

# FM9 FIRMWARE UPDATE GUIDE

First, you need to connect your FM9 to the computer with the USB cable. Windows computers additionally require a driver: [www.g66.eu/en/fm9-downloads](http://www.g66.eu/en/fm9-downloads)

The free utility 'Fractal-Bot' is needed for the update. You can download the full version here: <https://www.g66.eu/en/fractal-bot>

'Fractal-Bot' is also – in a modified version – included in FM9-Edit. The standalone 'Fractal-Bot' app is used to control all existing Fractal-Audio devices, the version included in FM9-Edit only serves the FM9.

**Please download the latest 'FM9-Edit' editor here:** <https://www.g66.eu/en/fm9-edit>

If you have already installed the editor, it will inform you at startup if a new firmware version is available.

**Let's start with the integrated 'Fractal-Bot' option:**

*NOTE: Before performing a major firmware update, it is wise to back up your FM9 (see next page).*

1. Open FM9-Edit. It will now read some parameters from the FM9. This takes a few moments.
2. Click on Tools in the menu bar. The first entry shows 'Fractal-Bot'. Please select.
3. Fractal-Bot will now find the latest FW version. Follow the instructions in the app.
4. Two progress bars will appear. One for the actual firmware and another for the Dyna-Cabs™. Please read the Release Notes of the firmware if an additional update for the Dyna-Cabs™ needs to be installed.
5. Please update the firmware. Please follow the instructions of the 'Fractal-Bot' and those on the FM9 display.
6. After the update process has been completed, please close the 'Fractal-Bot' and then run the 'RANF'. Click on 'Settings' in the editor's menu bar and execute 'Refresh After New Firmware'.

Flensburg, May 6<sup>th</sup> 2024

## **FIRMWARE Q&A**

**Q: Can I skip versions to go from a very old firmware version to a much newer one?**

**A:** You can upgrade from any version to any other version. When you skip versions, it is recommended that you also read the **Release Notes** for all interim versions, all of which are included with every firmware release.

**Q: Will updating my Fractal unit's firmware erase my presets?**

**A:** Updating firmware never erases your presets. However, updating may alter the sound of existing presets. Always read the Release Notes included with a given version before updating. Saving presets after a firmware update can render them incompatible with previous versions. It is always wise to back up your Axe-Fx III, FM9, or FM3 using Fractal-Bot before a major update.

**Q: The firmware update failed mysteriously. What should I do?**

**A:** If the Fractal unit still boots normally, just try the update again. If successive failures occur, please delete and re-download the update file before trying again. Trying a different USB port or cable can also solve issues.

**Q: After updating, my Axe-Fx III, FM9, or FM3 will no longer boot normally.**

**A:** Mishaps during firmware updates are rare but can occur. In the event that your unit will not boot normally after an update, the Axe-Fx III, FM9, and FM3 have a built-in recovery system known as the "Emergency Boot Loader" which you can use to get back up and running again:

1. Power down the unit and wait five seconds.
2. Power on holding both **PAGE LEFT** and **PAGE RIGHT** buttons down until the **Emergency Utility** appears.
3. Update as normal using **Fractal-Bot**.

## **BACKING UP**

Fractal-Bot automates the backup process. Select the **RECEIVE** tab and follow the built-in instructions. Here are some things to consider when using Fractal-Bot:

- The Axe-Fx III, FM9, and FM3 don't emphasize this distinction, but their presets are actually divided into banks of 128. To backup all of your presets, backup all of the banks: **A** (0–127), **B** (128–255), **C** (265–383) and **D** (384–511).
- A backup of the **SYSTEM** includes all of the custom settings in the **Setup** menu: Global, I/O, MIDI/Remote, and Tuner settings.
- User Cabs are backed up in two individual banks.
- In Fractal-Bot, you will need to specify a location for the backup files. It is wise to prepare this in advance. Many pros we work with use a consistent naming system for their backup folders: "**yymmdd - Axe-Fx III**" (two-digit year, two-digit month, two-digit day). In addition to the backup files, create a text file to remind you what firmware version was installed when the files were created.

## **GETTING HELP**

The Fractal Audio forum is a source of great help ranging from product Q&A to tutorials and more. Fractal Audio staff participate in the conversation, and response times can be very fast. Find it at <https://forum.fractalaudio.com>.

The Wiki is also an excellent resource: <https://wiki.fractalaudio.com>

You can get support from G66 at:

[www.g66.eu](http://www.g66.eu)

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Support: +49 461 1828094

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