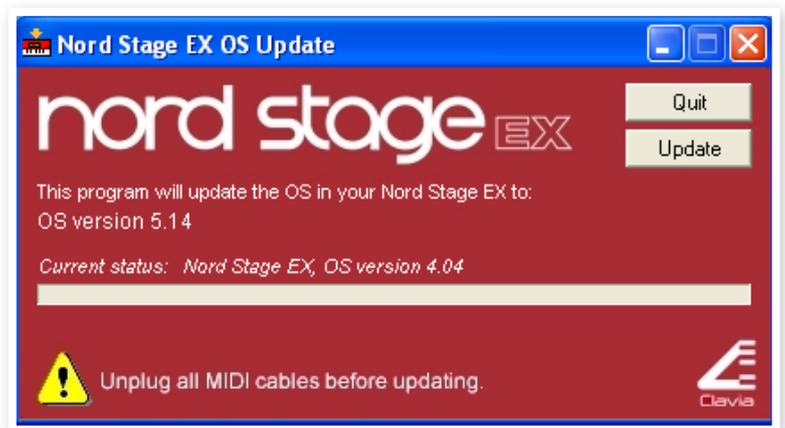


## Updating the Nord Operating System (OS Update)

During the course of development of a Nord product, the operating system may be enhanced with additional features and/or improved functions. In these cases we release an OS update as a self contained update utility application. Here is a general guide on how to update the OS in your Nord unit.

- ❗ Older Nord units are updated with other methods, usually by transferring data via MIDI with the help of a Sys Ex transfer.
- ① Download the OS-update to your specific Nord unit from the [www.nordkeyboards.com](http://www.nordkeyboards.com) web site. Make sure you get the Update Utility that matches your computer system i.e Mac OSX or Windows.
- ② Double click on the downloaded file to expand the archive.
- ❗ Windows XP and Vista users need a Nord USB driver for the computer to be able to communicate with the Nord unit.
- ③ Connect the USB cable between the Nord unit and your computer.
- ⚠ Windows and Vista computers will acknowledge this with the audio and visual Found New Hardware alert.
- ④ Launch the "Update Nord OS" application and wait for the program to find the Nord unit. On Windows computers this is a .exe file, Mac users will find the Update Utility in the virtual hard drive that opens up when the downloaded file are double clicked.



- ⑤ Click the Update button in the Update Utility. The progress bar will show you when the update is finished.
- ⑥ Close the Update tool by clicking the DONE button.

### Troubleshooting

- ① Make sure that the Nord unit is powered on.
- ② Make sure that the USB cable is connected.
- ③ Make sure that the USB driver is installed (Windows only).
- ④ Make sure the Update utility and e.g. the Nord Sound Manager are not running on the computer at the same time.
- ⑤ If you still don't get a connection with the units, try to disconnect and reconnect the USB cable.
- ⑥ If you still have a problem, try a shorter USB-cable.
- ⑦ Power up the Nord unit while simultaneously holding down the Shift + Store buttons on the panel. This will start the unit in a Update mode which makes it a bit easier for the Update Utility to access the OS partition in the Nord unit.