



What's New in EuControl

Version 3.7



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Product features, specifications, system requirements, and availability are subject to change without notice.

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Chapter 1: Introduction

This document describes the new and changed features in EuControl Software version 3.7 for Pro Tools | Control, S3, Dock, and Artist Series media controllers for Avid Pro Tools® and other EUCON™-aware applications.

- For complete descriptions of features, see [New and Changed Features in EuControl v3.7](#).
- For additional information about fixed and known issues, see [EuControl v3.7 Release Notes](#).

System Requirements and Compatibility

Avid can only assure compatibility and provide support for hardware and software it has tested and approved. For the latest information about compatible DAWs and other applications, and links to additional resources, visit [EuControl Compatibility](#).

Important!

The EUCON performance improvements introduced in v3.5 make it and all later versions (including v3.7) incompatible with v3.4.x and previous versions of EUCON and EuControl. As a result, the current and future versions must not be run on the same network (subnet) as any 3.4.x or previous EUCON Surface software.

- To get the latest version of EuControl software for S3, Dock, and Artist Series, download them from your [Avid Account](#) or visit: <http://www.avid.com/en/products/artist-control/learn-and-support>.
- For System 5-MC and MCPro, visit: [System 5-MC and MC Pro Documentation and Software](#).
- For System 5, use version 6.1 or later. For more information, visit: http://avid.force.com/pkb/articles/user_guide/System-5-and-S5-Fusion

For System 5 software downloads, log in to your [Avid Account](#) or contact [Avid support](#) for details.

About This Guide


All of our guides use the following conventions to indicate menu choices and key commands:


Convention	Action
File > Save	Choose Save from the File menu
Control+N	Hold down the Control key and press the N key
Control-click	Hold down the Control key and click the mouse button
Right-click	Click with the right mouse button

The names of Commands, Options, and Settings that appear on-screen are in a different font.

The names of switches and keys on the control surface are shown in bold (such as **Select**). In addition, the **Shift** switch on the Master, Fader, or Joystick Module is always shown in bold to distinguish it from the Shift switch on the computer keyboard.

The following symbols are used to highlight important information:

 *User Tips are helpful hints for getting the most from your system.*

 *Important Notices include information that could affect your data or the performance of your system.*

 *Shortcuts show you useful keyboard or mouse shortcuts.*

 *Cross References point to related sections in this guide and other Avid guides.*

How to Use this PDF Guide

These are some useful features of this PDF:

- The Bookmarks on the left serve as a continuously visible table of contents. Click on a subject heading to jump to that page.
 - Click a + symbol to expand that heading to show subheadings. Click the – symbol to collapse a subheading.
- The Table of Contents provides active links to their pages. Select the hand cursor, allow it to hover over the heading until it turns into a finger, then click to locate to that subject and page.
- All cross references in **blue** are active links. Click to follow the reference.
- Select Find from the Edit menu to search for a subject.

Resources

The Avid website (www.avid.com) is your best online source for information to help you get the most out of your Avid system. The following are just a few of the services and features available.

Account Activation, Product Registration, and License Activation

Activate your product to access downloads in your Avid account (or quickly create an account if you don't have one). Register your purchase online, download software, updates, documentation, and other resources. Activate your software license

<https://www.avid.com/account>

Get Started Fast Video Tutorials

Watch video tutorials for the Control app, Dock, S3, and other EuControl products on YouTube:

[Get Started Fast with Pro Tools | Control, S3, and Dock](#)

Support and Downloads

Contact Avid Customer Care (technical support); download software updates and the latest online manuals; browse the Compatibility documents for system requirements; search the online Knowledge Base or join the worldwide Avid user community on the User Conference. For example, for Pro Tools | Control resources visit:

<https://www.avid.com/learn-and-support>

For user guides for Pro Tools | Control, S3, Dock, and Artist Series media controllers, visit:

[EuControl Product Guides](#)

Products and Developers

Learn about Avid products; download demo software or learn about our Development Partners and their plug-ins, applications, and hardware.

<https://www.avid.com/Products/index.html>

News and Events

Get the latest news from Avid or sign up for an S6 demo.

Chapter 2: New and Changed Features in EuControl v3.7

EuControl Software v3.7 provides the following new and changed features:

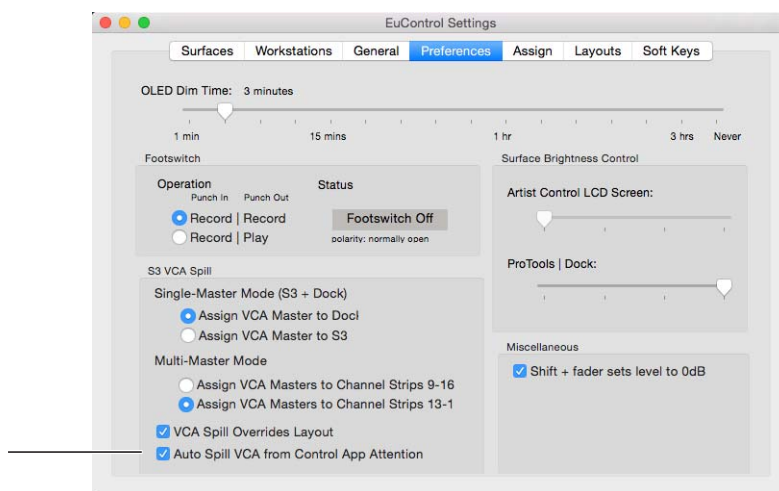
- **Pro Tools | Control and VCA Spill**
- **Automation Mode Indication**
- **Improved Banking and Nudging**
- **AutoLaunch Settings**

Pro Tools | Control and VCA Spill

You can spill VCAs from Pro Tools | Control whenever an S3, Dock, Artist Mix, or Artist Control are present.

To spill a VCA from Pro Tools | Control:

- 1 In EuControl Settings, go to the Preferences tab.
- 2 Make sure to enable the Auto Spill VCA from Control App Attention setting.



Preferences tab in EuControl Settings showing Auto Spill VCA from Control App Attention enabled

- 3 In the Control app, go to the Tracks screen.
- 4 Tap a VCA.
Members of the selected VCA spill onto the S3, Artist Mix, and Artist Control. When a Dock is present, spill and Master follow current S3 VCA Spill settings.
- 5 To exit (unspill), tap the track block for the VCA again.

Automation Mode Indication

(S3, Dock, and Artist Series Media Controllers)

Automation modes are now displayed more specifically in the track displays. Beginning in EuControl 3.7 track displays show the current automation mode as shown in the following table.

Automation Modes and Displayed Indication

Mode	Display
Off	(blank)
Read	r
Touch	t
Latch	l
Touch-Latch	tl
Write	w
Trim	<mode>

Rec Switch LED Automation Mode Indication

EuControl can be configured to use the **Rec** key for Automation mode selection (**Rec/A** on some units, and **Rec/Auto** on others) in EuControl Settings > General using the Rec/Audo switch press changes automation modes... setting:

- When this setting is enabled and the **Rec** keys are controlling track automation mode, the **Rec** key LEDs are off when in Read or Off, lit red when the track is in any Write mode, and flash red while writing automation.

When this setting is not enabled, you can also change automation modes by holding **SHIFT** and pressing the **Rec/Auto** switch.

- When not enabled and using **SHIFT+Rec/Auto**, **Rec** key LEDs indicate automation mode but only while **SHIFT** is held down.

Improved Banking and Nudging

In previous versions of EuControl, banking and nudging to the left always stopped at strip 1. Beginning in version 3.7, banking and nudging have been improved to offer greater flexibility for track placement on strips:

- Banking either to the left or right maintains previous behavior. For example, banking all the way to the left stops at track 1 on strip 1.
- Nudging now lets you move beyond the first or last track. For example, nudging repeatedly to the left can move track 1 onto strip 8, with blank strips on faders 1–7.



EuControl 3.7 includes new firmware. For more information, see [Updating Firmware](#).

AutoLaunch Settings

You can enable or disable auto-launch for EuControl, WSControl, and/or XMON using the new AutoLaunch selector.

To configure AutoLaunch on Mac:

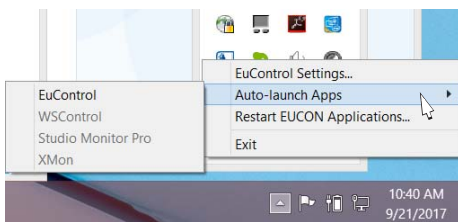
- 1 Make sure EuControl or S6 WSControl is installed, then do the following:

Mac Click on the EuControl or WSControl icon in the menu bar.



EuControl Auto-launch Apps selector (at left) and WSControl icon (at right)

Windows Right-click on the EuControl or WSControl icon in the System Tray at the bottom of the screen.



Auto-launch Apps selector (EuControl shown)

- 2 From the Auto-launch Apps sub-menu, choose any of the following (you can enable more than one):

- EuControl (for S3, Dock, Pro Tools | Control, and Artist Series)
- WSControl (for S6)
- XMON

What Was New in Previous Versions

New and Improved Features in EuControl 3.6.0

The following features were provided in the previous release of EuControl software.

Improved Knob Response

Knob response has been improved with better access to fine adjustments when rotating slowly, and a more natural acceleration scale when rotating quickly to make coarse adjustments. Pan knobs now have an optimized response curve, and other knobs (such as when controlling send level or EQ) have a different curve. The Control Room/Monitor knob is linear (no acceleration).

Improved Pan Knob Mapping

(Requires Pro Tools 12.7.1 or higher)

Pan knob mapping has been improved to make the location of parameters more intuitive.

- Rear position is now available from the same knob as Front (see [L/R Rear via L/R Front + Sel](#)).
- You can now link the Front and Rear positions (see [Link F/R](#)).

L/R Rear via L/R Front + Sel

When the L or R Front parameter is mapped to a knob, press that knob's **Sel** switch to reassign the knob to the corresponding channel's Rear parameter. For example, when L Front is displayed on an encoder pressing that encoder's **Sel** switch maps L Rear to that encoder. Press the lit **Sel** switch again (it becomes unlit) to return the encoder to L Front.

Link F/R

You can now link the Front and Rear pan positions.

- When linked, Rear position follows Front position; if you pan that channel front-to-back while linked, it pans vertically. Automation is written to both front and rear L and R knobs.
- When unlinked, panning the same channel front-to-back will follow the trajectory between the current front position (left-to-right) and the current rear position (left-to-right).

To link Front and Rear:

- 1 Attention a mono or stereo track assigned to a multichannel output, and make sure Pan is assigned to an encoder for the attentioned track. If you are using the Control app, tap to go to Channel View and then select Pan from the Function selector.
- 2 Press the **In** switch next to the encoder assigned to Front or Rear (if the track is mono) or L (or R) Front or Rear if stereo. When linked (**In** switch lit), adjusting the F/R (front/rear) parameter pans the channel front-to-back vertically. Any offset between front and rear is ignored.

Multiple EUCON Commands in Soft Keys

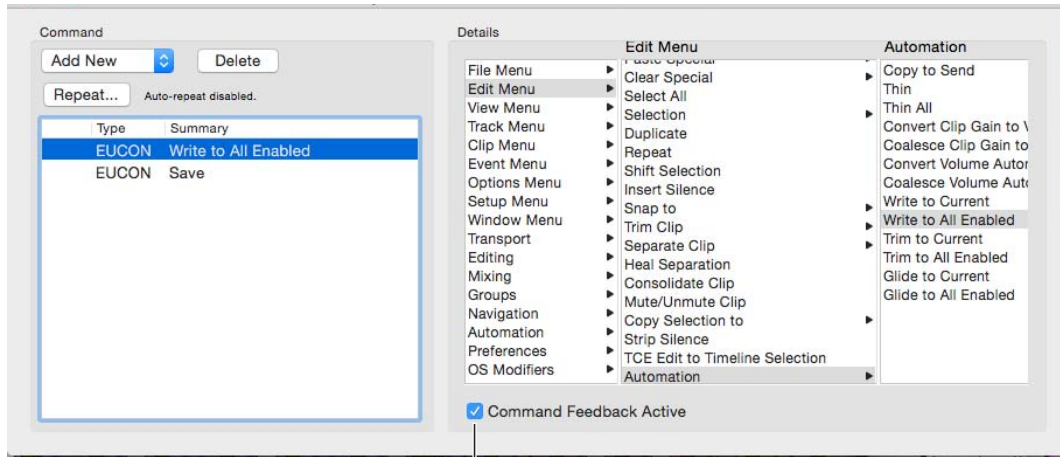
Soft Key assignments can include multiple EUCON commands, one of which can have **Command Feedback Active** enabled.

To add a Soft Key assignment:

- 1 Navigate EuControl to the **Soft Keys** tab.
- 2 Click the **Section** selector and choose the section of switches containing the switch you want to assign.
- 3 On-screen, double-click the switch you want to assign. The **Soft Key Command Editor** window opens.
- 4 In the **Command** area, click **Add** and choose **EUCON**.
After you add a EUCON command, choices appear in the **Details** area.
- 5 Click an item in the left-most list (level 1) within the **Details** area to reveal associated commands in the middle column.
- 6 Click a command to assign it, or click an item with an arrow to reveal more commands in the third column and assign as necessary.
- 7 Repeat the previous steps to add additional EUCON commands to the Soft Key assignment.

Command Feedback Active

Enable the Command Feedback Active option for the command whose status you want indicated on the controller LED(s). When enabled, your controller displays status indication of the corresponding EUCON command. This option, located in the Details area of the Soft Key Editor, can only be enabled for a single EUCON command in each Soft Key definition.




Command Feedback Active option enabled in the Soft Key Editor

Availability and status of this option varies depending on the associated command.

New Pro Tools Commands Available in Soft Keys

EuControl 3.6 includes the following new or recently EUCON-ized Pro Tools commands.

 For a complete list of all Pro Tools EUCON commands, see the *Pro Tools EUCON Guide.pdf* (installed alongside other Pro Tools documentation).

Edit Menu

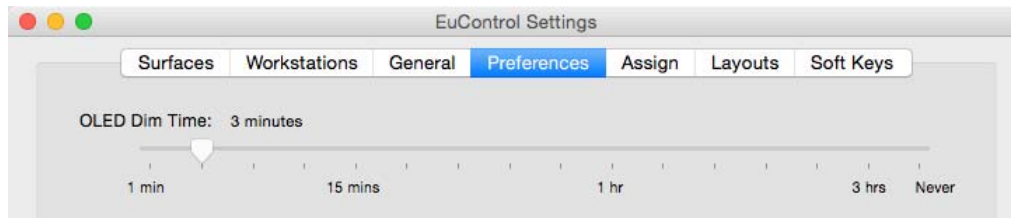
Command	Level 1	Level 2	Level 3
Clear and Send To New Playlist	Edit Menu >	Clear and Sent To New Playlist	
Apply Fade Preset (1–5)	Editing >	Fades >	Apply Fade Preset...
Select Fade In	Editing >	Fades >	Select FadeIn
Select Fade Out	Editing >	Fades >	Select FadeOut
Select Crossfade	Editing >	Fades >	Select Crossfade
Select Batchfade	Editing >	Fades >	Select Batchfade
Show Frozen Tracks	Navigation >	Tracks >	Show Frozen Tracks
Hide Frozen Tracks	Navigation >	Tracks >	Hid Frozen Tracks
Restore Previously Shown Tracks	Navigation >	Tracks >	Restore Previously Shown Tracks
Layered Editing	Options Menu >	Layered Editing	
Freeze Track	Track Menu >	Freeze Track	
Transport Record Lock	Transport >	Record >	Transport Record Lock
Send Solo	Transport >	Satellites >	Send Solo

OLED Dim Time

You can set the sleep time for OLEDs in the Preferences tab of EuControl Settings.

In previous versions of EuControl, the setting Artist Mix, Artist Transport, and Artist Control display dim time let you specify a dim time for those three Artist Series units only. The slider could not be adjusted if none of those controllers were connected.

In EuControl 3.6 this slider has been renamed to OLED Dim Time and can be adjusted whenever any supported controller with an OLED is connected, including Pro Tools | S3.



Chapter 3: EuControl v3.7 Release Notes

For Pro Tools | Control, Pro Tools | Dock, Pro Tools | S3, Artist Series, and Workstation Control

EuControl 3.7 provides the following fixes and enhancements.

- For issues that are fixed in EuControl 3.7 see [What's Fixed in EuControl 3.7](#).
- For other items see [Known Issues](#).

What's Fixed in EuControl 3.7

The following issues are resolved in the EuControl 3.7.

All EuControl Devices / EuControl Software

- ◆ Automation mode indication on S3 and Artist Series media controllers left a lot to be desired (GWSW-10697)
Note: See [Automation Mode Indication](#).
- ◆ When using locked strip assignments in configurations with more than eight faders, banking was inefficient (GWSW-10598)
Note: Beginning in EuControl 3.7, when there are eight or more available (unlocked) strips, surfaces will bank by eight strips at a time. When there are seven or fewer available strips, surfaces will bank by the number of available strips.
- ◆ Layouts would not store attentioned/selected track assignment (GWSW-10811)
- ◆ The command “Bank to End” often would not (GWSW-10871)
- ◆ It was possible for the surface **SHIFT** LED to incorrectly indicate **SHIFT** status after adding or removing a surface in EuControl > Surfaces (GWSW-10876)
- ◆ It was possible for solos to clear after recalling a Layout while in PFL mode (GWSW-10919)

Pro Tools | Control

- ◆ Exceeding the number of characters in the iPad name could prevent the app from appearing in the My Surfaces list in EuControl > Surfaces (GWSW-10821)

Pro Tools | Dock

- ◆ Touching the vertical touchstrip while in a Wheel mode could cause the currently active Wheel switch LED to incorrectly indicate it was no longer active (GWSW-10865)
- ◆ It was possible for the Dock Soft Keys to lose focus after focusing on a non-EUCON application and back, even if the Dock was locked to your primary EUCON application (GWSW-10706)

Pro Tools | S3

- ◆ Banking could bank in increments of 15 tracks instead of 16/entire surface (GWSW-10472)
- ◆ VCA spill could cause Pro Tools to scroll the Mix and Edit windows to the top instead of to the first VCA member (GWSW-10768)
- ◆ It was possible for EuControl to incorrectly report that one or more S3 faders were failing or faulty (GWSW-10698)

What Was Fixed in Previous Versions of EuControl

The following issues were resolved in previous versions of EuControl software.

What Was Fixed in EuControl 3.6.1

All EuControl Devices / EuControl Software

- ◆ Over 10 conditions which previously could crash EuControl no longer do so.
- ◆ It could be difficult for some plug-in knobs to reach their maximum and minimum values (GWSW-10747)
- ◆ Resetting Send level via Opt (Mac)/Alt (Windows)+touching a knob would reset it to –Inf/off instead of 0/unity (PT-217113)
- ◆ Navigating to Send/bus pan by pressing a Send knob could reset/clear Send level (PT-229375)
- ◆ EQ 3 Mid band control would not always switch to Q when **Sel** was pressed (GWSW-10757)
- ◆ It was possible for Wheel Modes and other functions to not be able to be assigned to Soft Keys on Mac (GWSW-10734)
- ◆ The EuControl Soft Key Editor now stays focused on the currently locked-to Application (GWSW-10600)
- ◆ On Windows, the Workstation tab now uses a checkmark instead of an X (GWSW-10774)

Pro Tools | Control

- ◆ Pro Tools | Control with S3 or Other Controller: Changing Automation mode via "Do to Sel" required two presses of the desired Automation mode button (GWSW-10140)
- ◆ Pro Tools | Control: Mixer view would reset to the first 8 tracks when toggling between applications (GWSW-10705)

Pro Tools | Dock

- ◆ The **ALT** switch sometimes needed convincing before allowing you to enter Preview mode (GWSW-10792)

Pro Tools | S3

- ◆ The Audio Control encoders (9–16) could exhibit delayed response when adjusting built-in I/O (GWSW-10696)
Note: Requires new S3 firmware provided in EuControl 3.6.1.

Artist Series

- ◆ Artist Transport: It was possible for the Soft Key to Restore Previously Shown Tracks to stop working (PT-229014)
Note: This fix requires Pro Tools 12.8 or higher.
- ◆ Artist Transport: Several Shift layer Soft Keys on the numeric keypad that required a Wheel mode no longer worked (GWSW-10749)

What Was Fixed in EuControl v3.6.0

EuControl 3.6 included fixes for the following issues.

- ◆ Pro Tools | Dock: It was possible for the Alt button LED incorrectly indicate Alt status after certain operations including toggling between Pro Tools and another application, Save As, Show Track, Hide Track, and others (GWSW-10215)
- ◆ Pro Tools | S3: It was not possible to adjust the Display dim time Preference for Pro Tools S3 or Pro Tools Dock (GWSW-10597)
- ◆ Pro Tools | Control: If Display Breaks on Track Color was enabled, it was possible for the Control app to crash when tapping a tile in Tracks view for tracks that were not visible on iPad screen (GWSW-10344)
- ◆ Artist Control: It was possible when using an Artist Control to experience excessive CPU usage by EuControl, or for graphics to draw incorrectly on the Artist Control screen (GWSW-10515, GWSW-10586)
- ◆ MCPro: Pressing Cmd on the MCPro keyboard could incorrectly open the Windows Start even though the keyboard is in pass-through mode (GWSW-10450)

- ◆ EuControl on Mac (only) would only provide four EUCON MIDI ports (GWSW-10382)

The maximum number of MIDI ports is determined by the highest MIDI port number. For example, when one application is assigned to MIDI Ports (29-32) it tells the MIDI driver to initialize 32 MIDI ports.

Known Issues

The following issues are not addressed in EuControl 3.7. Where applicable, a workaround is provided.

General Issues

- ◆ Microsoft Windows 10 Creators Update

If your system is running Microsoft Windows 10 Creators Update do not enable the Enable External Workstations in EuControl to avoid problems with mouse clicks.

- ◆ Wi-Fi crashes EuControl when trying to play back a Pro Tools session from a second workstation (EUCON-3945)

If you have chosen Wi-Fi in EUCON Preferences, you may experience this issue as using Wi-Fi to connect two Workstations is not supported. Instead, make sure you connect Workstations via Ethernet cables and choose the corresponding Network Interface in EUCON Preferences on both Workstations.

- ◆ EuControl will crash after switching Wi-Fi on workstation and iPad from one network to another (EUCON-4015)
- ◆ On-screen (DAW) indication of focused tracks gets out of sync when adding or removing surfaces or the app (EUCON-4021)

Pro Tools | Dock

- ◆ Dock knobs other than Pan sometimes reset pan (EUCON-4652)

When the Control app is in Channel View > Pan function for a stereo track, pressing the Dock Soft Knob for Inv (Inverse) Pan or for Link resets Left channel pan to center.

- ◆ Preference for Dock Automation Buttons Follow Attentioned Channel is only supported in Pro Tools (EUCON-4706)

EuControl 3.4.1 added the new preference setting in the General tab of EuControl Settings Dock automation buttons follow attentioned channel. At the time of this writing, this setting is fully supported only with Pro Tools. In addition:

- With Logic Pro, Dock Automation LEDs only light when this setting is enabled. If it is not enabled, no Automation switch LEDs light. Also Logic Pro does not yet display the correct Automation LED for Touch and Touch/Latch.
- With Nuendo, Dock Automation LEDs only light up when this setting is enabled. If it is not enabled, no Automation switch LEDs light. Also Nuendo will only indicate Read and Off modes, but not Write.

Pro Tools | Control

- ◆ Loss of Wi-Fi connection not always indicated in Pro Tools | Control (EUCON-4736)

If Wi-Fi connection is lost temporarily, it is possible for the Control app to appear as if it is still connected and still appear in My Surfaces.

Workaround: Restart EUCON Applications after Wi-Fi is re-established. Or, enable the “Forget Network” setting on your iPad.

- ◆ Pro Tools | Control App: Visual artifacts after entering non-English text into text field and hiding the keyboard (EUCON-4058)

Workaround: Quit the app, switch keyboard to US English, then relaunch the app.

Pro Tools | S3

- ◆ Connecting an S3 Network port to a network switch with BPDU (Bridge Protocol Data Unit) guard enabled can disable the port on the switch the S3 is connected to (VSW-10570)

Do not connect S3 to any network switches that have BPDU guard enabled. If an S3 is to be connected to a network such as a corporate network, make sure BPDU is disabled on all switches present in the network.

- ◆ (S3 Only) When using Logic, channel strip meters may flicker and disappear if the signal on the corresponding track is clipping (EUCON-3285)

Workaround: Attenuate faders until meter LEDs reappear.

- ◆ (S3 Only) When an S3 is in Config mode (CFG), after removing or adding a track to the current session Config mode actions do not work (EUCON-3124)

Workaround: To restore Config Mode operation, press the **Config (CFG)** switch again.

- ◆ (S3 Only) After deleting a strip from a custom Layout, the deleted strip remains on the surface (EUCON-3159)

Workaround: Recall a different Layout, then recall the original layout to show the proper channel strips.

- ◆ (S3 Only) After assigning or re-assigning a VCA to a Group, the corresponding display does not show updated group assignments (EUCON-3037)

Workaround: To show the updated group assignment, select a different track, then re-select the VCA. The display should now show the correct group assignment.

- ◆ (S3 Only) With the Inserts spilled to Channel Control or the Channel Encoders, surface displays do not update after removing or deactivating the targeted plug-in (EUCON-3070)

Workaround: Select a different track, then select the original track to refresh the displays.

- ◆ (S3 on Windows Only) Using Application/Workstation + < Bank to cycle through open applications does not work (EUCON-3105)

Workaround: Only cycle through applications to the right using **Application/Workstation + Bank >**.

- ◆ (S3 Only) When using S3 with Nuendo 6, the Channel Control Navigation In switch does not toggle EQ parameters on/off (EUCON-2847)

Workaround: Toggle the EQ on/off on-screen.

- ◆ Disconnecting the Ethernet cable from the Dock or an Artist Series device can cause the device to freeze (EUCON-2844)

To reestablish communication:

- 1 Disconnect the power cable to the surface to power it down.
- 2 Power down your workstation computer.
- 3 Reconnect power to the surface and then power the surface back on.
- 4 Power the workstation computer back on.

- ◆ If a custom appset was created using Pro Tools 11.3 or lower, labels for S3 soft keys in the EuControl Settings > Soft Key tab may be incorrect (EUCON-3574)

Workaround: In the EuControl Settings > Soft Key tab, click the Restore button to load the factory default Soft Key appset for the current version of Pro Tools.

- ◆ (Pro Tools 12 and higher only) If an Artist Mix and an Artist Control are connected to Pro Tools, when the Mix and/or Edit Window Follows Surface Bank preference is enabled, only banking on Artist Mix is followed in Pro Tools (EUCON-3599)

- ◆ (Windows only) When on the EuControl Settings > Soft Keys tab, the Soft Keys tab turns blank after pressing Esc key on the keyboard (EUCON-3530)

Workaround: Toggle to a different tab, then back to restore the label on the Soft Keys tab.

- ◆ Surface meters do not work with audio tracks in Media Composer 8 (EUCON-3144)

- ◆ In certain cases after inserting a default EQ/Dyn plug-in, attentioning the track with the plug-in inserted may not automatically open the plug-in window in Pro Tools (EUCON-2877)

Workaround: Depending on the type of plug-in inserted, press **EQ** or **Dyn** on the surface to open the plug-in window on-screen.

- ◆ (Windows Only) On first launch of EuControl after initial installation, the No Ethernet Interface Selected dialog is shown, even though a network interface is selected (EUCON-3155)

Workaround: Click OK to dismiss the dialog. EuControl properly connects to an available network interface.

- ◆ A workstation attached to a surface using WSControl is not indicated as claimed in EuControl (EUCON-3288)

Updating Firmware

To update firmware:

- 1 After updating EuControl software, click (Mac) or double-click (Windows) the EuControl icon and select EuControl Settings.
- 2 If necessary, click Surfaces to display the Surfaces tab.
- 3 Click a surface in the My Surfaces list so it is highlighted. If multiple surfaces are listed in the My Surfaces list, make sure only one surface is highlighted.

! *Firmware must be updated on each surface separately. Updating firmware on multiple devices at the same time is not supported.*

- 4 Click Update Firmware.

! *If the Update Firmware button is unresponsive, see [Troubleshooting Firmware Updates](#).*

- 5 Follow the instructions in the Update Firmware dialog box to proceed, and make sure to observe the following guidelines when updating firmware:
 - Ensure that all surfaces are connected to a trustworthy power source.
 - Do not power off the surface during the update or attempt to interrupt the update.
 - The status of the firmware update is shown in the EuControl dialog, and on the surface displays.
- 6 Click Done when the firmware update is complete. Repeat this procedure for each surface in your system.

Troubleshooting Firmware Updates

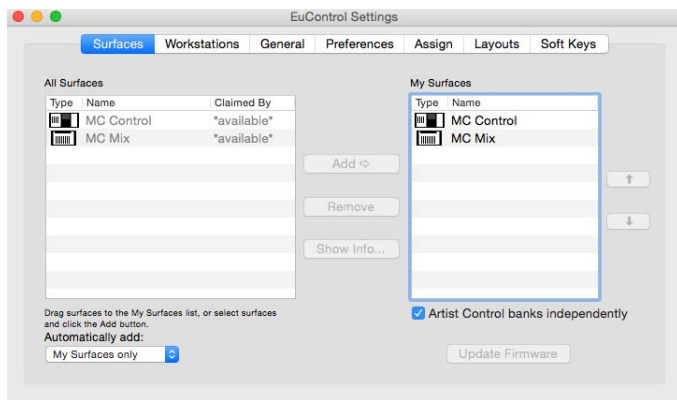
(Mac OS X 10.10.x “Yosemite” Only)

Use the following procedure to work around an unresponsive Firmware Update button. Alternatively, you can update the firmware using a computer running Mac OS X 10.9.x (“Mavericks”), 10.10.4 or higher, or Windows 7 or higher.

To work around an unresponsive Firmware Update button:

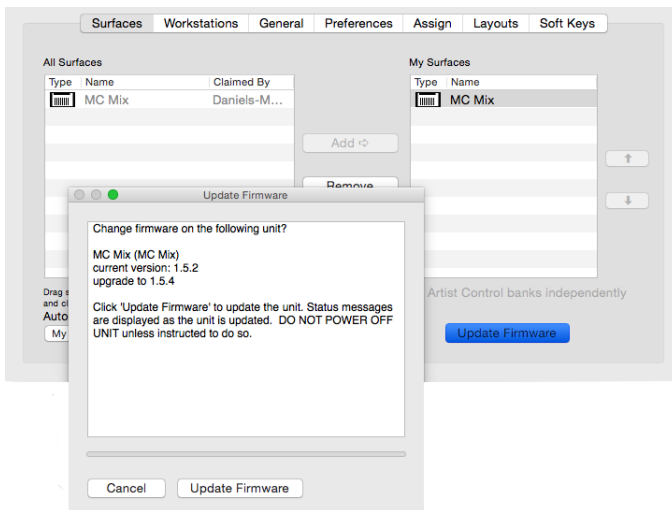
- 1 Power down any connected surfaces.
- 2 If you have more than one surface, power on one surface only.
- 3 Click the EuControl icon and choose Restart EUCON Applications.
- 4 Wait until the surface is added to My Surfaces, or manually add the surface to My Surfaces.
- 5 Wait until the name of the currently attached workstation computer appears in the Claimed By column of the All Surfaces list.

! *If “*available*” appears in the Claimed By column instead of the workstation computer name, repeat steps 1–4. Multiple attempts may be necessary before the name of currently attached workstation computer appears in the Claimed By column of the All Surfaces list.*



*EuControl Claimed By column displaying *available* instead of name of currently attached workstation computer*

- 6 Once the Claimed By column displays the attached workstation computer name, select the surface in the My Surfaces list then click Firmware Update. When the Update Firmware screen appears, follow the on-screen instructions to update your surface's firmware.



Update Firmware window

- 7 Make sure to update the firmware on all surfaces in your system, repeating these troubleshooting steps as necessary.



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