

Nord OS Update Instructions

NORD OPERATING SYSTEMS

During the course of development of a Nord product, the operating system (OS) may be enhanced with additional features and/or improved functionality. The details of an OS update are always described, and the application that updates the unit is available free of charge on the www.nordkeyboards.com website. Updating the OS is done with a simple-to-use update application. The update applications are available for computers running Windows (see below) and Mac OSX (go to the [next page](#)).

OS Version numbers

The operating system version in your Nord instrument is shown in the display when the instrument is turned on. This is a number with two decimals that indicate the OS version. The integer (1., 2. etc.) indicates the OS generation where major additions have added between these generations. The first decimal indicates additional features that have been added to the OS generation, and the second decimal indicates smaller changes and bug fixes. Updating the OS does not have to be done incrementally, it is perfectly alright to update a version 2.02 unit to version 4.10 for example. We recommend that you have the most recent OS installed in your unit and that you use the latest version of the Sound Manager.

UPDATING WITH WINDOWS

- 1 Download the OS update by clicking on the link in the Download area on the www.nordkeyboards.com website.

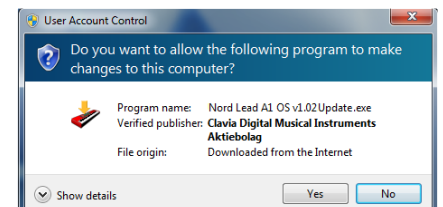
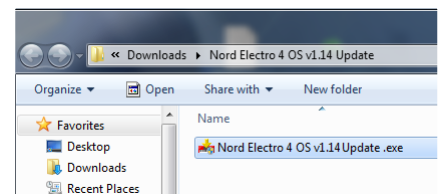
The downloaded file is a .zip archive, with a name that indicates the Nord model and the Nord operating system version: Nord **MODEL** OS **vX.X** Update.zip. Here is an example: "Nord Lead A1 OS v1.12 Update".zip.



- 2 Locate the downloaded file in your computer (usually in the Downloads folder) and double click on it to expand the .zip archive. This will present an .exe file with the same name as the archive.

- 3 Connect the Nord instrument to the computer with a USB cable.

- 4 Double click on the Update .exe file. If the Windows User Account Control asks for your confirmation, accept this by clicking Yes.

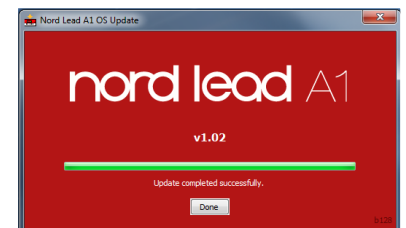
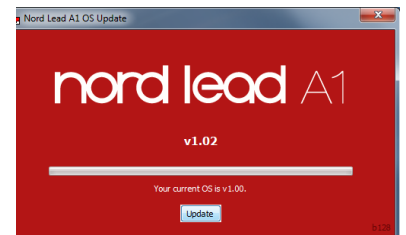


When the Update Utility is running and finds the connected Nord instrument, the current OS will be displayed in the Update window.

- 5 Click on the Update button to proceed. The Update Utility will prepare the Nord instrument by first rebooting it in the Update Mode, then it will remove the internal OS and finally transfer the new OS to the unit. After this is completed, the Nord will automatically restart. The progress bar in the Update Utility will show you the progress.

⚠ Do not turn off the Nord instrument or disconnect the USB cable during the update process.

- 6 Close the Update tool by clicking the Done button. The Nord instrument have now been successfully updated.

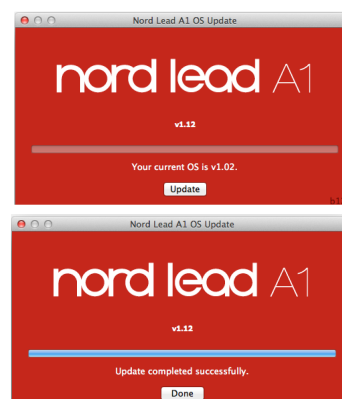
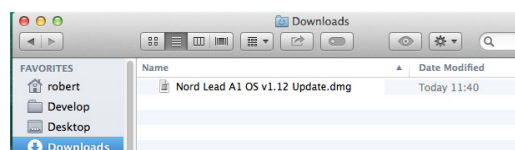


Windows USB Driver

Computers running a Windows operating system require a USB driver for the communication between the computer and the Nord instrument. If you have previously used the Nord Sound Manager of version 5.28 or later, this driver is already installed on your computer. If the Update Utility is unable to find the Nord instrument, download and install the Clavia USB Driver v3.0x and its installation instructions from the www.nordkeyboards.com website.

UPDATING WITH MAC OSX

- ① Download the OS update by clicking on the link in the Download area on the www.nordkeyboards.com website. The downloaded file is a .dmg archive, with a name that indicates the Nord model and the Nord operating system version: Nord **MODEL** OS **vX.X** Update.dmg. Here is an example: "Nord Lead A1 OS v1.12 Update.dmg".
 - ② Locate the downloaded archive in your computer (usually in the Downloads folder) and double click on it to expand the virtual hard drive. This will open a window that contains a file with the same name as the archive.
 - ③ Connect the Nord instrument to the computer with a USB cable. Nord instruments and applications are natively supported by the Apple Mac OSX, no driver is necessary.
 - ④ Double click on the Update file. Accept the OSX notification that this is an application downloaded from the Internet by clicking "Open".
 - ⑤ When the Update Utility is launched and finds the connected Nord instrument, the current OS will be displayed in the Update window.
 - ⑥ Click on the Update button in the Update Utility to begin the update. The Update Utility will prepare the Nord instrument by first rebooting it in the Update Mode, then it will remove the internal OS and finally transfer the new OS to the unit. After this is completed, the instrument will automatically restart. The progress bar in the Update Utility will show you the progress.
- ⚠ *Do not turn off the Nord unit or disconnect the USB cable during the update process.*
- ⑦ Close the Update tool by clicking the Done button. The Nord instrument have now been successfully updated.



TROUBLESHOOTING

- ❗ *Make sure that the Nord Sound Manager (or any other application that might communicate with the Nord instrument via USB) is not running on the computer at the same time as the Update Utility.*
- ❗ *Make sure that the Nord is powered on.*
- ❗ *Make sure that you are using the correct Update Utility. The Nord Stage EX and the Nord Stage Classic for example are two different models, with different Update Utilities.*
- ❗ *Make sure that the USB cable is connected.*
- ❗ *Make sure that the USB driver is installed (Windows only).*
- ❗ *If you still don't get a connection, try to disconnect and reconnect the USB cable.*
- ❗ *If you still have a problem, try a different and perhaps shorter USB cable.*
- 💡 *In the rare cases where the operating system in the Nord instrument have become damaged and the unit does not start properly, the Update Utility will be unable connect to the unit. If this is the case, start up the Nord while simultaneously holding down the **Shift** and **Store** buttons on the panel. This will start the unit in the Update mode, which makes it possible for the Update Utility to access and update the operating system in a Nord that does not start properly.*

This procedure to update the OS applies to Nord instruments with a release date around 2005 and later, beginning with the introduction of the Nord Stage Classic. Older Nord units are updated with other methods, usually by transferring data via MIDI with the help of a Sys Ex transfer. These units have separate Update files and instructions on the Nordkeyboards.com website.