TECHNICAL NOTE

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DiGiCo

Downgrading Q338 worksurface firmware code

It has come to our attention that Quantum 338 consoles running worksurface firmware 3.12 have been experiencing issues. For this reason, we currently recommend users downgrade the firmware to the previous, 3.11 version.

For this you will require:

- TN581 (This document)
- The 3.11 firmware file, downloadable from
  https://digico.biz/wp-content/uploads/2023/05/Files-to-roll-back-from-3.12-to-3.11.zip

Steps to perform the rollback.

1. Quit to Windows from the System menu.
2. Open **Quantum Test** from the **Quantum Home** screen.
3. Select an input section using the numbered tabs at the top of the screen.
4. Check that code version is 3.12 (see red rectangle)
5. In the Firmware Update section, select "System" (see green rectangle).
6. Click 'Choose File' and use the file 'Q3Worksurface_B.bin' to update the system partition. The system partition must be updated only once.
7. Next, set the tick box to 'Normal' (see yellow rectangle) in the firmware update section and select the file 'Q3Worksurface.bin'.
8. Do this for all three input panels in turn. The master does not need to be changed; it should already have code 3.11. Once the firmware for all input panels has changed, shut down and power cycle the console