

TECHNICAL NOTE

Date: 15th December 2022

Ref: 578

Raised by: SR

Distributed to: As Required



DiGiCo (UK) Ltd. Unit 10 Silverglade Business Park, Chessington, Surrey, KT9 2QL, UK
Tel: +44 1372 845600 email: support@digiconsoles.com

Using the Quantum Driver Update Utility

Symptoms:

Some Quantum 3 consoles fitted with Advantech CPU modules can sometimes experience slow boot times.

You will need:

- The utility “Quantum Driver Update Utility.exe”
- A USB memory stick

Identifying affected consoles:

This issue only affects Q3 consoles with Advantech based PC’s. To tell if you have an Advantech based console, listen for the beeps upon boot. If there are many, your console may be eligible.

If you are unsure, you can run the utility and it will inform you if the update is required on your console.

ITEM	INSTRUCTION
1	Extract the contents of this ZIP file onto a Windows formatted USB stick.
2	On the console, quit to Quantum Home using: System -> Quit to Windows
3	When in Quantum Home, open the settings menu by clicking Settings in the bottom left corner.
4	Click on File Browser
5	Insert the USB stick into any USB port on the console.
6	Navigate to the USB stick in the file browser and copy the file “ Quantum Driver Update Utility.exe ” into “ D:\Incoming ” and then remove the USB stick once the copy has completed.
7	Double-click “ Quantum Driver Update Utility.exe ” to run it.
8	Follow the on-screen instructions During this process, the console will reboot. The first time this happens you will need to manually run the utility again to continue.
9	Once the process is completed, it is safe to leave the utility on the console.