

## Creamsource Firmware Upgrade Procedure

This document describes how to upgrade the firmware in a Creamsource Micro, Mini, Doppio, Sky or SpaceX

### Equipment Needed

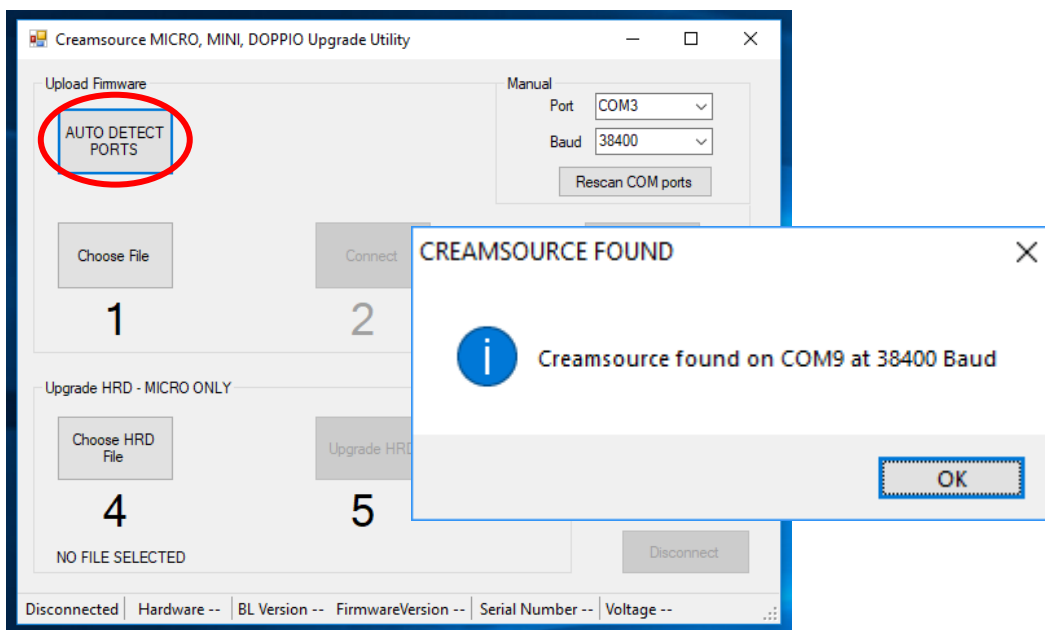
- Creamsource Micro Upgrade Cable (PN: CSS-UPG-CBL) - if upgrading Micro, Sky or SpaceX
- Creamsource Upgrade Cable (PN: CS-UPG-CBL) - if upgrading Mini or Doppio
- Installation Software “Creamsource Upgrade”
- PC Computer running Windows 7 or above

### Installing Software

1. Download and install software from [www.creamsource.com/firmware-update/](http://www.creamsource.com/firmware-update/)

### Upgrading Firmware in Creamsource

1. Plug the upgrade cable we sent (CSS-UPG-CBL) into the USB port of your PC
2. Plug the other end of the Upgrade cable into the ACCESSORY port on the back of the Creamsource, and make sure the Creamsource is powered up
3. Run the Creamsource Micro Upgrade application, you should see the following screen appear.  
Press **AUTO DETECT PORTS**



## Creamsource Firmware Upgrade Procedure

- Press **Choose File** and in 'Firmware Upgrade Folder\latest firmware' select the firmware file to upload.

For Micro:

**cs\_95\_MICRO\_Vxx.upg**

For Micro Colour:

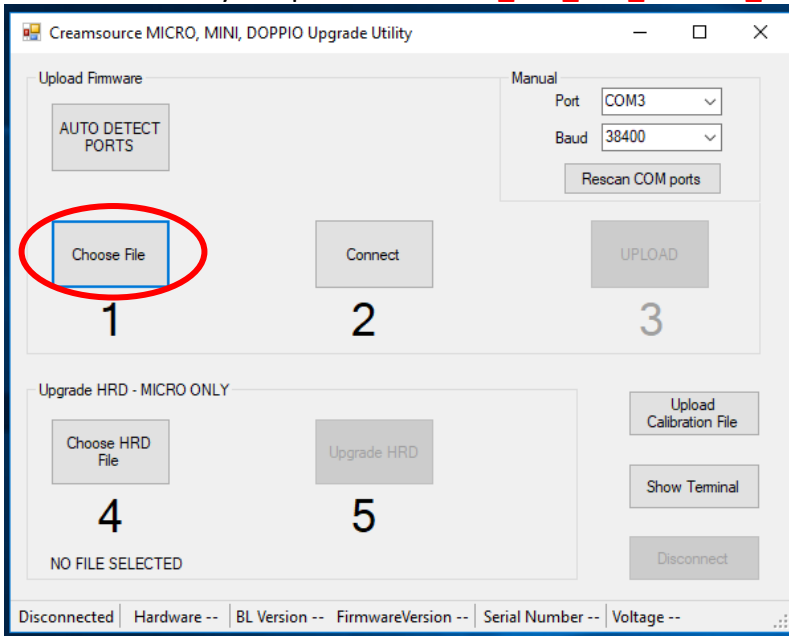
**cs\_95\_MICRO\_COLOUR\_Vxx.upg**

For Mini or Doppio:

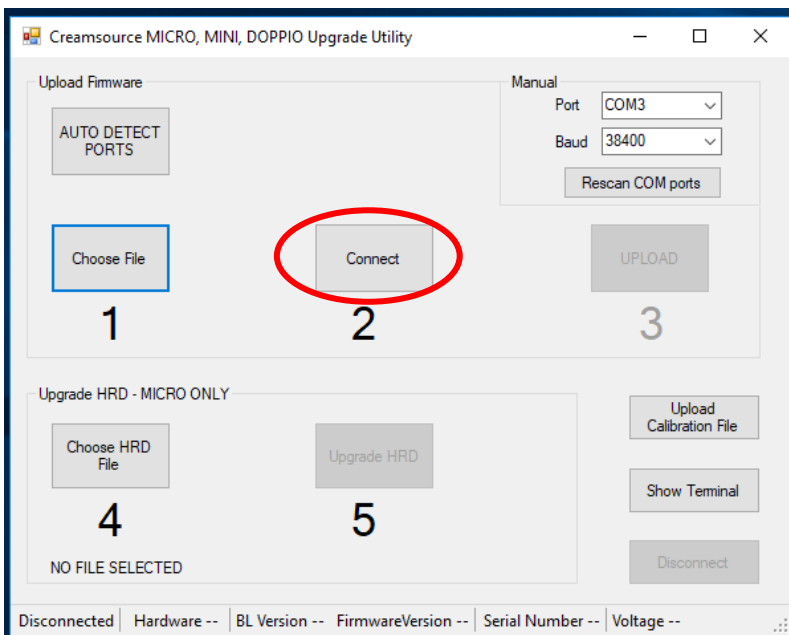
**cs\_95\_DOPPIO\_MINI\_Vxx.upg**

For Sky or SpaceX:

**cs\_150\_SKY\_SPACEX\_Vx-x-x.upg**

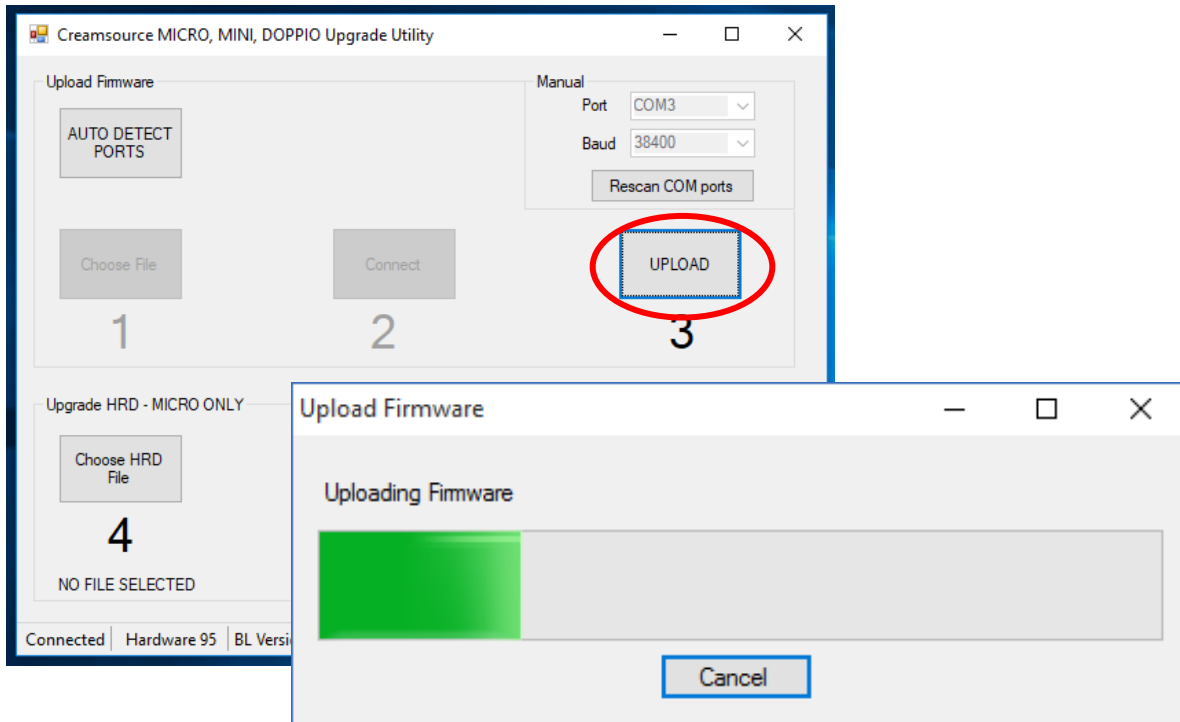


- Click the **Connect** button – the Creamsource should display “WAITING FOR UPGRADE” on the LCD display



## Creamsource Firmware Upgrade Procedure

6. Click the **UPLOAD** button, and if asked to proceed by User Account Control click **YES**.



After this the fixture should reset. If you are upgrading a Mini, Doppio, Sky or SpaceX, you are now done!

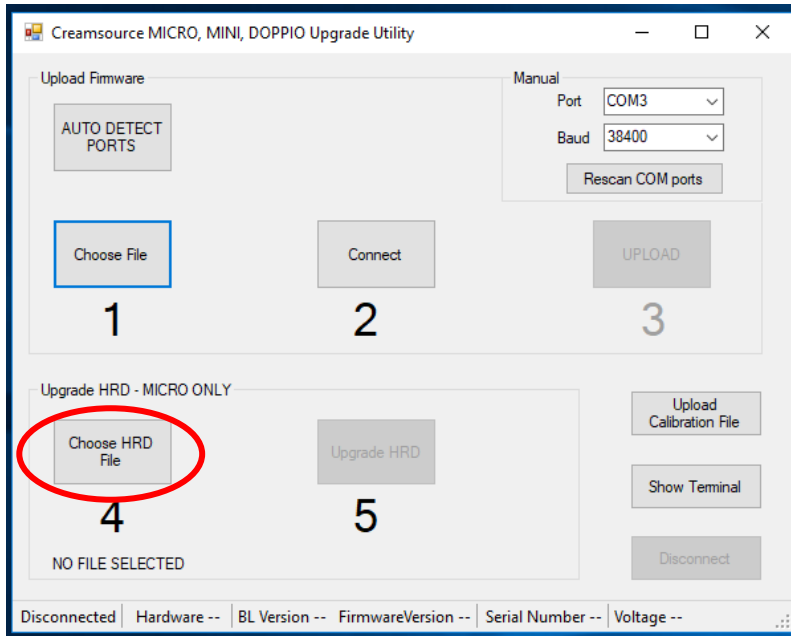
### Please Note:

If upgrading a Micro (Bender or Colour) - you also need to do the next step and upgrade the HRD (High Resolution Dimming) unit - wait until the unit has finished rebooting before proceeding.

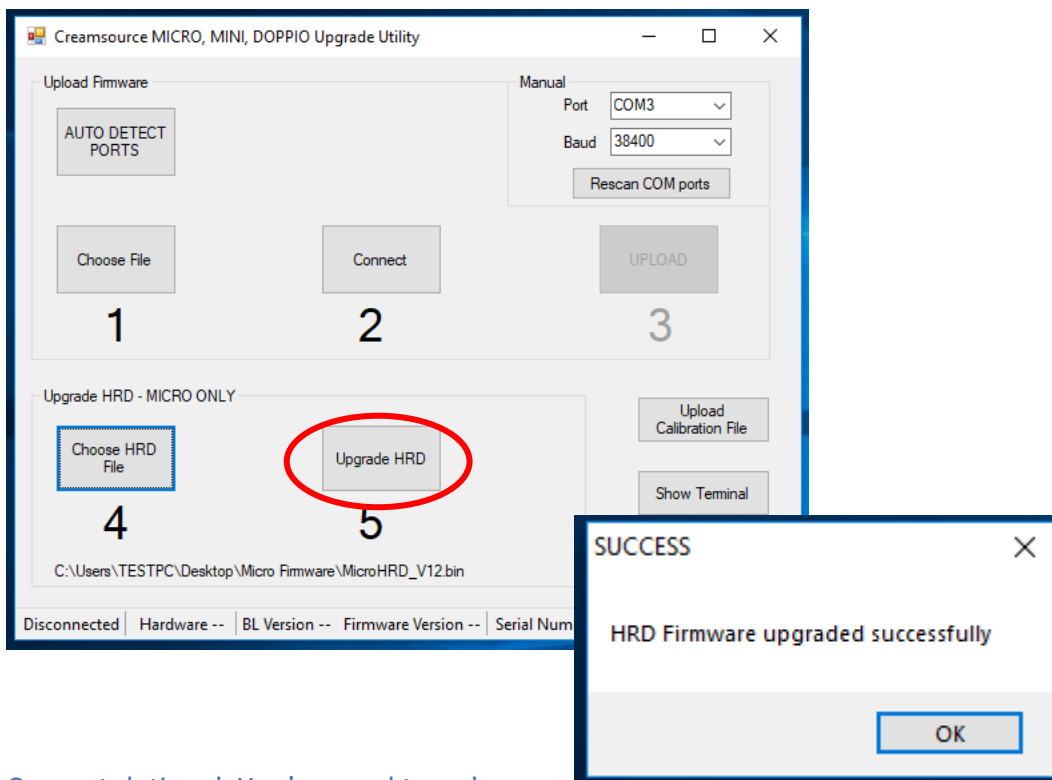
## Creamsource Firmware Upgrade Procedure

### Upgrading HRD Firmware [*Creamsource Micro Only*]

- Click the Choose HRD File button and select the HRD firmware  
 For Micro: **HRD\_MICRO\_Vxx.bin**  
 For Micro Colour: **HRD\_MICRO\_COLOUR\_Vxx.bin**



- Click Upgrade HRD and wait for Success message box to appear



Congratulations! You're good to go!

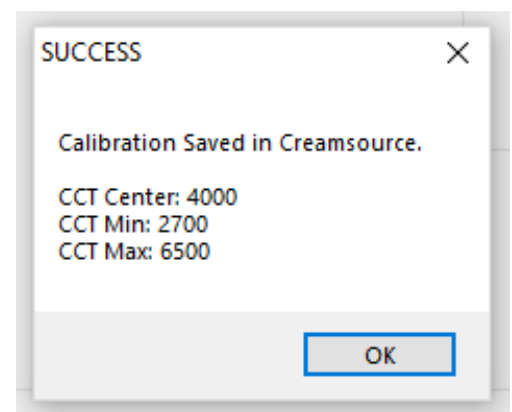
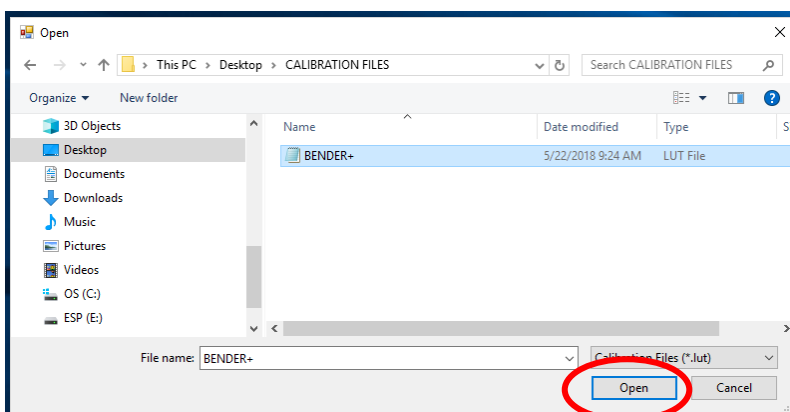
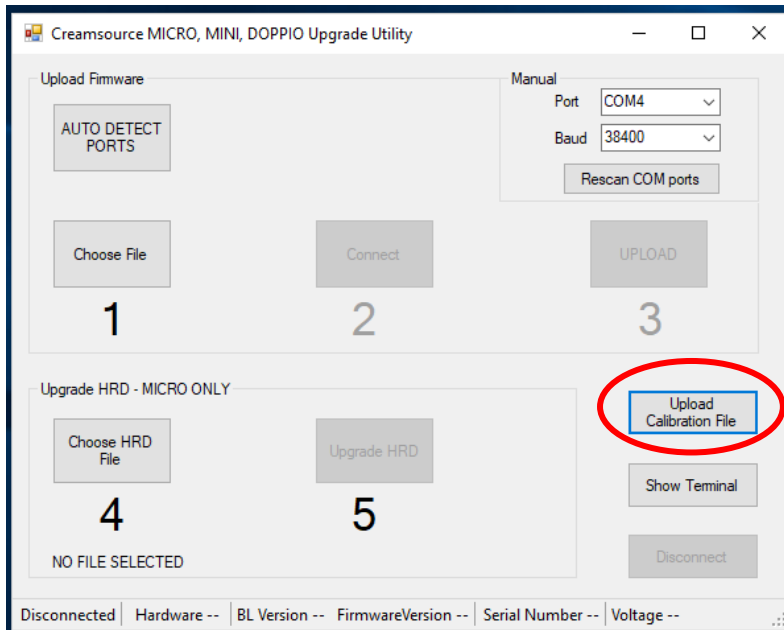
It is a good idea to go to **MENU->ADVANCED->Restore Defaults** before using the unit, to make sure any new features are initialised correctly

## Creamsource Firmware Upgrade Procedure

### Uploading Calibration File after LED Engine Upgrade

This section only applies if you have upgraded the LED boards in a Bender unit - you will need to upload a new calibration file as described below. **If you are just upgrading the firmware, with no hardware changes - please ignore this section!**

1. Press 'Upload Calibration File' button, and choose "\*.lut" file supplied with the LED engine upgrade package. For upgrades to Mini+ and Doppio+ units this will be named: **BENDER+.lut**
2. Press OPEN and wait for the upload to complete - this will take around 10 seconds
3. When the upload is complete you will see a 'SUCCESS' message box
4. The unit is now calibrated and can be powered off



## Creamsource Firmware Upgrade Procedure

### Troubleshooting

PROBLEM	SOLUTION
The COM port of the USB adapter is not shown in the drop down box of the Upgrade Software	The USB adapter needs to be plugged in and recognised BEFORE the Upgrade software is started.
Nothing happens when you click <b>Connect</b>	<p>The wrong COM port is selected. Try a different COM port, or pressing 'AUTO DETECT PORTS'</p> <p>Creamsource is not turned on</p> <p>Cable is not plugged into Creamsource or PC</p> <p>Try re-powering the Creamsource, and restarting the software and try again</p>
Upload stalls and will not complete	Try re-powering the Creamsource, and restarting the software and try again
Creamsource shows 'FIRMWARE DAMAGED' after upload	Try re-powering the Creamsource, and restarting the software and try again
Error message 'INCOMPATIBLE CALIBRATION FILE' when uploading calibration into Bender	Ooops! Seems like we've given you the wrong file. Please contact Oversight Support with the error message and we'll help you out
Creamsource still shows 'UPGRADING FIRMWARE...DO NOT TURN OFF' after upgrade has completed	Sometimes an upgrade will fail, and will need to be re-tried. Try re-powering the Creamsource, and restarting the software and try again (the Creamsource will not be damaged if you turn off)

### Document Revision History

Revision	Date	Notes
1.0	20 Jan 2018	Original Document
1.1	29 Mar 2018	Updated with HRD instruction upload
1.2	20 Apr 2018	Update with folder download instructions
1.3	20 May 2018	Update with calibration upload instructions
1.4	24 Sep 2018	Updated file naming conventions and added Micro Colour info
1.5	23 July 2019	Added Sky and SpaceX naming conventions