FM9 FIRMWARE UPDATE GUIDE

FRACTAL-BOT

Fractal-Bot is required for **Firmware Updates**.
It and can also be used to **Back up** your unit prior to updating.

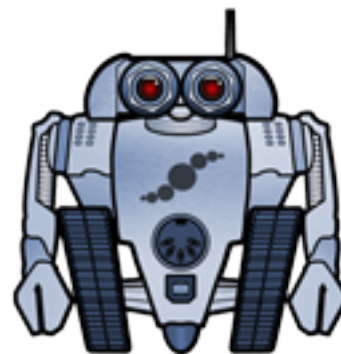The program is self-explanatory and has instructions built in.

To use Fractal-Bot on a Windows PC, you will need to install a driver available here:
https://www.fractalaudio.com/fm9-downloads

Computers running MacOS do NOT require a driver to communicate with the FM9.

Fractal-Bot is built-in to FM9-Edit, and can be also downloaded as a standalone applicaton:
http://fractalaudio.com/fractal-bot.php

FIRMWARE

Firmware is a kind of software. It's like the operating system of your FM9. Firmware is tracked using **version numbers**: 1.00, 2.00, etc. Every FM9 is shipped from the factory with the latest version installed. You can check your version any time by pressing the **SETUP** button (Push-knob **E**) on the **Home** page.
The version is displayed at the top of the **Setup** menu.

UPDATING

NOTE: Before performing a firmware update, it is wise to back up your FM9 (see next page).

Updating is easy with Fractal-Bot (see above). Before you begin, please QUIT any other audio or MIDI software applications such as your DAW (Digital Audio Workstation), Cab-Lab, utilities, etc. Then follow these steps:

1. **Fractal-Bot** will automatically check for an update when it is launched.

2. Automatic installation is easy: just follow the instructions that Fractal-Bot presents.

3. Please read any included **Release Notes**. These will let you know what's new and alert you to anything you might need to be aware of before updating to the new version.

4. You can also **manually download** the latest firmware from https://www.fractalaudio.com/fm9-downloads **Unzip** the download file. The archive may contain various documents in addition to the actual firmware file, which is a MIDI System Exclusive or "SysEx" file. Extract the **.syx** file to a location you can easily find. **Do not double-click the .syx file**. Instead, go through the three steps of Fractal-Bot and browse to this downloaded file during step 2, "Choose a File to Send". Send the file and then see Step 5 below.

5. After file transmission is complete, the FM9 still needs time to process the update. Watch the main display, which will eventually instruct you to power the FM9 off, wait 5 seconds, and then power on again.

6. You can verify that the upgrade worked by checking the installed version. Press the **SETUP** button (Push-knob **E**) on the **Home** page. The version is displayed at the top of the menu.

   NOTE: Firmware updates will occasionally be accompanied by new versions of the FM9 Factory Presets. These will be available separately and can also be installed using Fractal-Bot.

FIRMWARE Q&A

Q: Can I skip versions to go from a very old firmware version to a much newer one?

A: Yes. It can be important to read the **Release Notes** for versions that you skipped (always included).

Q: Can I downgrade from a newer firmware to an older one?

A: Yes, but newer presets are not compatible with older firmware. You'll need to restore a backup of presets that is compatible with the older firmware version you're installing, or find the older factory preset files.

Q: Will updating my FM9 firmware erase my custom presets?

A: No, updating firmware never erases your presets but we still recommend making a backup before you update. Also, updates may alter the sound of existing presets. Always read the Release Notes when updating.

Q: The firmware update failed mysteriously. What should I do?

A: If the FM9 still boots normally, just try the update again. If successive failures occur, please delete and re-download the update file before trying again. Trying a different USB port or cable can also solve issues.

Q: After updating, my FM9 will no longer boot normally.

A: Mishaps during firmware updates are rare but can occur. In the event that your FM9 will not boot normally after an update, the FM9 has a built-in recovery system known as the "Emergency Boot Loader" which you can use to get back up and running again:

1. Power down the unit and wait five seconds.
2. Power on holding both **PAGE LEFT** and **PAGE RIGHT** buttons down until the **Emergency Utility** appears.
3. Update as you normally would using **Fractal-Bot**.

BACKING UP

Fractal-Bot automates the backup process. Select the **RECEIVE** tab and follow the built-in instructions. Here are some things to consider when using Fractal-Bot:

▸ The FM9 doesn't emphasize this distinction, but its presets are divided into banks of 128. To backup all of your presets, backup ALL of the preset banks.

▸ A backup of the **SYSTEM** includes all of the custom settings in the **Setup** menu: Foot Controller, Global, I/O, MIDI/Remote, and Tuner settings.

▸ User Cabs can also be backed as "cab banks".

▸ In Fractal-Bot, you will need to specify a location for the backup files. It is wise to prepare this in advance. We recommend a consistent naming system for backup folders: "**yymmdd-FM9-Xpx**" (two digit year, two digit month, two digit day, product name, firmware version that was installed when the backup was created). Example: **2100914-FM9-4p01** (Backup created September 14, 2021 for an FM9 running firmware 4.01)

GETTING HELP

Our forum is a source of great help ranging from product Q&A to tutorials and more. Fractal Audio staff join in the conversations, and response times can be ridiculously fast. Find it at https://forum.fractalaudio.com.

You can get support directly from Fractal Audio Systems at: https://support.fractalaudio.com or internationally via our dealers listed at https://www.fractalaudio.com/international-ordering.

Our wiki, maintained by members of the Fractal Audio community, is also an excellent resource: https://wiki.fractalaudio.com