INSTALLATION INSTRUCTIONS

ShowBox Firmware Update • March 2024

Introduction

These installation instructions describe how to update the ShowBox firmware to the latest version.

New ShowBox firmware, release notes, and these installation instructions may be found at the link below under the Download & Resources section.

https://mackie.com/en/products/battery-powered/live-sound/ showbox.html

System Requirements

- Windows 10 or higher required
- macOS 10.12 or higher required

Supported Devices

• ShowBox

8. At this point, open System Settings > Privacy & Security > Input Monitoring and make sure that ShowBoxUpdater appears and that the switch is to the right (on).

🔁 Control Center	() Accessibility	>
Privacy & Security	Input Monitoring	>
Desktop & Dock	Screen Recording	>
🐝 Displays 🍪 Wallpaper	Passkeys Access for Web Browsers	>



Installation Instructions - Mac

1. Connect the USB-C side of the cable to the USB-C slot on the ShowBox and the USB-A side of the cable to the computer.

2. Download the latest ShowBox firmware to the computer's desktop. It is available for free on the Mackie website.

3. Double-click the 'ShowBoxUpdater_v1.1.x_Mac.zip' file.

4. Double-click the 'ShowBoxUpdater_v1.1.x.dmg' file.

5. Click-and-Drag the 'ShowBoxUpdater' installer into 'Applications'.

6. Go to Finder > Applications > and double-click 'ShowBoxUpdater'.

7. A popover will appear as seen below. Click "Open" to continue with the install.



9. From here on out, it is simply a matter of following the instructions as displayed on the computer monitor (and below).

Press in (and hold) the updater button with a bent paperclip. It is located between the USB-C port and remote jack.

With the updater button engaged, simultaneously power up the ShowBox and click "Update Base".



10. As you might imagine, we do not want you pushing any buttons, twiddlin' any knobs or (by no means) turning off the power! The update does not take long, so please be patient.



12. Once again, we do not want you pushing any buttons, twiddlin' any knobs or (by no means) turning off the power! The update does not take long, so please be patient.



11. The computer monitor will display <in Borat voice> "Great Success!". Now that the ShowBox Base has updated firmware, it is time to update the firmware of the ShowBox Remote. To do so...

...With the ShowBox turned off, press (and hold down) the main volume knob. Simultaneously, power up the ShowBox – while continuing to keep the main volume knob depressed for five seconds – and click "Update Remote".



13. Hey, look at that, you did it! As displayed on the monitor, "Now do something creative!". Simply click 'End Program' to... well, end the program and do something creative!



14. The firmware updates will take place once the ShowBox has been power cycled.

Installation Instructions – PC

1. Connect the USB-C side of the cable to the USB-C slot on the ShowBox and the USB-A side of the cable to the computer.

2. Download the latest ShowBox firmware to the computer's desktop. It is available for free on the Mackie website.

3. Double-click the 'ShowBoxUpdater' Windows Installer Package.

🔀 🕞 🔜 🛛 File Home Share View	Extract Compressed Folder Tools	ShewBexUpdater_Win_1.0.17							- 0 × ~ 0
← → × ↑ 🔥 > ShowBoxUpdat	ter_Win_1.0.17							~ 0	Search Show@oxUpdater_Win P
Cuick access Documents Upwnloads Pictures Desktop	* * * *	iame ^ g Shou&as Updater	Type Windows Installer Package	Compressed size 32,746 KB	Password No	Size 34,213 KB	Ratio 5%	Date modified 2/22/2024 6:30 PM	

4. A popover appears. In order to run the application, click "More info".

Windows protected your PC	×
Microsoft Defender SmartScreen prevented an unrecognized a starting. Running this app might put your PC at risk. <u>More info</u>	pp from
	Don't run

5. Notice that once you achieve greatness on step 4, that a "Run anyway" prompt appears. Click it, as this is what we are trying to accomplish!

Wind	ows protected y	our PC	×
Microsoft starting. R	Defender SmartScreen prevent unning this app might put you	ed an unrecognized r PC at risk.	app from
App: Publisher:	ShowBoxUpdater.msi LOUD Audio, LLC		
		Run anyway	Don't run

6. From here on out, it is simply a matter of following the instructions as displayed on the computer monitor (and below).

"Next", "Install", "Update", and "Finish" are your friends here. In fact, we have three consecutive "Next"s followed by a single "Install". Check them out below.

🖟 Mackie ShowBox Updater Setup			×			
Weld Show Wiza The Set	come to the wBox Upd ard up Wizard will install nputer. Click "Next" up Wizard.	ne Macki ater Set Mackie ShowBoo to continue or	e up « Updater on "Cancel" to exit			
	< Back	Next >	Cancel			
🖶 Mackie ShowBox Updater Setup			×			
End-User License Agreement						
Please read the following license agree	ment carefully		B			
LOUD Audio, LLC END USER LICENSE AGREEMENT This License Agreement is for Mackie ShowBox Updater (the "Software"). By opening the package containing the Software, or by downloading, installing, copying or otherwise using the Software, you agree to be bound by the terms of this License Agreement. This License Agreement is between you and LOUD Audio, LLC. (Also referred to as						
			V			
I accept the terms in the License Ag	reement					
○ I do not accept the terms in the Lice	ense Agreement					
Advanced Installer						
	< Back	Next >	Cancel			
🛃 Mackie ShowBox Updater Setup		_	□ ×			
Select Installation Folder						
This is the folder where Mackie ShowBo	ox Updater will be in:	stalled.	- S			
To install in this folder, click "Next". To "Browse". <u>F</u> older: C:\Program Files\Loud Audio, LLC\Macki	install to a different e ShowBox Updater	folder, enter it	below or dick Browse			
	< Back	Next >	Cancel			

7. And now for the "Install" button. Click it to install.

Ready to Install

The Setup Wizard is ready to begin the Mackie ShowBox Updater installation

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👷 Mackie Showl	Box Updater Setup		×
Installing Ma	ckie ShowBox Updater		Ð
Please wai take sever	t while the Setup Wizard installs Mackie Sh al minutes.	owBox Updater.This may	
Status:	Copying new files		
Advanced Installer			
	< Back	Next > C	ancel

9. After installing ShowBox Updater Setup, you will be greeted with the following screen. Make sure that "Launch Mackie ShowBox Updater" is selected, then click the "Finish" button.

🖟 Mackie ShowBox Updater Setup



10. Press in (and hold) the updater button with a bent paperclip. It is located between the USB-C port and remote jack.

With the updater button engaged, simultaneously power up the ShowBox and click "Update Base".



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15. The firmware updates will take place once the ShowBox has been power cycled.

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Technical Support

Please contact our splendid Technical Support heroes if you have any questions.

Web: https://mackie.com/en/support/contact

Phone: 800-898-3211 425-487-4333

During normal business hours, Monday-Friday, Pacific Time.



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