

TECHNICAL NOTE



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Raised by: SR
Distributed to: As required

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MQ Rack Firmware Upgrade

Upgrading the firmware of MQ Racks Via USB

Occasionally DiGiCo will release a new firmware upgrade for MQ Racks

Tools required

- Windows computer
- Update application and firmware download from: [Dopbox.com DiGiCo-MQ-Rack-Updater-V1.8.zip](#)
- Standard USB1/2 Type A to B Cable

Before Starting

Please ensure the rack is disconnected from MADI

Steps

With the rack powered down, connect the USB cable between your computer and the port on the rear of the rack.

Power on the rack and launch the application (DiGiCo Q-Rack Update Utility.exe from the RackApp folder), it will start as below then press "Connect To Rack"



The rack should be discovered and display details thus.
It will display the current running firmware on the left, usually V1.16 and the available firmware on the right, V2.3 is the latest as of 6th Oct 2023

Press the “Update to V2.3” button to push the new firmware to the rack.



If this process fails please make a note of any errors and contact support.

NOTE

If the rack fails to detect or you receive a n error from Windows regarding drivers, please install the driver from FTDI.

<https://ftdichip.com/drivers/d2xx-drivers/>