**macOS Download and Installation**Revised 06/07/2017

The following instructions apply to a download that is performed using a macOS computer.

**Before you download!**  
The TouchMix updater expects to see a zipped tar.gz folder. Macintosh computers include features that automatically unzip downloaded folders and they seem quite insistent about doing so.

**Before downloading** the file follow these steps:

* 1. Launch the finder on your Mac and Type "Archive Utility" in the search field.
     + To locate the Archive Utility manually – double-click the icon for the drive containing your computer's system, follow the path: System/Library/CoreServices/Applications.
  2. If you do not have access to your Macintosh HD, click anywhere on your desktop, click the word "Finder" in the upper left hand corner of your desktop and select preferences. In the general tab, under 'Show these items on the desktop:" check the box next to  "Hard Disks" and your Macintosh HD will appear on the desktop. You can then follow the path above to access the Archive Utility.
  3. Double click the Archive Utility icon to Launch the application.
  4. On the Menu Bar at the top of the screen, click on "Archive Utility" and select "preferences" from the drop down menu.
  5. On the Archive Utility Preferences window, uncheck "Keep expanding if possible".
  6. If using Safari- Double click the "Safari" icon to launch the browser.
  7. On the menu bar at the top of the screen, click on "Safari" and select "Preferences" from the dropdown menu.
  8. On the Safari Preferences window, uncheck "Open safe files after downloading".

Your macOS computer will now download the upgrade without unzipping it.

* 1. Download the latest firmware from the QSC website.
  2. Drag the downloaded file onto your desktop
  3. Unzip the downloaded file by double clicking it. This extracts the tar.gz file from the zipped folder but leaves the tar.gz file itself unzipped. This is what the mixer expects to see.
  4. Prepare a USB thumb-drive, SSD or HD with 1GB of available storage space formatted FAT32. For best results, use a freshly formatted drive. Performing a FAT32 format using a macOS computer can be a bit tricky. Here's how to do it.
     + Connect the drive to your computer and launch the Disc Utility.
     + In the Disk Utility left column, select the drive.
     + Select Erase.
     + Select Format. Then select MS-DOS (FAT).
     + Select Scheme. Then select Master Boot Record.
     + Click Erase. The utility will now format the drive properly for use with TouchMix. Exit the Disk Utility when you are done.
  5. Copy the .tar.gz file onto the USB storage device. The file on the storage device will be in the format "V3.0.0000.tar.gz". The version number will vary depending on the release but the file will always end with extension "tar.gz".
  6. Safely eject the USB storage device from your Mac.
  7. Insert the USB storage device into one of the two USB ports on the mixer's rear panel.
  8. Press the Menu button, then touch the Mixer Setup button.
  9. On the Mixer Setup screen, touch the Upgrade button. A dialog box displays with some IMPORTANT information about saving the mixer's current settings.
  10. Touch the Proceed button to continue the upgrade. The mixer will boot into the Software Upgrader program. This takes a few minutes.
  11. Select the upgrade file you want to use. If you downloaded to a freshly formatted drive, there will be only one upgrade file displayed.
  12. Touch the Upgrade button to begin the upgrade process. This can take up to 10 minutes.
  13. When the upgrade is complete, a dialog displays indicating the upgrade was successful. Press the OK button to exit the Software Upgrader and reboot the mixer.
  14. If you experience problems connecting to tablets and smartphones, put the mixer into Standby disconnect AC power for a few seconds and then reconnect.