

Updating ILLUMINE's Firmware

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| 1 | <p>You will need a USB-MIDI interface and a macOS or Windows PC. We have verified that the following interfaces may be used to update firmware:</p> <ul style="list-style-type: none">• HiFing USB-MIDI interface from Amazon or AliExpress• iConnectivity mio 1x1 or mioXC• Roland UM-ONE mk2 (macOS requires driver installation) <p>Other USB-MIDI interfaces may work; but since we have not tested them, we cannot recommend them. Use any other interface at your own risk.</p> <p>Connect the USB-MIDI interface directly to ILLUMINE, using the 2.5mm adapters included with ILLUMINE. Do not chain with other MIDI devices.</p> |
| 2 | Power up your ILLUMINE Reverb. |
| 3 | <p>Download ILLUMINE Preset Manager software and extract it from the .zip file. Quit/exit all other applications, then open ILLUMINE Preset Manager software. Do NOT run Preset Manager from within the .zip file.</p> |
| 4 | Select your USB-MIDI interface from the Interface dropdown box. Click Connect . |
| 5 | <p>Click the About button. If a firmware update is available, the Update Firmware button will appear at the bottom. Click it. Confirm that you wish to proceed by clicking Yes when prompted to continue.</p> <p>The firmware update process will automatically backup and restore your presets and settings. It will leave a copy of the backup file on your desktop.</p> |
| 6 | Wait for the Success message. Click OK . The firmware update is now complete. |

Troubleshooting

First, verify the following:

- You are using one of the USB-MIDI interfaces recommended above.
 - The USB-MIDI interface is connected directly to ILLUMINE (not chained with other MIDI devices).
 - The USB-MIDI interface is not connected through a USB hub.
 - The USB-MIDI interface is connected OUT to MIDI IN and IN to MIDI OUT
 - ILLUMINE is connected to power
 - You have quit/exit all applications other than Preset Manager
 - In [macOS](#), choose *App Name* > *Quit App* in the menu bar
 - In Windows, click File > Exit in the menu bar
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Problem

An error occurred during the firmware update.

Solution

Launch Preset Manager Software. For version 2 and later, click Connect (or Resync). Wait for the software to detect that the prior attempt failed, then repeat the firmware update. The software will attempt to restore your previous backup if possible.

If Preset Manager does not automatically detect that the prior attempt failed, you may manually restart the firmware update as follows:

- Ensure Preset Manager has focus by clicking on the ILLUMINE Preset Manager logo.
 - Press option-command-u (macOS) or Ctrl-Alt-u (Windows)
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Problem

Preset Manager Software cannot connect to ILLUMINE to start the update, despite being able to successfully connect previously.

Solution

You may perform the following recovery procedure in firmware version 1.0.2 or later. ***This procedure will erase all of your User Presets and Global Settings.***

- Close Preset Manager Software.
- Remove the power plug from ILLUMINE.
- Hold down the top knob and right-side footswitch while reinserting the power plug. The display should remain blank.
- Connect a USB-MIDI interface between ILLUMINE and your computer.

- Relaunch Preset Manager Software.
- When the Cannot Connect window appears, click Update Firmware.
- After the update is complete, you will need to restore your settings from a previous backup file.

If you have firmware version 1.0.0 or 1.0.1, please contact [Neunaber Support](#).