



QSC Live Sound Technical Notes

K.2 Series DSP Active Loudspeakers

Updating K.2 Series Firmware

QSC remains committed to the quality and reliability of our products and services and to the satisfaction of our customers. Update your K.2 Series active loudspeaker firmware for the best performance and to safeguard against service interruption.

Firmware check

Turn on the loudspeaker. On the configuration display menu, select **SETTINGS** to see what firmware version is installed. Make sure the latest version available from the [K.2 Firmware](#) page on the QSC website is displayed. If not, proceed with the firmware update.



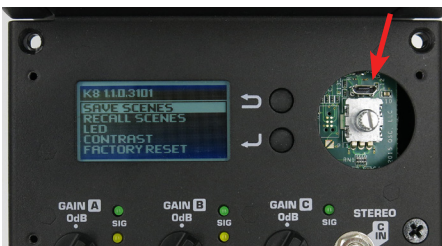
Firmware download and installation

1. Download the Windows or Mac K.2Updater from the [K.2 Firmware](#) page on the QSC website.
2. Extract the archive to a folder on your computer. In the destination folder, run the **K2UpdaterInstall** file and follow the on-screen instructions.

Update procedure

WARNING: This update procedure takes about two minutes to complete. Once you start the update, you must let it continue without interruption to avoid corrupting the firmware and preventing the loudspeaker from turning on. During the update, do not disconnect the USB cable and do not turn off the loudspeaker.

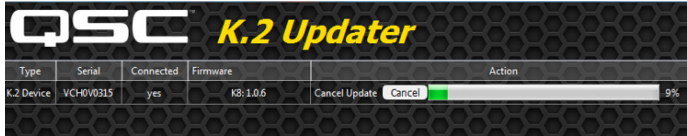
1. Start with the amplifier module turned off. On the computer, open the **K2Updater** application.
2. Use a flat tool to carefully pry the knob off the rotary encoder on the loudspeaker's amplifier module. You will see a micro USB port next to the rotary encoder. Plug a USB-to-micro USB cable into the port and plug the other end into an available USB port on the computer.
NOTE: The USB cable must be capable of transferring data. Cables used exclusively for charging (with non-functional DATA pins) will not work. To reduce the chance of error, do not update multiple loudspeakers simultaneously using a USB hub.



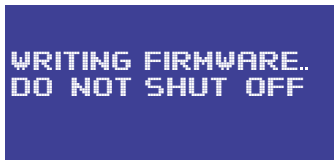
3. Turn the amplifier module on. The K2Updater application discovers the K.2 model connected to the computer and displays it in a table. Click **Update** to start the process.



- Watch the progress bars in both the K2Updater application and on the loudspeaker's display screen as the new firmware is transferred from the computer to the loudspeaker.



- After the firmware has loaded into the internal memory, the loudspeaker amplifier module writes it into permanent storage. This stage only takes about three to four seconds. **Do not interrupt this process.**



- When the update is complete, the message **Firmware up to date** appears.



- Turn off the loudspeaker and disconnect the USB-micro USB cable. Press the knob back onto the rotary encoder shaft.
- Turn the loudspeaker on. Booting up will take a few seconds.
- Follow the instructions in the **Firmware check** section to verify that the display shows the correct model number and the new firmware version. The update is complete and the loudspeaker is ready to use again.

Troubleshooting

If the update did not complete during the loading process—for example, if the progress bar froze before loading was completed—start over by turning the loudspeaker off for a couple seconds and then on again. Then, click **Update** in the K2Updater application once it recognizes the loudspeaker again. Never shut off the loudspeaker when the display indicates **WRITING FIRMWARE**.