

# LEGEND SOUL OS UPDATE AND TROUBLESHOOTING GUIDE

## Operating system version check

Each time an update file is released it will be made available on the <http://www.viscountinstruments.com> website, in the Support section of the Legend Soul 273 and 261 web page.

To check the currently running operating system version, follow this procedure:

1. From the Program main video page press the [EDIT] / [STORE] button.
2. By pressing the [>] button or by rotating the data entry dial clockwise, place the cursor on the *UTILITY* field and press the data entry dial.
3. By pressing the [>] button display the *Release* page.
4. The operating system version currently installed in your instrument is showed at the right of the *Release* field.



## Operating system version update

If you need to update your Legend Soul, download the update .ZIP file from the web page indicated before. Update files are named Soul-XXX.LGU, where XXX stands for the update version. After the .ZIP file has been downloaded, extract the .LGU file and copy it to the main folder (root) of a USB flash drive.

To update the operating system, follow this procedure:

1. Insert the USB flash drive where you extracted the .LGU file in the USB [TO DEVICE] connector of your Legend Soul.
2. Wait some seconds, then open the above mentioned video page (Utility > Release) and press the data entry dial. The screen will show the name of the update file found in the USB drive, at the right of the *File* field:



3. Make sure that this is the correct file, then press the data entry dial to start the update or press [EXIT] to abort the operation.
4. Once the update has started, the system checks the file integrity and shows the message: "*Checking update...*". Then it loads the file, while showing the message: "*Updating...*" and the progress percentage. **Don't switch off the instrument or extract the USB flash drive until the operation is over and the display shows the message "*Update successful [Turn on/off]*".**
5. Now you can switch off and on your Legend Soul with the operating system updated.

## Important advices before performing an OS update

- Always use a USB flash drive formatted with FAT or FAT32 file system (no NTFS or any other file system).
- Once the USB flash drive is inserted please wait some seconds before starting the upgrade. If the instrument still does not detect the drive, showing the “USB flash drive not detected!” message, press [EXIT] to leave the upgrade and then try it again. For the same reason, the system may not have completed checking the .LGU file yet. Again press [EXIT] to leave the upgrade and then try it again.
- Pay attention when copying the .LGU file in your USB flash drive. The file must always be placed in the **main directory** of the drive and not inside any other folder (the address of the main directory usually appears as D:\ or F:\, not D:\Peter or F:\ songs; “Peter” and “songs” are subfolders and .LGU file should not be saved inside these). If the file is not placed correctly, the instrument will not recognize it and will not be able to install the update.
- Pay attention to copy the .LGU update file in your USB flash drive, and not the .ZIP file.
- Please make sure that the root folder of the USB flash unit contains only one .LGU update file.
- It is strongly recommended to use USB flash drives containing only one partition. If USB flash contains two or more partitions (even if hidden), copy the update file to the first partition. By copying the update file to other partitions, this is not detected by the instrument, displaying the error message "Update file not detected".
- If, following an interruption of the update, the instrument does not restart or reports any of the error messages described below, follow this procedure:
  1. switch off the instrument,
  2. insert the USB flash drive containing the update file,
  3. press and keep pressed the [EDIT] and [TRANSPOSE] buttons and switch on the instrument,
  4. if also in this case the update does not start, contact the technical support by writing an email to [service@viscount.it](mailto:service@viscount.it).

## Possible error display messages during the update

Launching or during the OS update you may encounter one of the issues described in the list below. Once you have identified the issue you have encountered, please follow exactly the instructions reported for that error message.

- **CORRUPTED UPDATE FILE! or BLANK DISPLAY and LED [TRANSPOSE] ON**  
**Cause:** the .LGU update file you are trying to load is corrupted.  
**Solution:**
  1. download the update file again from the website [www.viscountinstruments.com](http://www.viscountinstruments.com),
  2. extract the .LGU file from the .ZIP and copy it to the root of the USB flash drive,
  3. repeat the update procedure.
- **ERROR IN READING FILE! or BLANK DISPLAY and LEDS [EDIT] AND [TRANSPOSE] ON**  
**Cause:** the system cannot read the .LGU update file.  
**Solution:**
  1. make sure that the USB flash drive is connected properly and that it is undamaged,
  2. delete the .LGU update file in the USB flash drive,
  3. copy again the downloaded .LGU update file in the root of the USB flash drive,
  4. repeat the update procedure.
- **TOO MANY UPDATE FILES!**  
**Cause:** the USB flash drive contains more than one .LGU update file.  
**Solution:**
  1. delete in the USB flash drive the .LGU file(s) that do not need to be loaded,
  2. repeat the update procedure.
- **UPDATE FILE NOT DETECTED! or BLANK DISPLAY and LEDS [PIPE] AND [TRANSISTOR] FLASH**  
**Cause:** no .LGU update file was detected in the root of the USB flash drive. It is possible that you have saved the update file into a folder present in the USB flash drive.  
**Solution:**
  1. copy the .LGU update file in the root of the USB flash drive,
  2. repeat the update procedure.

- **USB FLASH DRIVE NOT DETECTED! or BLANK DISPLAY and LEDS [PIPE] AND [TRANSISTOR] FLASH**  
**Cause:** the system does not detect the USB flash drive that you have connected for the operating system update. The USB flash drive is not connected or is corrupted / damaged.  
**Solution:**
  1. disconnect the USB flash drive, connect it again, repeat the update procedure.
  2. if the problem persists, format the USB flash drive paying attention to use FAT or FAT32 file system, repeat the update procedure.
  3. if the problem persists, use a different USB flash drive and repeat the update procedure.
  
- **WRONG UPDATE FILE!**  
**Cause:** the .LGU update file you are trying to load is not compatible with the instrument.  
**Solution:**
  1. download the correct update file from the website [www.viscountinstruments.com](http://www.viscountinstruments.com),
  2. extract the .LGU file from the .ZIP and copy it to the root of the USB flash drive,
  3. repeat the update procedure.
  
- **UPDATE FAILED. ERROR #”X”. [PLEASE RETRY]**  
**Cause:** the operating system update failed.  
**Solution:**
  1. restart the instrument (switch off, then on again), leaving the USB drive connected to the port: the instrument will try to update again,
  2. if the same error message appears after the new update, contact the technical support by writing an email to [service@viscount.it](mailto:service@viscount.it), including the error message and the number that appears on screen.
  
- **USB CHARGER ACTIVE**  
**Cause:** you are trying to update the system despite the fact that the USB [TO DEVICE] port is currently set so as to power/charge an external device.  
**Solution:**
  1. display the *EDIT / UTILITY / USB to Device* page,
  2. select “Flash Drive”,
  3. repeat the update procedure.

## File update issue for Mac users

The operating system update of the Legend Soul 273 and 261 is done using a USB flash drive formatted as FAT or FAT32. The update file is downloaded from the site to your computer and then copied to the USB flash drive. If your computer is a Mac, you may have issues updating the operating system of your instrument.

### Copying files from the Mac to the USB flash drive

When you copy files from a Mac to a drive formatted as FAT or FAT32, the Mac OS creates two files. One is the data, and the other is the resource fork information written as a separate file. It has to do this since the drive formats mentioned don't support a twin fork file system, so OS X has to save the resource fork data a different way. You don't see them from your Mac since anything that begins with a period is automatically hidden.

So if you copy an update file named Soul-XXX.LGU to a FAT / FAT32 flash drive, OS X will create these two files:

Soul-XXX.LGU (the actual file)  
 .\_Soul-XXX.LGU (the Mac resource fork data)

These additional hidden files can create problems when updating the Legend Soul operating system.

### How to remove the hidden files from the USB flash drive

There are two options to remove the hidden files.

One of these is to use the Terminal application of your Mac OS. So, please follow this procedure:

1. Plug in your flash drive so it appears on the Mac desktop.
2. Go to Applications > Utilities > Terminal to launch the Terminal application on your Mac.
3. Type the command `dot_clean -m` and give a single space, then drag and drop the icon of your flash drive into the Terminal window to add its path, and then press Return.

All `._` files will be removed from the flash drive. Be aware it will remove **all** `._` files, including those that actually may be the resource fork for Mac data.

You can also remove the hidden files from the USB flash drive with the use of third-party applications. Some Mac applications have the capability to clean the USB flash drive from hidden files, such as DotCleaner, CleanUSBDrive, CleanMyDrive 2, etc.. The procedure for removing the "resource fork data" depends on the Application used. Please refer to the user guide of the specific application.

It is recommended to use this procedure only on the USB flash drive that you intend to use for updating the Legend Soul, in order to avoid deleting important information for the Mac OS.

The other option to remove hidden files is to request the following file:

*Mac\_users\_copy\_to\_USB\_stick\_with\_update\_file\_and\_run*

To the Viscount technical support by writing an email to *service@viscount.it*.