

Command|8 Driver and Firmware Installation

Dear Command|8 User,

We know you are anxious to start working with your new Command|8 but we ask that you first take a few moments to read the “Installing Software for Command|8” section of the Command|8 Guide to ensure your software is installed correctly.

Special Driver Information for Windows XP

In addition to Pro Tools 6.4, Windows XP Users must also check the Command8 Controller and Driver item when installing their software to ensure the proper Windows components are included. First, connect and turn on your Command|8. When the ‘Found New Hardware’ dialog appears, do not cancel it. Continue by launching the Pro Tools Setup executable and checking the appropriate components, including Command|8. When complete, you will be prompted to restart your computer and then you may begin using Pro Tools with Command|8.

Should you need to move your Command|8 to a different USB port on your computer, the driver must be re-installed for that port. You can choose to re-install the driver by using the Pro Tools installer disk and selecting ‘Modify’ and checking the Command|8 components or by running the Command8DriverInstaller.bat file located on your local drive in the Digidesign folder in Program Files. (The driver only needs to be installed once per port, so after it has been installed on a port, you can move your Command|8 without having to re-install)

Firmware

Also included in the Command|8 folder is a firmware updater and resource files for both Macintosh and Windows. The Updater is provided in the event your surface firmware becomes corrupt and needs to be repaired or if you need to update the firmware to later versions.

Your unit comes from the factory with version 02.00.00 firmware loaded. Included with the firmware updater is version 02.00.01 which improves fader performance on some systems. If you are experiencing faders moving slightly in response to automation played back on adjacent channels, update your firmware to version 02.00.01.

If you are using Standalone mode and the applications or MIDI devices you are working with do not send MIDI control messages for moving faders or switch status LEDs, and your Command|8 is performing poorly, you may need to load version 01.00.01 firmware, which improves Command|8 performance by disabling it from responding to incoming MIDI.

To download firmware to the Command|8:

- 1 Connect the USB cable to the host computer and to Command|8.
- 2 Make sure AC is plugged in, and turn on the power.
- 3 Launch the application “C8FirmwareUpdater.” The updater will recognize your unit and display the current firmware version.
- 4 Press the Update Firmware tab on the Updater. The application will ask you to locate the firmware you want to download. The firmware is a .srec (resource file).
- 5 Click to select the version you wish to download and click OK. The download process is automatic and will restart your Command|8 when complete. Do not move any faders or other controls while the download is progressing and wait until the download is complete to resume using your unit.

6 Once the download is complete, quit the Command8 Firmware Updater.

Your Command|8 should be ready to use. See the Command|8 Guide for complete installation and operational instructions.

Enjoy your Command|8!

Sincerely,

The Digidesign/Focusrite Development Team