

Orchid Firmware Updating Instructions

Requirements:

- 1.Windows compatible computer with an active Internet connection. =20
The updater will not run unless it can access the Internet.
- 2.Orchid OR-SM service module (available through your dealer or from Marshall Electronics).

Procedure:

1. Unzip the Updater program file from the zip folder to a known location on your computer.
2. Double click the Un-Zipped Orchid Update program to install it.
3. Turn on the Orchid product to be upgraded.
4. Connect the OR-SM tool to your computer using a standard USB cable.
5. Insert the OR-SM tool into the Service port of the Orchid product (typically a slot in the back of the unit).
If the Orchid product is rack mounted, you may find it easier to tilt the monitor forward to gain access to the back panel (most Orchid products are designed to be tilted with in the rack).
6. Start the Orchid Update program.
7. Unless instructed otherwise by a Marshall technical service person, be certain the "RTM" radio button is selected.
8. Click "Update"
 - The Updater will check for available software
 - It will compare the new software to the current version
 - It will then perform the update
9. Once the update is complete you should perform a Factory Reset (in the product menu) and cycle the power to ensure that there are no remaining artifacts from the previous firmware.

Notes:

- The update process will take approximately 8 minutes.
- If the Update program does not automatically detect your Orchid model you will be asked to choose the appropriate model from a drop down list and you will need to click "Update" again to restart the process.
- Clicking on "Details" allows you to monitor the update progress.

Additional Feature:

This Orchid updater also allows reversing an update or installing an earlier software version.

To do this, follow the Software Downgrade Procedure below.

Software downgrade procedure:

1. Select "Manual" for downgrade
2. Select "Model" you need to change
3. Select "Version" you want to program

Thank you for choosing Marshall

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