



Titan V9 BIOS and Shell Upgrade

ECN 204

For all Titan Consoles

Version 1.2

This document, the product and procedures it describes within are intellectual property of Avolites Ltd. at all times.

The use of the software this document describes on any console not manufactured by Avolites Ltd. may cause damage for which Avolites Ltd accepts no responsibility. If you are in any doubt about your console being a genuine Avolites console please contact Avolites on the numbers below.

Useful Avolites phone numbers:-Avolites England

Sales and service*	(+44) (0) 20 8965 8522
Service out of hours*	(+44) (0) 7831 17 8888
Fax	(+44) (0) 20 8965 0290
Email	Support@avolites.com
Website	http://www.avolites.com/

The small print:

No Liability for Consequential Damages

Avolites has a policy of continuous product and documentation improvement. As such although Avolites Ltd. makes every effort to ensure the information contained herein is accurate Avolites Ltd. accepts no responsibility for events arising as a result of inaccuracies or missing information contained within this document.

In no event shall Avolites be liable for any direct, indirect, special, incidental, or consequential damages or loss whatsoever (including, without limitation, damages for loss of profits, business interruption, or other pecuniary loss) arising out of the use or inability to use equipment even if Avolites Ltd. has been advised of the possibility of such damages. Because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

Reprint and revision history:

First produced RS October 2015
Minor edits for publication GH October 2015
Added detail for Quarts and Arena October 27 renamed v1.2

1.1 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	Not required unless Pro upgrade has been carried out (see note 1)	Yes
Pearl Expert Pro	All Consoles	Yes
Quartz	Not required	Yes
Arena	Not required	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.

If your console does NOT require a BIOS upgrade then go directly to section 1.7.

1.2 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 TT and Expert motherboards, but not Quartz or Arena, see table above for details)
- 3 Carry out a Standard Recovery
- 4 Upgrade the Windows Shell
- 5 Re Licence your console

1.3 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 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 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.

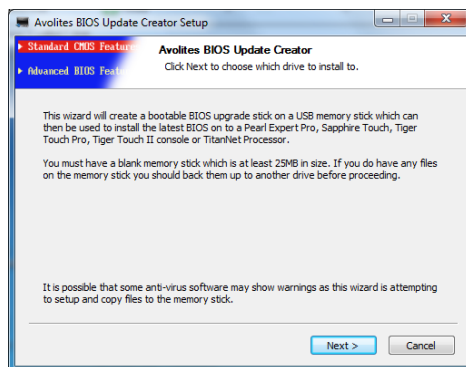
1.4 Upgrading the BIOS

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

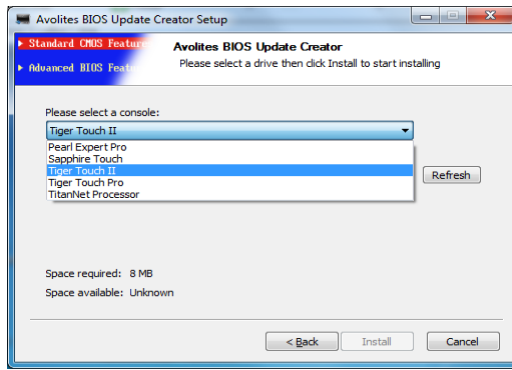
This will run a small application which will ask you to select the console type you wish to upgrade.

You will be presented with on screen prompts as follows:

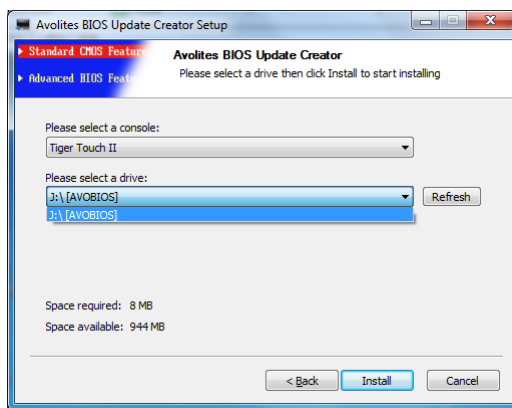


Select Next, and select the console type you wish to upgrade. **MAKE SURE YOU SELECT THE CORRECT CONSOLE TYPE.**

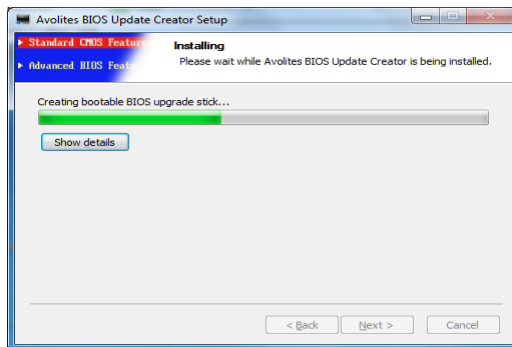
(For an upgraded original Tiger Touch, select Tiger Touch Pro).



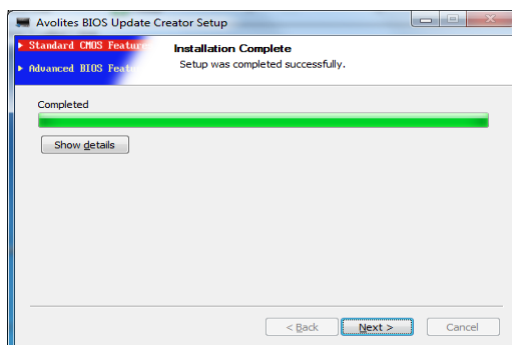
Next select the USB drive from the drop down list.
ALL CONTENTS ON THIS DRIVE WILL BE ERASED.



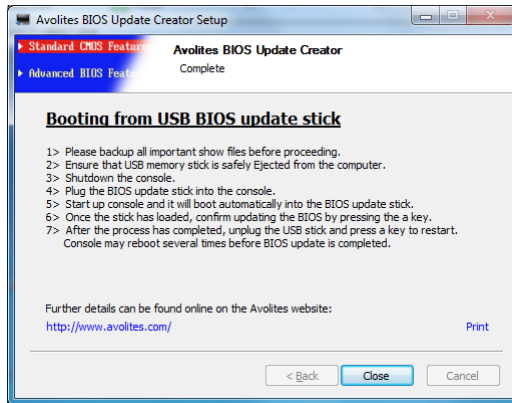
Next select Install and the following screen will appear:



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.

1.5 Checking the Installed BIOS version

To check the version, on initial startup press **Delete** to enter the **BIOS Setup** and from the **Main BIOS** menu select **System Information**.

The following table gives the expected BIOS versions.

Console Type	BIOS Version
Tiger Touch II	LV-67H Ver:2.1D02
Tiger Touch Pro, Pearl Expert Pro and Upgraded Tiger Touch and Upgraded Pearl Experts	LV-67H Version:2.1D08
Sapphire Touch, TitanNet Processor	LV-67H ver:1.3C02

1.6 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 (If the BIOS has not been upgraded you can go directly to section 1.7 below):

- 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.

1.7 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.

1.8 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, 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.

1.9 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.