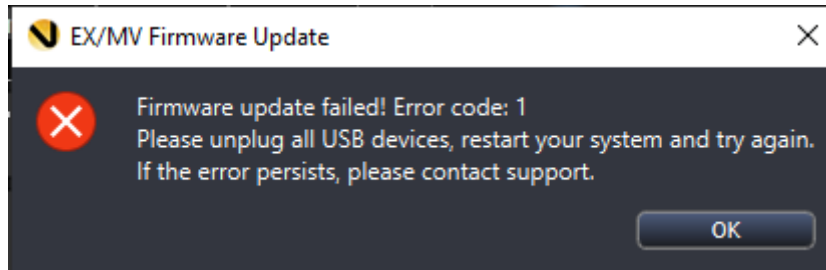


How to manually update console firmware when stuck in Bossa mode

A console may sometimes get stuck updating its firmware automatically, this could be because the update was interrupted mid process. When this happens you need to update the firmware manually. Please follow the below instructions to do this.

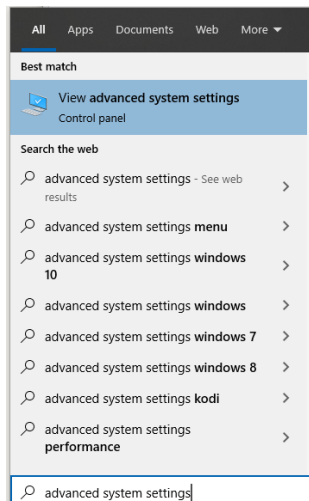


Windows instructions:

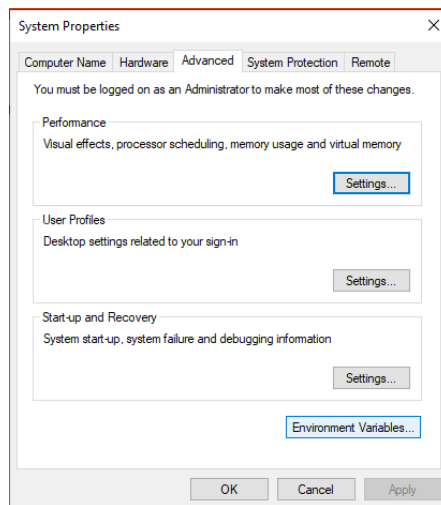
First, you will need to set up a environment variable on your computer.

Setting an environment variable in Windows:

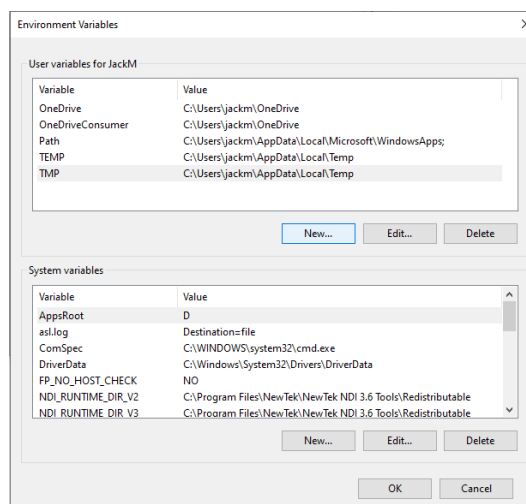
1. Press the Start button and search for "advanced system settings"



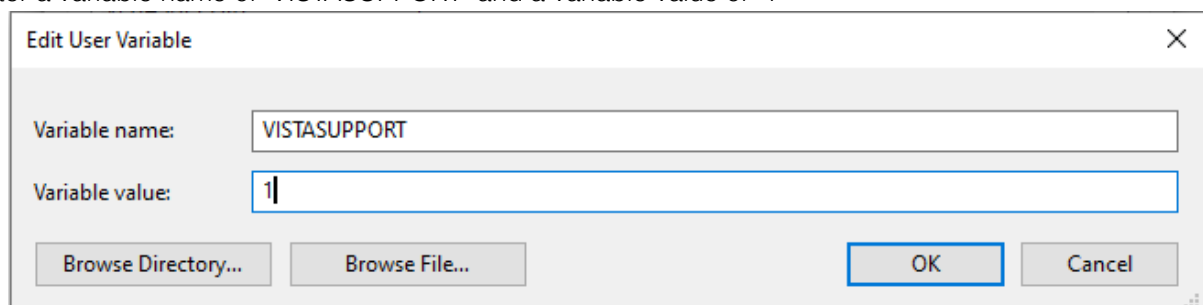
2. Press "Environment Variables"



3. Press "New"



4. Enter a variable name of "VISTASUPPORT" and a variable value of "1"

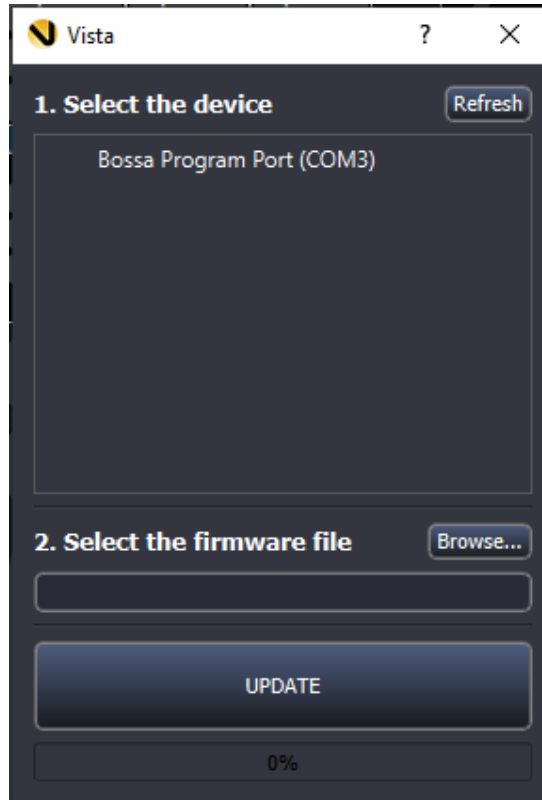


 Please note the capitals.

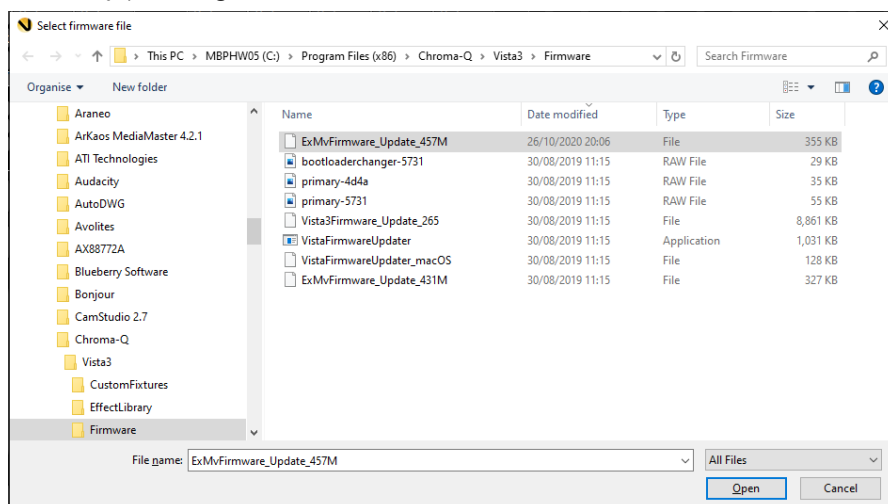
5. Press "OK" on the above three windows to close them.

Updating the firmware manually from within Vista:

1. Connect only your console by USB and power the unit on.
2. Launch Vista
3. Press "Help> Support > Manual Firmware Update" The manual firmware updater window will open:



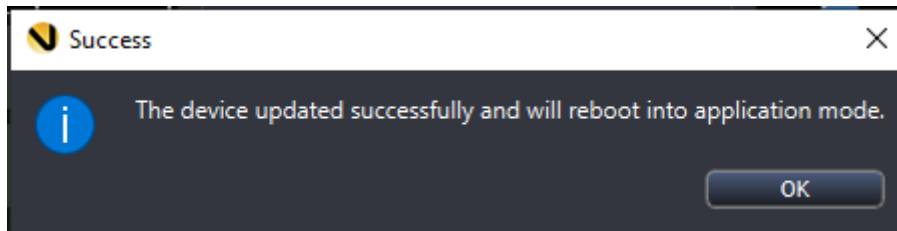
4. You should see a "Bossa Program Port" within the device list. If you do not, press "Refresh".
5. Select the Bossa Program Port
6. Select the firmware file by pressing "Browse".



7. Select "ExMvFirmware_Update_457M" and press "Open".



-
8. Press "UPDATE". The firmware update process will start.
 9. Once complete you will see this message.



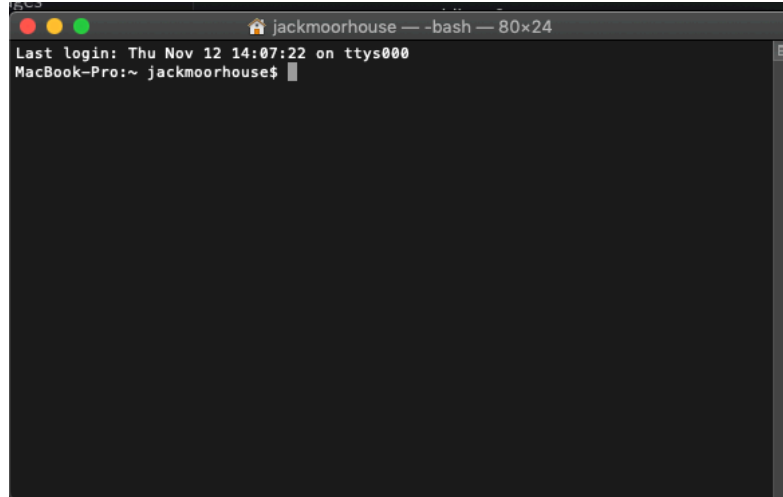
10. Press "OK" and then close the manual updater window.
11. Your console should now be connected.

MacOS instructions:

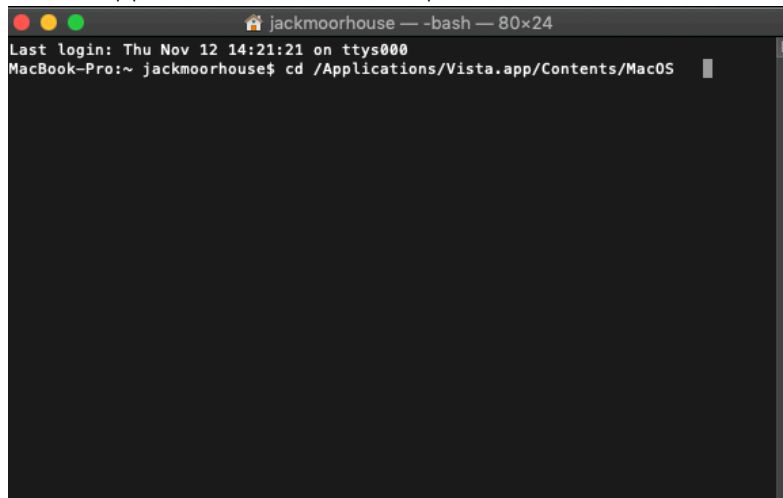
First, you will need to set up a environment variable on your computer.

Setting an environment variable in MacOS:

1. Launch "Terminal"



2. Type "cd /Applications/Vista.app/Contents/MacOS" and press Enter.



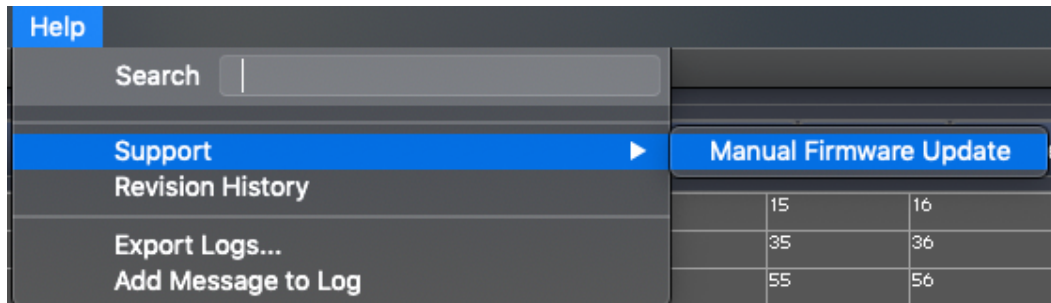
 Please note the capitals.

3. Type "VISTASUPPORT=1 ./Vista" and press Enter. The application will launch.

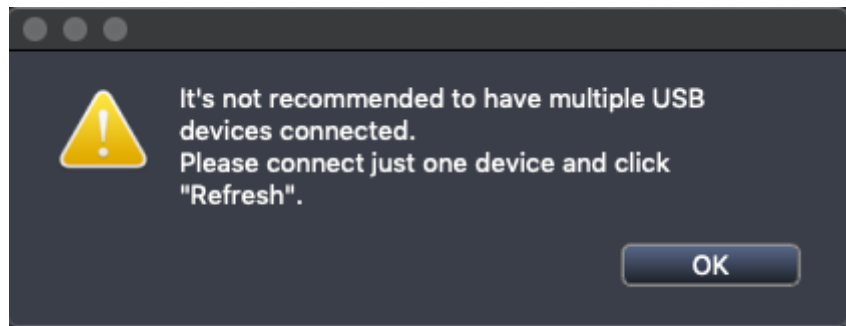
 Please note the capitals.

Updating the firmware manually from within Vista:

1. Connect only one console by USB and power the unit on.
2. Press "Help> Support > Manual Firmware Update".

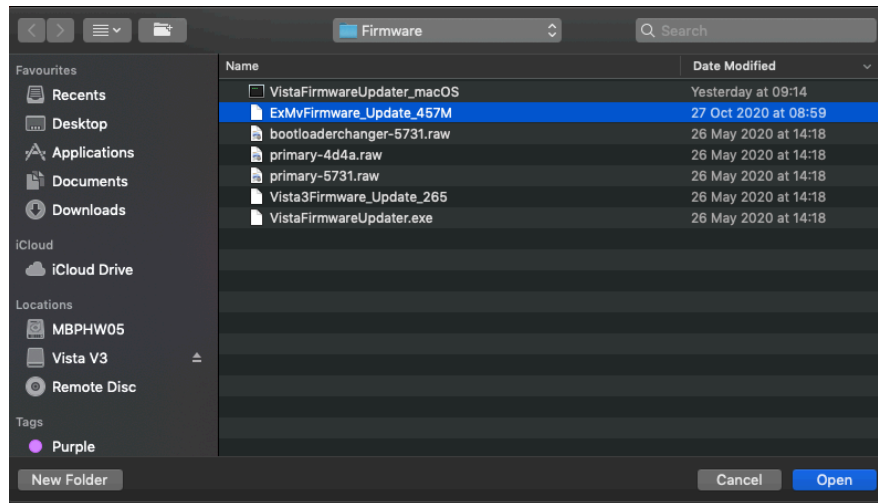


3. Assuming you only have a single console connected to your computer by USB you can press "OK" on the "multiple USB devices connected" message. The manual firmware update window will then open.



4. If multiple devices show in the list, select "USB ACM" and the one that has "cu.usbmodem" in brackets.

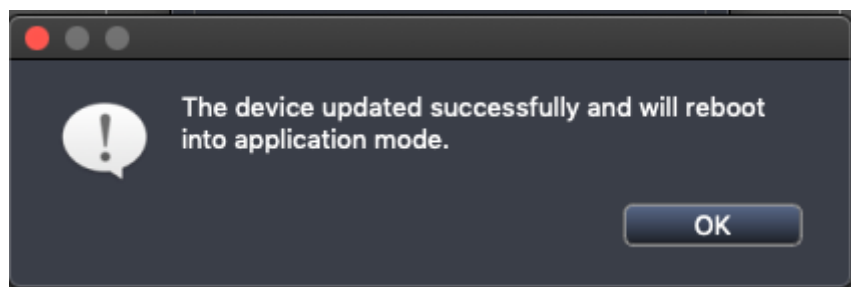
5. Select the firmware file by pressing "Browse".



6. Select "ExMvFirmware_Update_457M" and press "Open".

7. Press "Update". The firmware update process will start.

8. Once complete you will see this message.



9. Press "OK" and then close the manual updater window.

10. Your console should now be connected.