

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

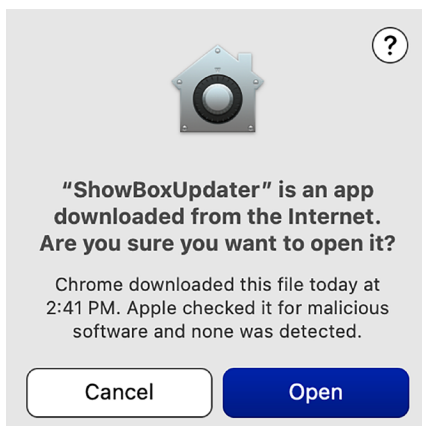
- Windows 10 or higher required
- macOS 10.12 or higher required

Supported Devices

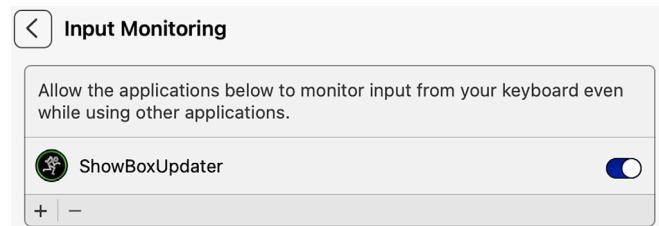
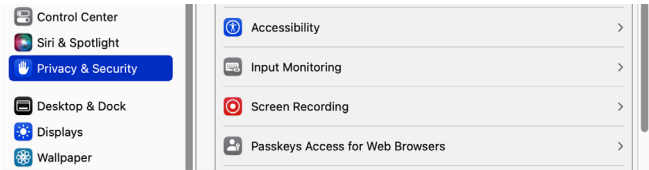
- ShowBox

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.



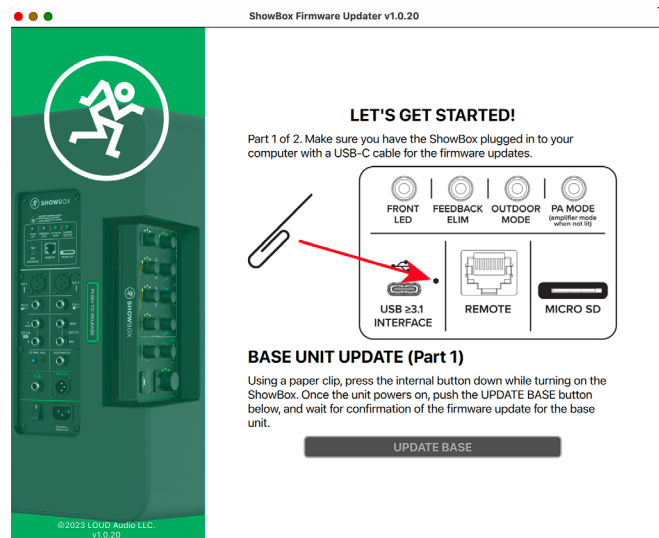
8. At this point, open System Settings > Privacy & Security > Input Monitoring and make sure that ShowBoxUpdater appears and that the switch is to the right (on).



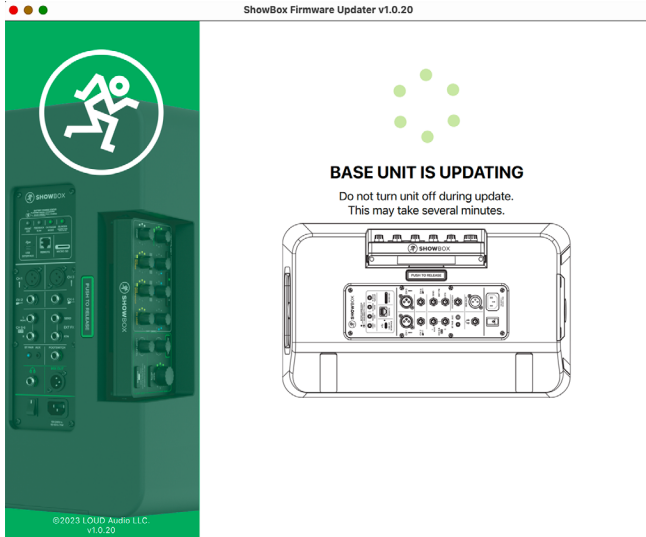
9. From here on out, it is simply a matter of following the instructions as displayed on the computer monitor (and below).

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

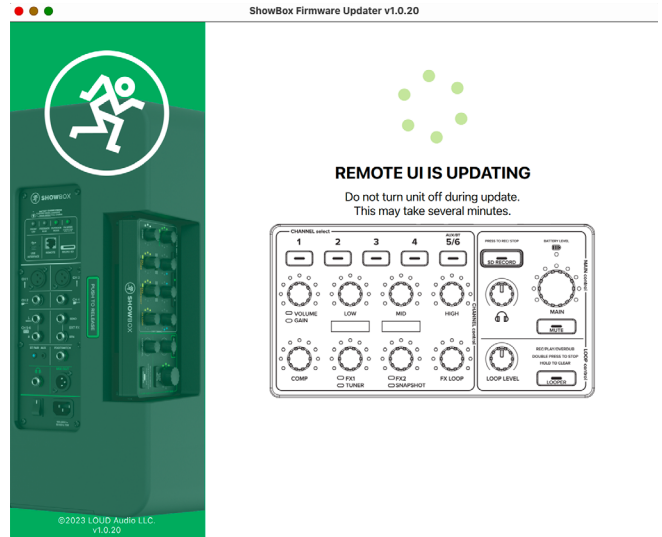
With the updater button engaged, simultaneously power up the ShowBox and click "Update Base".



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.

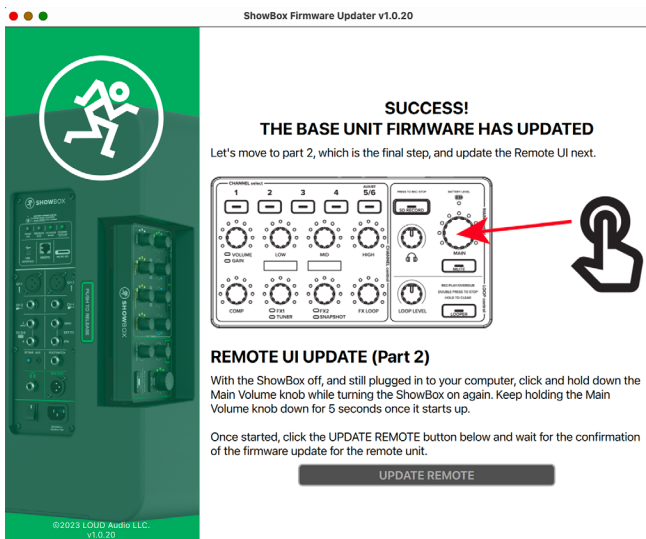


12. Once again, we do not want you pushing any buttons, twiddlin' any knobs or (by no means) turning off the power! The update does not take long, so please be patient.

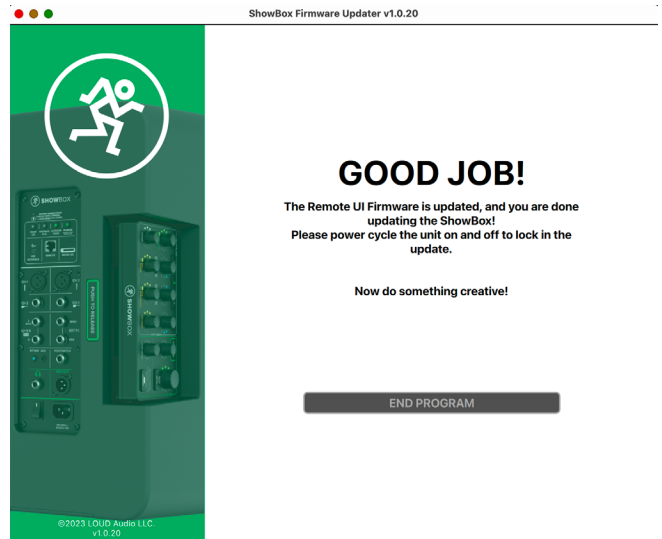


11. The computer monitor will display <in Borat voice> “Great Success!”. Now that the ShowBox Base has updated firmware, it is time to update the firmware of the ShowBox Remote. To do so...

...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”.



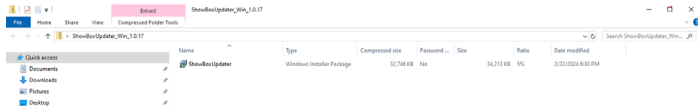
13. Hey, look at that, you did it! As displayed on the monitor, “Now do something creative!”. Simply click ‘End Program’ to... well, end the program and do something creative!



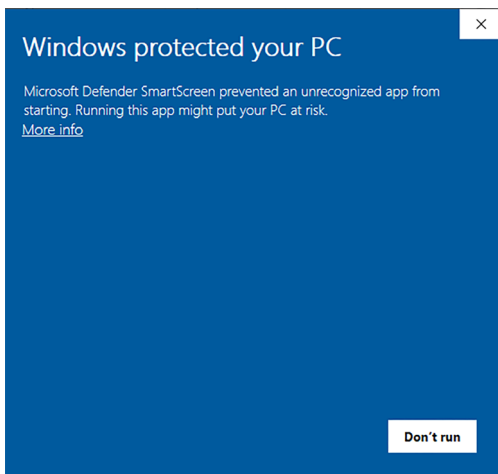
14. The firmware updates will take place once the ShowBox has been power cycled.

Installation Instructions – PC

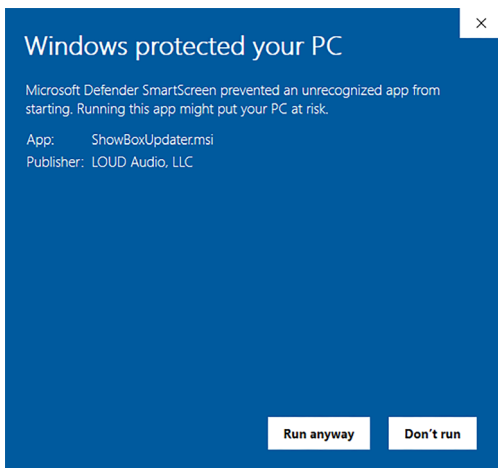
1. Connect the USB-C side of the cable to the USB-C slot on the ShowBox and the USB-A side of the cable to the computer.
2. Download the latest ShowBox firmware to the computer's desktop. It is available for free on the Mackie website.
3. Double-click the 'ShowBoxUpdater' Windows Installer Package.



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

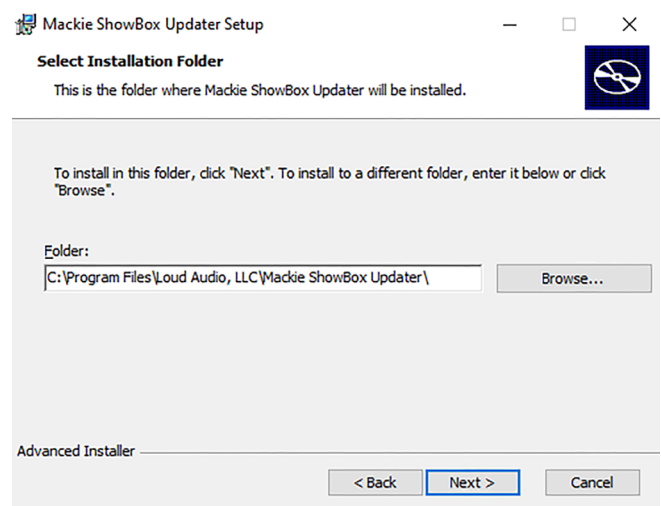
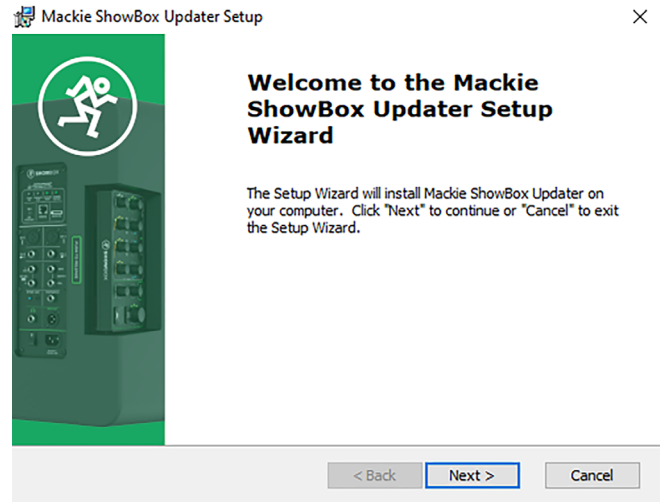


5. Notice that once you achieve greatness on step 4, that a "Run anyway" prompt appears. Click it, as this is what we are trying to accomplish!

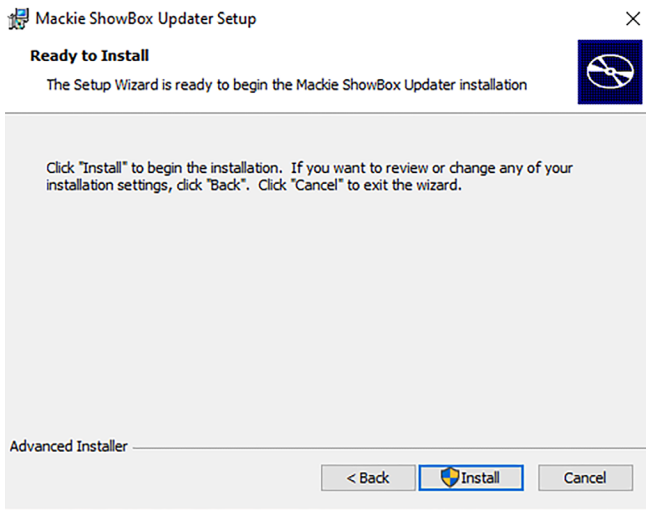


6. From here on out, it is simply a matter of following the instructions as displayed on the computer monitor (and below).

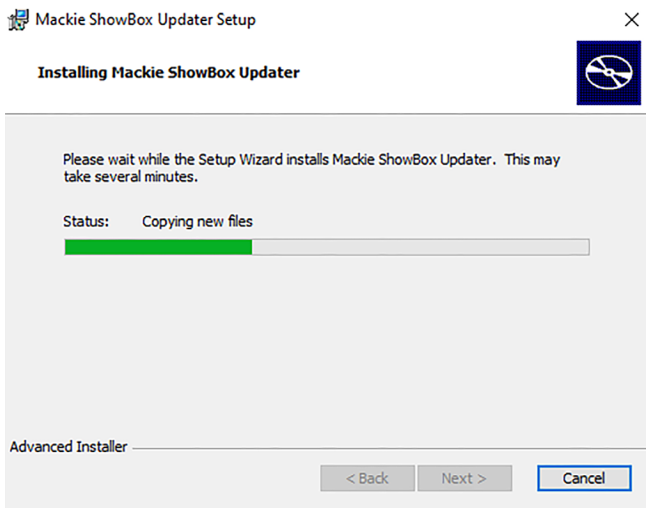
"Next", "Install", "Update", and "Finish" are your friends here. In fact, we have three consecutive "Next"s followed by a single "Install". Check them out below.



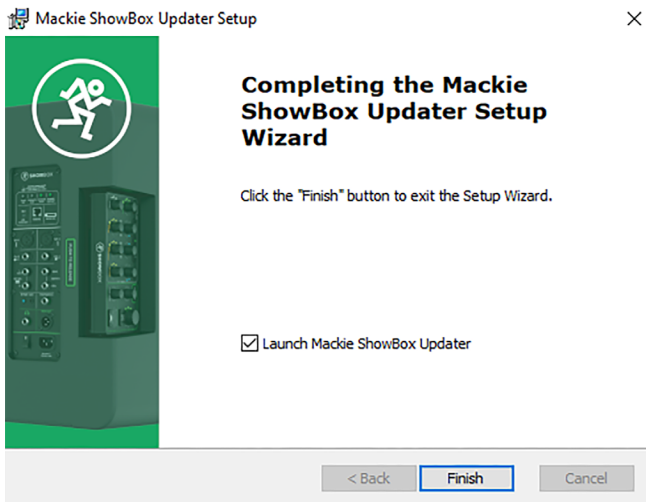
7. And now for the "Install" button. Click it to install.



8. 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.

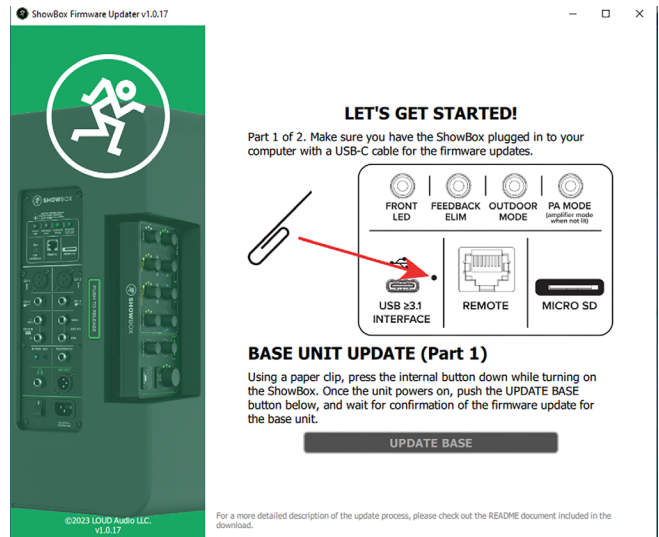


9. After installing ShowBox Updater Setup, you will be greeted with the following screen. Make sure that "Launch Mackie ShowBox Updater" is selected, then click the "Finish" button.

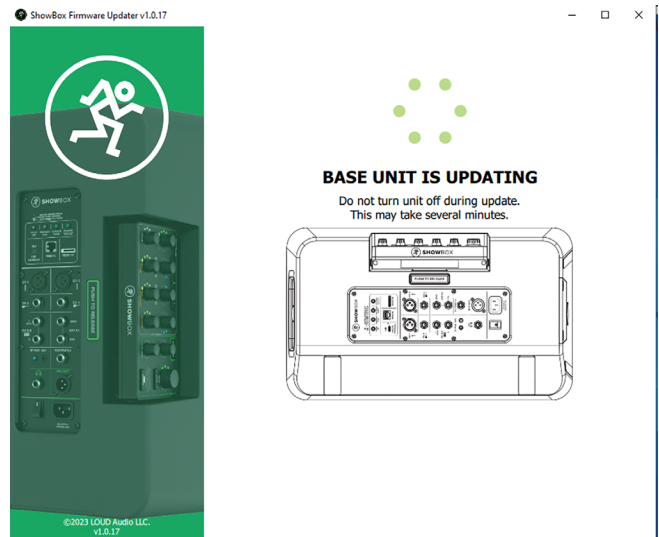


10. Press in (and hold) the updater button with a bent paperclip. It is located between the USB-C port and remote jack.

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

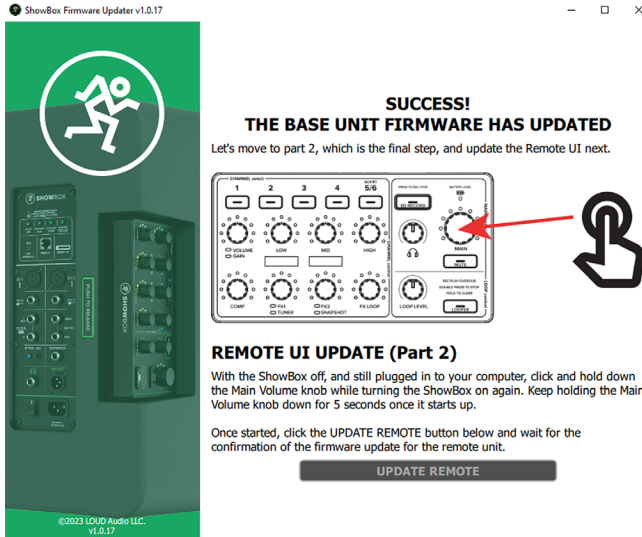


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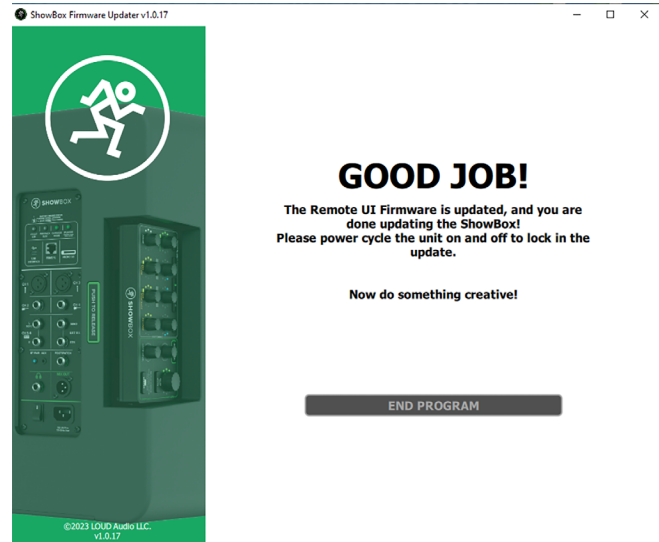


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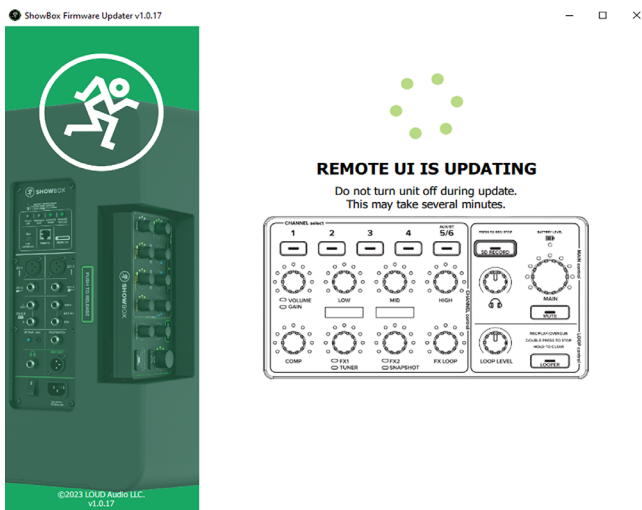


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Technical Support

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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