Soundcraft
by HARMAN

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v1.0

Vi400, 600 & Vix000 Hardware Reset; Delete Restoration File

2-Aug-21

Using the Vi Reset (Delete Restoration) Process

In order to reset the Vi internal hardware please gather a USB keyboard. (Apple) keyboards are not supported.

Before starting the reset, please disconnect all connections to the Stagebox and HiQNet on the back of the board. For the Vi400, 600, Vi5000 & 7000 please make sure the local-rack is turned on and connected to the console.

Power on the console and tap the "Spacebar" immediately and continue tapping it until a menu appears with options:

"Start Windows Normally"

"Delete Restoration Data"

Select "Delete Restoration Data" option with the up/down arrow keys and press Enter.

Important: Immediately after hitting the enter key, unplug all external devices from the console, including USB stick, keyboard, Ethernet & Stagebox. Please do NOT touch the console during this process, even if the board looks like it is operational. It will shut down.

The console will take 3 minutes to detect and make the appropriate changes to the console. It will eventually shut down automatically after the process is complete, and is then ready for use.

If the console is not operational after performing the reset please call 1-844-776-4899, Option 3. A coordinator will request information regarding your case and then forward you to a Soundcraft specialist or e-mail our support team at hprotechsupportusa@harman.com

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