QSC Live Sound **Technical Notes**
K.2 Series DSP Active Loudspeakers

Updating firmware in K.2 Series active loudspeakers

Update to firmware version 1.2.0 to enjoy these benefits:

- Improved reliability on 220–240 V mains (all models)
- Amplifier and woofer protection improvements for K10.2 model
- Amplifier protection improvements for K8.2 and K12.2 models

This is a user-installable update and takes only a few minutes to perform. **We strongly recommend that all K.2 users check the firmware in their loudspeaker(s) and update it, if necessary—especially K10.2 users or those who run their gear on 220 to 240 V (or plan to in the future).**

QSC remains committed to the quality and reliability of our products and services and to the satisfaction of our customers. Please assist us in this regard by updating your product and safeguarding its performance against an unforeseen but entirely avoidable service interruption.
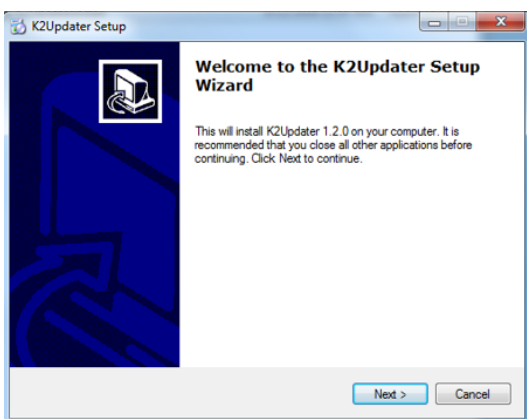

Firmware check

Turn on the loudspeaker. On the configuration display menu, select **SETTINGS** to see what firmware version is installed. If the firmware version displayed is 1.2.0.x or later, it does not need updating.

1. First, download the K.2Updater from the QSC web site at **https://www.qsc.com/live-sound/products/loudspeakers/powered-loudspeakers/k2-series/k2_firmware/**. There is a link for the Windows version and another for Mac.

   The file you download is in a compressed archive format, so extract its contents into the folder of your choice.

2. In the destination folder, run the **K2UpdaterInstall** file to start the Updater setup (shown at left is the Windows version; the Mac version is similar). Follow the on-screen instructions and accept the **End User License Agreement**. Select the destination folder for the program files and click **Next**. Continue until the software installation is complete.

WARNING: This update procedure only takes about two minutes to complete. However, once you start the update you must let it continue without interruption. An interruption at the stage where the firmware is writing into the module will corrupt the firmware and prevent the loudspeaker even turning on (i.e., "bricking" it). So make sure that the USB-to-micro USB cable will not be disconnected (even accidentally) and that the loudspeaker will not be turned off.

Procedure

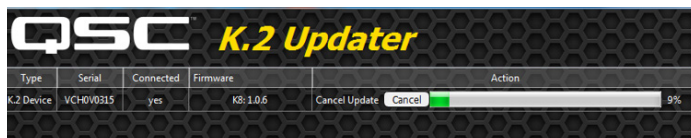1. Start with the amplifier module turned off. On the computer open the **K2Updater** application.

2. Use a flat tool to carefully pry the knob off the rotary encoder on the loudspeaker's amplifier module. You will see a micro USB port next to the rotary encoder. Plug the cable into the port and plug the other end into an available USB port on the computer.

   NOTE: Although you can update as many as five K.2 Series active loudspeakers simultaneously by using a USB hub and multiple cables to connect to each loudspeaker, QSC recommends keeping the update setup as simple and direct as possible—doing one loudspeaker at a time—to reduce the chance of an error or mishap.
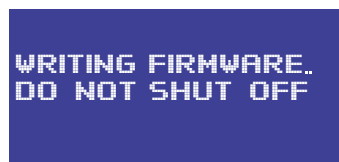

3. Turn the amplifier module on. The K2Updater application should discover and identify the K.2 model connected to the computer and display it in a table.

4. Click **Update** to start the process.

5. The update from start to finish typically takes under two minutes. A progress bar will display the update status in the K2Updater application. At the same time, the loudspeaker display screen will also show the progress of the new firmware loading into the loudspeaker's internal memory. This transfer of the new firmware from the computer into the loudspeaker internal memory is the part of the update process that will take most of the time.

6. After the firmware has loaded into internal memory, the loudspeaker amplifier module will write it into the permanent firmware. It only takes about three to four seconds, but it is absolutely critical that this step have no interruptions; otherwise you will "brick" the module.

7. When the update is complete the message **Firmware up to date** will appear.

   If for some reason the update did not complete during the loading process—for example, if the progress bar had frozen before the loading was completed—start over by turning the loudspeaker off for a couple seconds and then on again. Then click **Update** in the K2Updater application once it recognizes the loudspeaker again. Never shut off the loudspeaker when the display indicates **WRITING FIRMWARE**.

8. Turn off the loudspeaker and disconnect the USB-micro USB cable. Press the knob back onto the rotary encoder shaft.

9. Turn the loudspeaker on. Booting up will take a few seconds.

10. As in the preliminary step when you checked the loudspeaker's eligibility to be updated, check the firmware version again.

11. Verify that the display shows the correct model number and the current firmware version. The update is complete and the loudspeaker is ready to use again.

NOTE: If you have additional questions regarding this update, please read the K.2 Firmware Update FAQ available from the QSC website at **https://www.qsc.com/live-sound/products/loudspeakers/powered-loudspeakers/k2-series/k2-firmware/**