

## DIGITAL DIRECTOR – Firmware Service Procedures

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Chapter.1 Manual Firmware Update

Chapter.2 Manual Firmware Restore

## Chapter.1 Manual Firmware Update

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### Purpose

This procedure is intended to manually update DIGITAL DIRECTOR firmware in case the device cannot longer be used with the iPad and/or the automatic process through the Digital Director app cannot be completed.

The update sequence must be followed carefully in order to prevent any errors or issues that could potentially damage the unit.

### Requirements

You will need the following to complete the procedure:

- DIGITAL DIRECTOR (models MVDDA13, MVDDA14, MVDDM14)
- PC or MAC
- Internet connection
- USB memory stick (Empty, FAT32 format, single partition)

### Preliminary

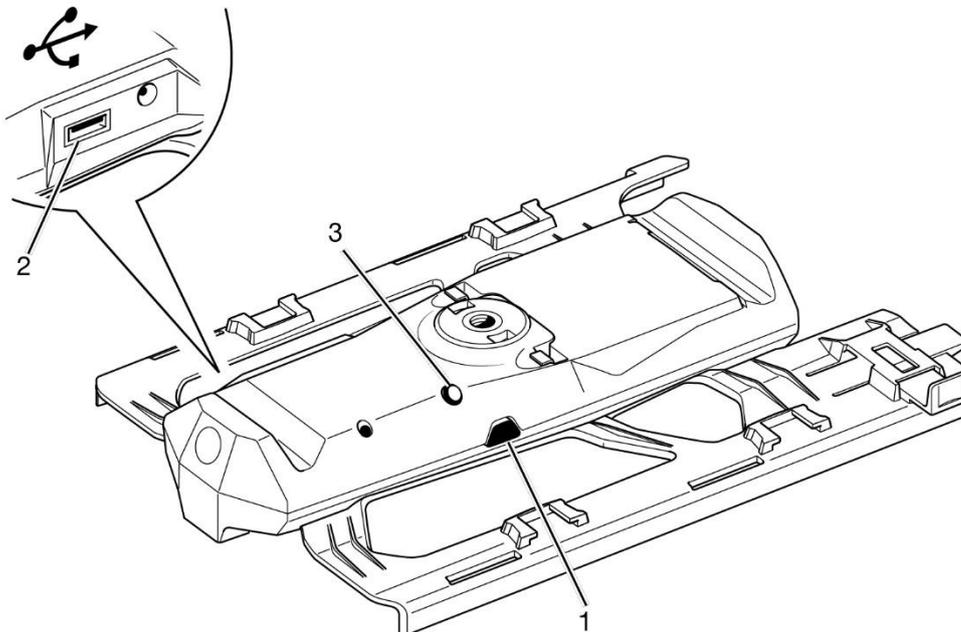
Visit [www.manfrotto.com](http://www.manfrotto.com) and download the latest available firmware from the DIGITAL DIRECTOR product page to your computer.

Clean the USB memory stick and copy the “cfu” update file only onto it.

Disconnect any other device from DIGITAL DIRECTOR (iPad, camera).

## Update sequence

- Power DIGITAL DIRECTOR using fresh batteries or the AC adapter provided
- Turn DIGITAL DIRECTOR OFF using the power button (1)
- Insert the USB stick containing the updated file into the USB connector (2)
- Turn DIGITAL DIRECTOR ON and check that the DIGITAL DIRECTOR LED Indicator (3) changes in the following sequence
  - Lit solid green
  - Lit blinking red
  - Lit solid red
- At this point remove the USB stick, the LED Indicator will turn solid green
- Wait until the LED Indicator starts blinking green
- Turn DIGITAL DIRECTOR OFF



## Chapter.2 Manual Firmware Restore

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### Purpose

This procedure is intended to manually restore DIGITAL DIRECTOR firmware to its factory default setting in the event of the unit becoming unresponsive as a result of an error during the update process

The restore sequence must be followed carefully in order to be successful.

### Requirements

You will need the following to complete the procedure

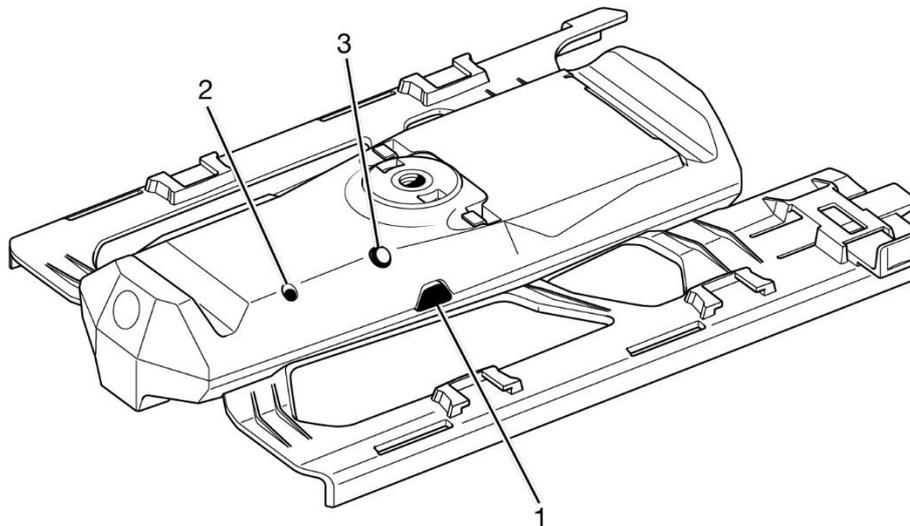
- DIGITAL DIRECTOR (models MVDDA13, MVDDA14, MVDDM14)
- A narrow plastic pin (recommended size is Ø 1.5-2.0mm, minimum length 8mm )

### Preliminary

Disconnect any other device from DIGITAL DIRECTOR (iPad, camera).

## Restore sequence

- Power DIGITAL DIRECTOR using fresh batteries or the AC adapter provided
- Turn DIGITAL DIRECTOR OFF using the power button (1)
- Insert the plastic pin into the reset button hole, pressing the reset button inside it (2)
- While keeping the reset button pressed, turn DIGITAL DIRECTOR ON and check that the DIGITAL DIRECTOR LED Indicator (3) changes in the following sequence
  - Lit solid green
  - Lit solid red
  - Lit blinking red
- At this point release the reset button and remove the plastic pin; the LED Indicator will continue to blink for a few more seconds
- Wait until the LED Indicator turns green, initially solid and then blinking
- Turn DIGITAL DIRECTOR OFF



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