display increases.
14. Rotate **Soft Knob #1** counter clockwise.
15. Confirm the corresponding value on the LCD Display decreases.
16. Push **Soft Knob #1** until it clicks.
17. Confirm 'OK' appears on the corresponding line on the LCD Display.
18. Repeat steps 12 through 17 for **Soft Knob #1**, **#2** and **#3**.
19. Rotate the **Data Wheel** clockwise.
20. Confirm the corresponding value on the LCD increases.

TC Electronic A/S  
Sindalsvej 34  
DK-8240 Risskov  
Denmark

Phone: +45 8742 7000 Fax: +45 8742 7010 E-Mail: [www.service@tcelectronic.com](mailto:www.service@tcelectronic.com)  
[www.tc-helicon.com](http://www.tc-helicon.com)

21. Rotate the **Data Wheel** counter clockwise.
22. Confirm the corresponding value on the LCD decreases.
23. Rotate the **Data Wheel** counter clockwise until the **7 Segment Display** shows "1".
24. Rotate the **Lead** knob fully clockwise.
25. Verify that the value displayed beside **Lead** on the LCD is 127.
26. Rotate the **Lead** fully counter clockwise.
27. Verify that the value displayed beside **Lead** on the LCD is 0.
28. Repeat steps 23 through 27 for the **Harmony** and **Effects** knobs.
29. Confirm all labeled black buttons are lit.
30. Press each button once to turn off its LED.
31. Press the **Power** switch to turn off the unit and exit BIST mode. (Note: *Input* and *Headphone Level Headphone Level Headphone Level Headphone Level* are analog, and therefore not tested in the BIST.)

TC Electronic A/S  
Sindalsvej 34  
DK-8240 Risskov  
Denmark

Phone: +45 8742 7000 Fax: +45 8742 7010 E-Mail: [www.service@tcelectronic.com](mailto:www.service@tcelectronic.com)  
[www.tc-helicon.com](http://www.tc-helicon.com)