



# Firmware Update for XTi 2020 Amplifiers from v1.4.0.0 to v2.4.0.0

**!!! Important – This update is only for XTi1002, XTi2002 and XTi4002 amplifiers with firmware v1.4.0.0!!!**

XTi 1002, XTi 2002 and XTi 4002 amplifiers SN 8502018714 and higher already have firmware v2.4.0.0 or higher and do not need this update.

### **PLEASE NOTE:**

You **MUST** ensure you are using a PC and USB cable that is in good order and working properly. Poor quality USB cables and/or faulty USB ports on your PC can cause the firmware process to fail, which will render your XTi unit inoperable and unrecoverable!

### **Tools you will need:**

- Good quality USB A to USB B cable. Must be USB 2.0 or better!
- Windows PC with Windows 10/11 Operating System
- Audio Architect Hotfix - This is included in the Firmware Hotfix .zip file

## "Why won't my new XTi 2 series amplifier connect or load into venue view in Audio Architect?"

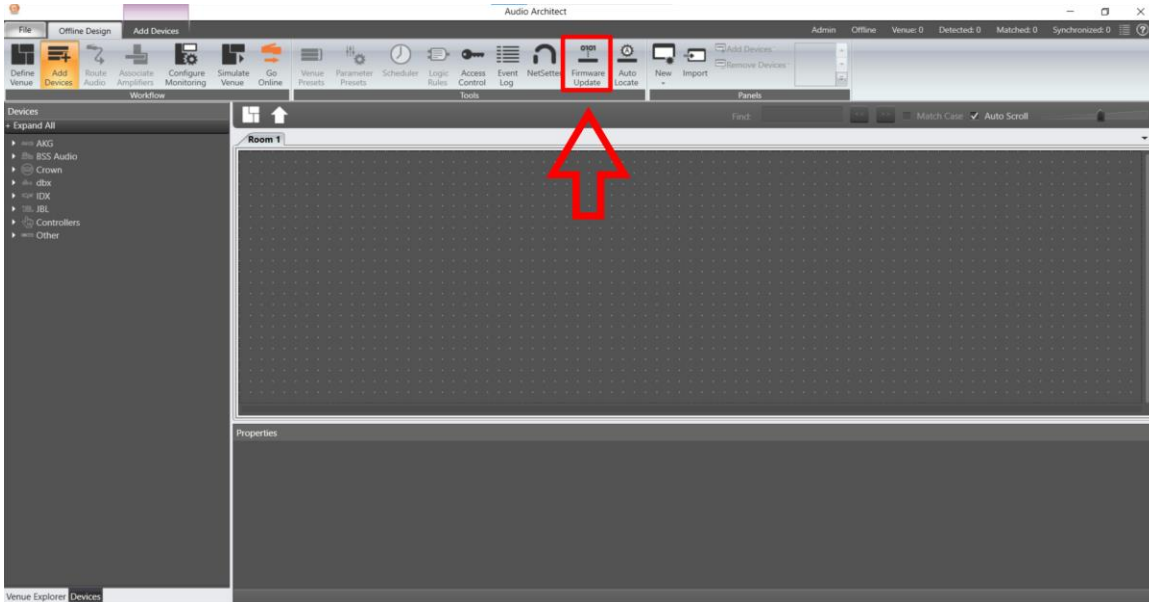
On XTi 2 series amplifiers made circa 2020, there is a firmware error that prevents the amplifier from being recognized in Audio Architect, even though it appears as a *Discovered* device. The solution is to load two separate firmware components into the amplifier and to use **Audio Architect version 2.55.2.2** or later.

## : Firmware Update for XTi 2020 Amplifiers from v1.4.0.0 to v2.4.0.0

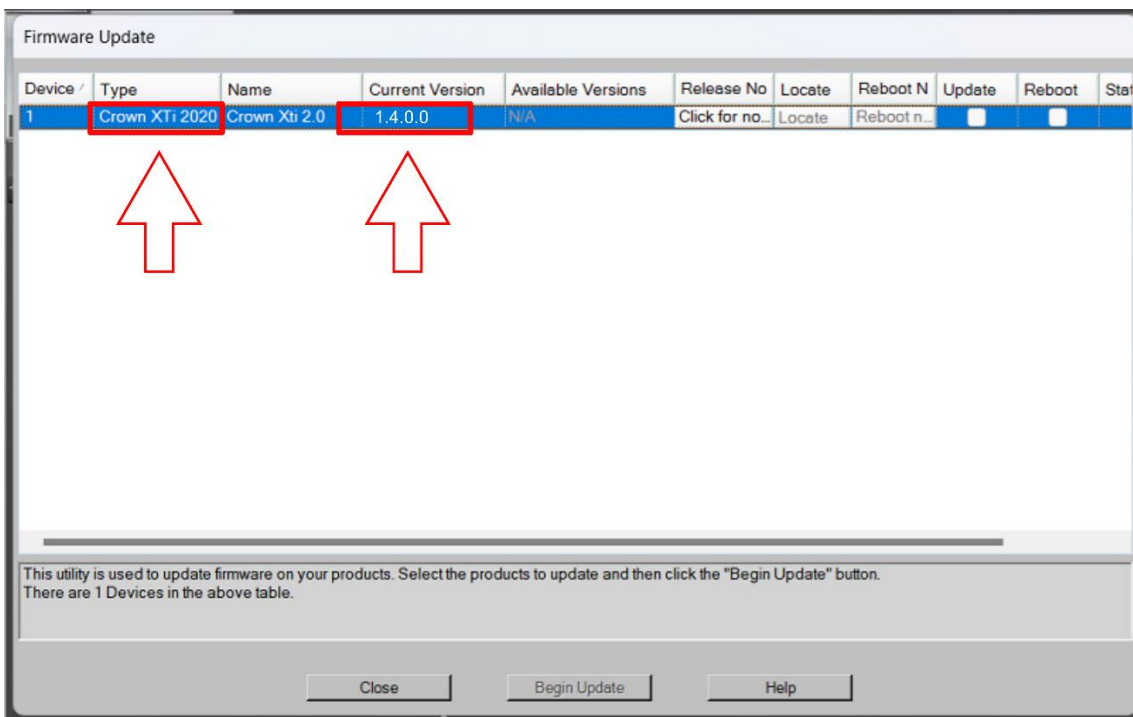


### "How do I know if my amplifier is affected?"

Connect a USB cable from PC to amplifier, then Open Audio Architect and click on the Firmware Updater Utility:



In the Firmware update panel, make sure the type and current version are the same as shown below:

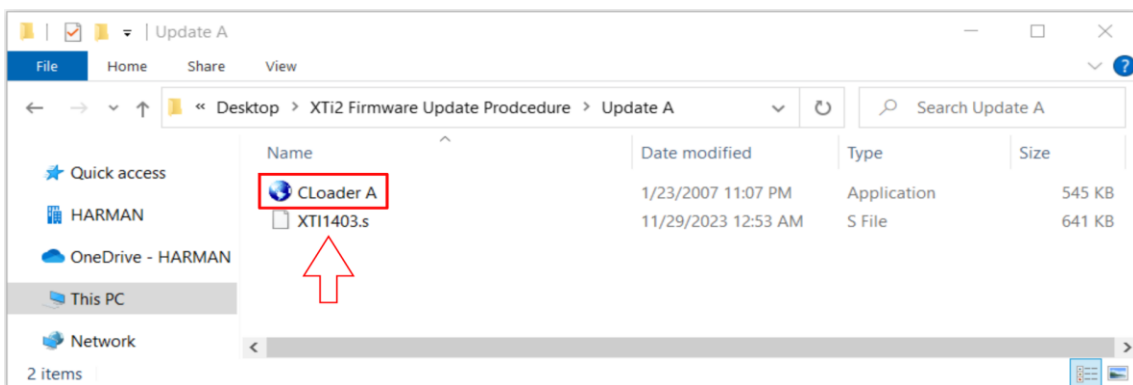


**If your amplifier is listed as anything other than the name above this update procedure does not apply. Attempting this update process to any other Type or Firmware Version will likely revert the amplifier into an unrecoverable state!**

Be sure to completely close out Audio Architect before continuing. This update will not work if Audio Architect, Band Manager, Performance Manager or System Architect programs are running. Be sure to not run any other Windows programs while the firmware update process is running.

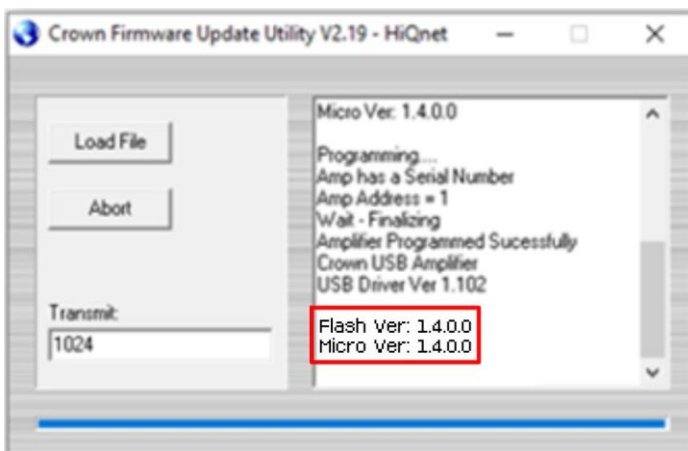
## Firmware Update Procedure

Open the folder labeled **Update A** and Run the application named **Cloader A**:



**Confirm CLoader shows the XTi2 is v1.4.0.0.**

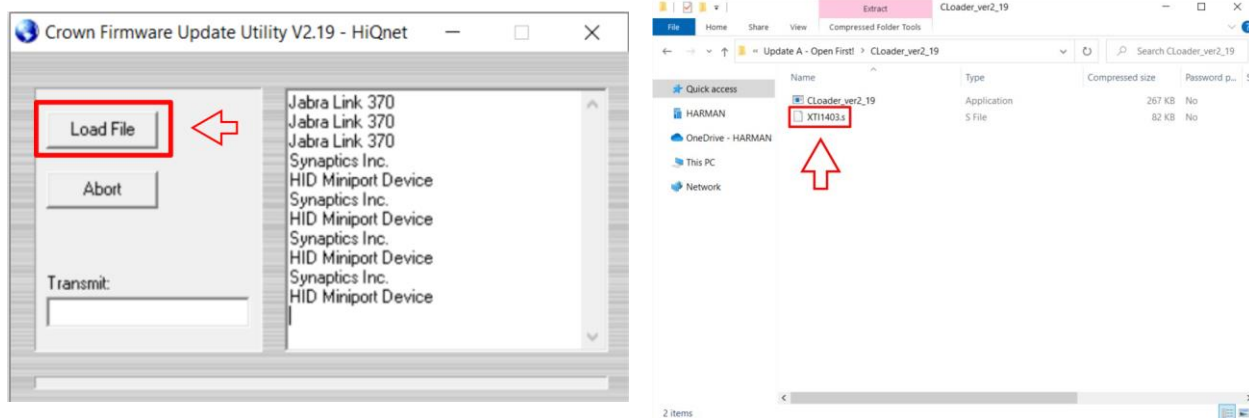
**Updating any other version XTi2 to V1.4.0.3 WILL CAUSE IT TO BE RENDERED UNUSABLE:**



## : Firmware Update for XTi 2020 Amplifiers from v1.4.0.0 to v2.4.0.0



Click *Load File* and select the **XTi1403.s** file. The firmware update should begin:

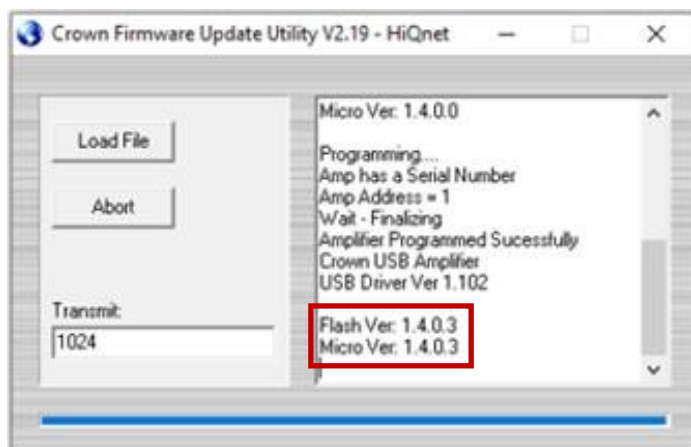


When the update is finished, the amp will reboot. The front panel then should revert to the *DSP OFF* preset:



**If it does not reboot or the display does not revert to *DSP OFF*, you should manually reboot the amp by turning it off from the front power button, wait 30 seconds, then turn it back on.**

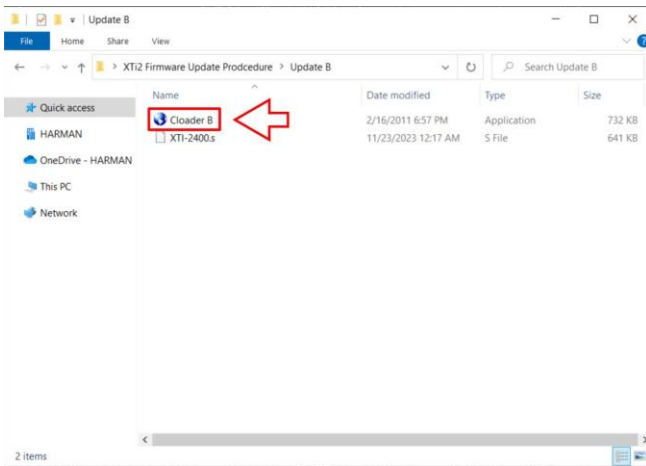
The amplifier should now be running version **1.4.0.3** firmware:



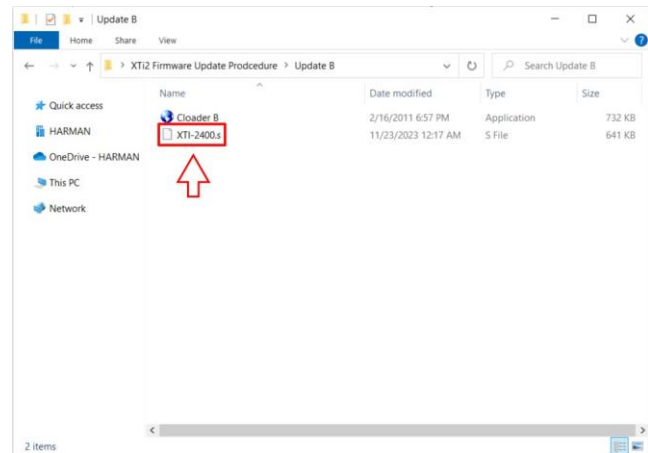
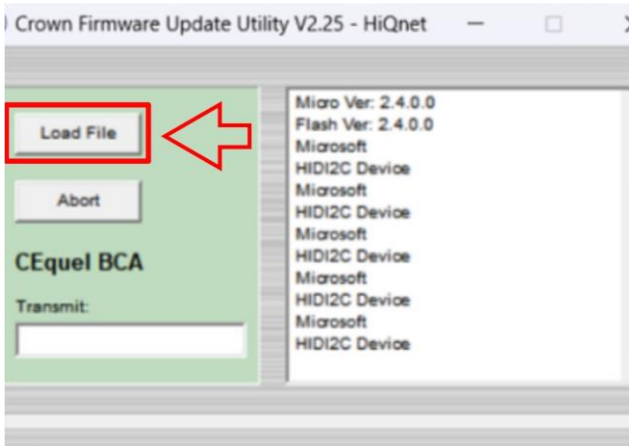
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However, we are only halfway through. We need to complete the process by closing out the current CLoader. Next, open the **Update B** Folder and run the **CLoader B** application:



Click *Load File* and select the **XTI-2400.s** file. The firmware update should begin:

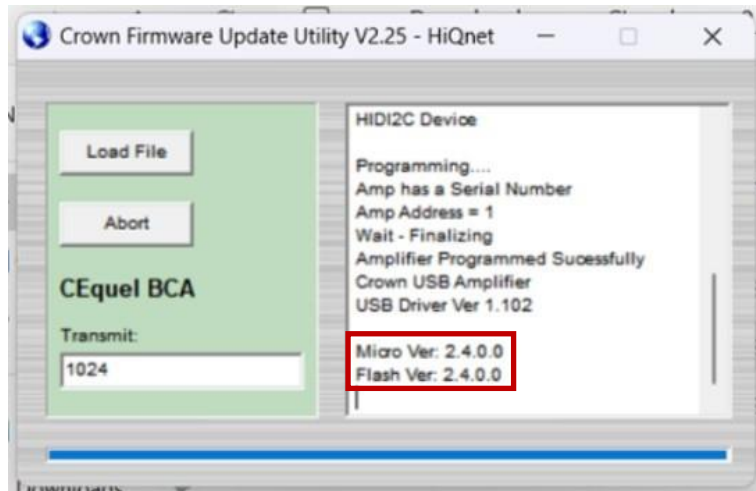


When the update is finished, the amp will reboot. The front panel should revert to the DSP OFF preset:



**If it does not reboot or the display does not revert to *DSP OFF* you should manually reboot the amp by turning it off from the front power button, wait 30 seconds, then turn it back on.**

The new firmware version numbers should now be reflected in CLoader:



The firmware update process is now complete. **Be sure to use Audio Architect v2.55.2.2 or later** when trying to connect your XTi series amplifier for configuring. It will not work with previous versions.

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