



# Titan V9 BIOS and Shell Upgrade

## ECN 0204

### For all Titan Consoles

Version 1.2

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## 1. Introduction

This upgrade resolves the occasional start-up condition where the default display is configured wrongly requiring connection of an external monitor. Additionally the new Windows Shell improves the licence stability.

This document is a step by step guide on how to install an upgraded BIOS and an upgraded Operating system shell into your console.

For ALL consoles the Shell must be upgraded, however the BIOS upgrade is only required for consoles using the I5 motherboard. Please see the table below to identify your motherboard

Console	BIOS Upgrade Required?	Windows Shell Upgrade Required?
Tiger Touch	Not required unless Pro upgrade has been carried out (see note 1)	Yes
Tiger Touch Pro	All Consoles	Yes
Tiger Touch II	All Consoles	Yes
Pearl Expert	All Consoles (see note 1)	Yes
Pearl Expert Pro	All Consoles	Yes
Sapphire Touch	All Consoles	Yes
Titan Network Processor	All Units	Yes

Note 1: to check if the console has been upgraded look at the number of Ethernet ports on the rear of the console, if there is only 1 then it has NOT been upgraded and uses the original motherboard. If there are 2 it HAS been upgraded from the original motherboard.

## 2. Overview of process

It is assumed that you have an Avolites Titan Console running version 9.1 software.

This install is in five parts:

- 1 As a security measure backup your show data
- 2 Upgrade your BIOS (for newer motherboards, see table above)
- 3 Carry out a Standard Recovery
- 4 Upgrade the Windows Shell
- 5 Re Licence your console

## 3. Preparation

You will need a number of blank USB sticks, two of at least 25MB in size and one of 3GB. The BIOS and Shell upgrades require the 25MB sticks, whilst the recovery stick will require a 3GB stick. You may need an additional memory stick to back up your shows on if you don't already have a backup.

This upgrade should not normally take more than 60 minutes to perform, however you will also need to relicense your console, and you will initially be issued a temporary licence. A full licence will follow normally within a day but can take up to 5 days. If you need a full licence immediately you should contact [TitanLicensing@avolites.com](mailto:TitanLicensing@avolites.com) before starting this upgrade to ensure a full licence can be sent to you as soon as you request it. This will require you to be upgrading the console during normal working hours 09:00 to 17:00 UK time, Monday to Friday excluding holidays.

You will require access to the internet for relicensing your console.

You should download into a PC the file BIOS and Shell Upgrade.zip which can be found on the Avolites Web Site [www.avolites.com](http://www.avolites.com) and navigate to Software and Downloads.

In this compressed file you will find two files along with a copy of this document:

Avolites BIOS Update Creator 2.0 (size approximately 13,721 KB)

And

TitanShellSetupV2.6Release3 (size approximately 3,308 KB)

You should download the latest software if you do not already have this.

During the BIOS upgrade it is essential that the mains supply is continuous. A mains failure may render your motherboard in-operable and requiring it to be returned to Avolites for replacement.

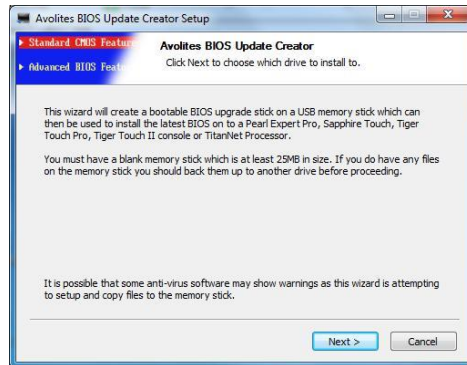
## 4. Upgrading the BIOS

Back up your show files to an external memory stick or drive.

Insert one of your blank memory sticks into your PC and double click on the file Avolites BIOS Update Creator 2.0

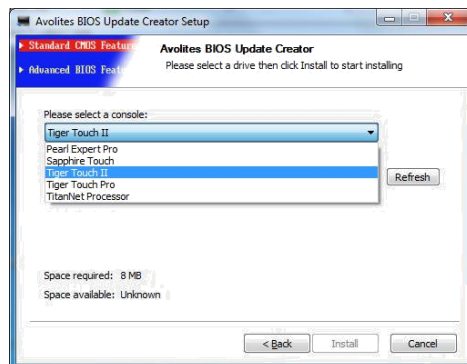
This will run a small application which will ask you to select the console type you wish to upgrade.

You will be presented with on screen prompts as follows:



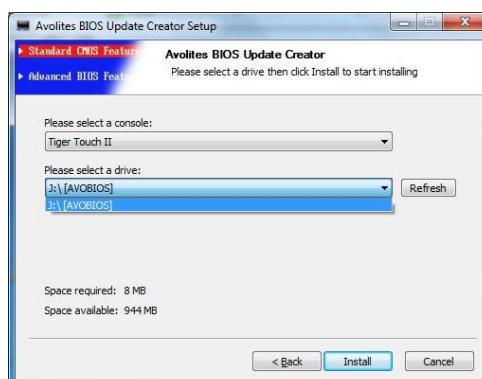
Select next, and select the console type you wish to upgrade. **MAKE SURE YOU SELECT THE CORRECT CONSOLE TYPE.**

(For an upgraded original Tiger Touch, select Tiger Touch Pro).

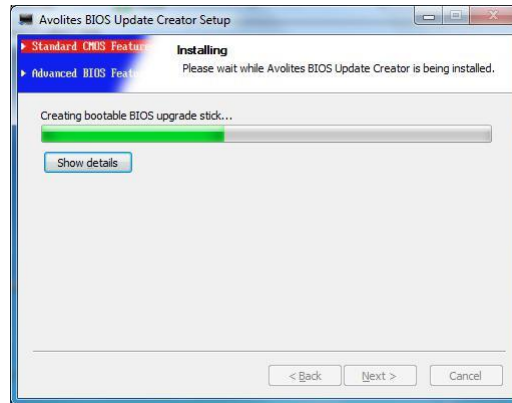


Next select the USB drive from the drop down list.

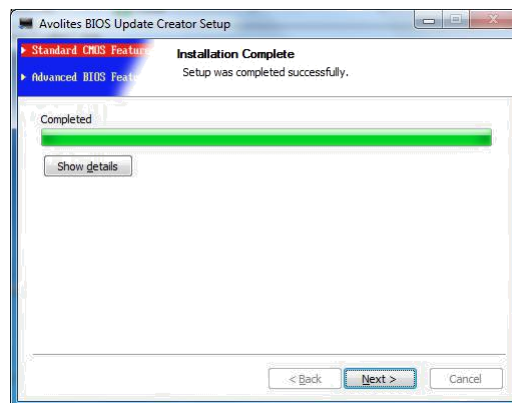
**PLEASE NOTE: ALL CONTENTS ON THIS DRIVE WILL BE ERASED.**



Next select Install and the following screen will appear:



Once this is completed you see this screen:



Click Next to complete the operation and note the instructions



You can print the instructions on how to install the new BIOS into your console from this screen.

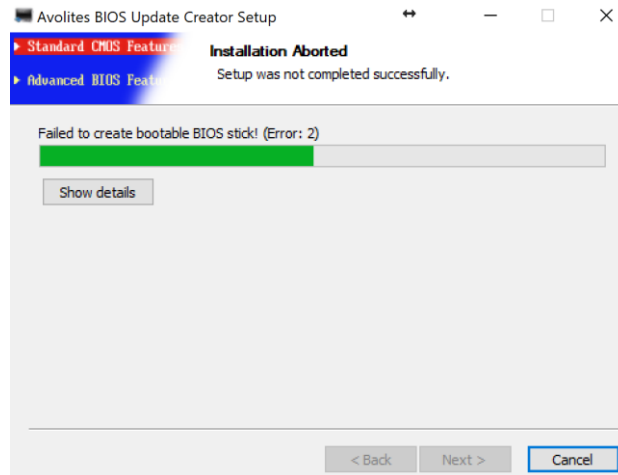
Ensure the mains power to your console is reliable because a mains failure during the BIOS upgrade may require you to send your console to Avolites for repair.

Please follow these the printed instructions to upgrade the BIOS in your console. Remember to remove the memory stick once the BIOS upgrade has completed (otherwise it will try and program it again).

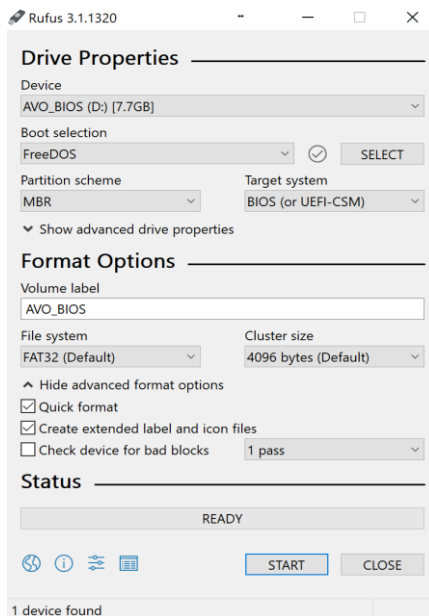
After installing the new BIOS you may need to power cycle twice before all the settings are fully updated.

Note that the new BIOS will no longer require a Password to enter it. This is deliberate and we do not recommend setting a password. Following this upgrade the default setting for your BIOS are correct for your console type and you should not make any alterations to them and doing so will make the console unreliable.

## 5. Troubleshooting



If you are using Windows 10 and encounter the following 'Failed to create bootable BIOS stick! (Error: 2)' message, then you will need to apply the following procedure.



**Download link:** <http://tinyurl.com/ecn0204>

Back up all show files, custom personalities and macros to an external USB storage device.

Insert a blank USB storage device into your PC and format this using Rufus (this is provided in the download link above). Rufus is a utility that will help format and create the bootable USB.

The USB drive must be formatted using the **FreeDOS** boot selection.

On completion, copy all files from '**ECN 204 – console name**' on to the root of the newly formatted drive.

You can now insert the BIOS stick into the console.

Once the BIOS creator has been loaded successfully, you will be prompted with **C:\** here you will need to type **flash** and press enter.

On completion you will receive the following message '**FPT Operation Passed**'. Please remove the USB and restart the console by pressing **CTRL + ALT + DEL**.

## 6. Recovery and install of Titan 9.1

For all consoles that have received a BIOS upgrade you must now run a Standard Recovery as follows:

- 1 Plug recovery USB stick into the console.
- 2 Power up the console, it will boot automatically into the recovery stick.
- 3 Once the memory stick has booted, the touch screen will display 'Welcome to ...' touch Next to continue.
- 4 Please read to the bottom of the licence agreement then touch Agree to accept.
- 5 From the options please select "Standard Recovery" which will preserve your data partition containing your show files and personalities.
- 6 On the next screen type in the serial number of the console (using the onscreen keypad) – for a Tiger Touch this is the number following the 'TT-' written on the back of the console.
- 7 Touching Install will then format the hard drive and copy the setup files to it.
- 8 Once complete unplug the memory stick and touch the Restart button.

After restarting the console will then install all the software and drivers required to run. This takes approximately 30 minutes to complete during which the console will reboot a number of times. Please do not switch off the console during this process.



## 7. Upgrading the SHELL

Whilst you are running the Standard Recovery on your console, on your second USB stick copy the file TitanShellSetupv2.6Release3

Insert this memory stick into your console.

From the Tools menu in Titan select Folders and then open the USB stick (probably drive E)

Double Click on the file TitanShellSetupv2.6Release3 Select

Install

After a very short time (2 or 3 seconds) the message installation complete will be presented.

Remove the USB stick

Select Next and then Finish, the console will reboot.

This concludes the upgrade.

## 8. Relicensing

You will now need to relicense your console. During the working week most licenses are returned within hours of the request, but if you are in special need of a fast licence turnaround you should contact [TitanLicensing@avolites.com](mailto:TitanLicensing@avolites.com), or call +44 208 965 8522 between 9am and 5pm UK Time and we will endeavour to ensure you receive your licence in the shortest possible time.

## 9. Finally

You should keep the USB stick containing the file: TitanShellSetupv2.6Release3 together with console's recovery stick because if you carry out a version 9.x system recovery you will also need to re install the new Shell. (Version 10 will have the new shell integrated into Windows.)

You may also like to keep your licence on this stick for use after a Full Erase and Install has been carried out.