



Tips & Solutions

23/10/2018

Not updatable?

This document has been made as a helpful hints and tips guide, to be used by the technical departments of distributors for the AUDAC range. It is not for the use of end users, any repairs or modifications to AUDAC products that has not been preapproved will not be covered by your service/DOA budget.

If you know of any issues not covered in this guide, please contact the service team.

When trying to update your XMP44 and you find that the update screen shows all software versions but has no update options to click on.

If your device is V1.3 or older then the following steps should be taken.

- Turn XMP off
- Remove XMPWEB.BIN from drive,
- Turn on XMP
- Place drive back into XMP
- Update
- Turn off XMP
- Place XMPWEB.BIN back onto drive
- Turn on XMP
- Place drive back into XMP
- Update.

The website for V1.4 is not backwards compatible with versions over than V1.3, the steps above allows the XMP44 firmware to be updated to V1.4, then the website is completable and updated.

If the problem is still not resolved, please contact your distributor.