

Updating and restoring the KRONOS

Updating the system

Downloading the system update

The most recent system update can be downloaded to a computer from the Korg website (<http://www.korg.com/kronos3/>). For more details, see the instructions on the website.

Updating the system

-  Before you start the update process, back up important data on external USB storage media.
- 1 **Using a computer, download the update from the Korg website: www.korg.com/kronos3/.**
The update will be in compressed, zip format.
- 2 **Un-zip the downloaded file.**
Un-zipping will result in a main folder containing several different files and at least one sub-folder.
- 3 **Follow any instructions included with the update.**
- 4 **Open the folder containing the update files and sub-folders.**
- 5 **From within this folder, copy the update files and sub-folder(s) to the root level of a FAT32-formatted USB storage device, such as a USB flash drive.**
-  Copy the files and sub-folders only; don't copy the main, enclosing folder.
-  FAT32 format is required. Other formats, including NTFS (Windows) or HFS+ (macOS), will not work. Most USB flash drives use FAT32 by default.
- 6 **Disconnect all USB devices from the KRONOS.**
Other USB devices may interfere with the update process.
- 7 **Go to the GLOBAL P0–Basic Setup page.**
- 8 **Open the menu, and select the command “Update System Software.”**
A prompt will appear on the screen, instructing you to connect the USB storage device which contains the update file.
- 9 **Connect the USB storage device containing the update file(s), from step 5 above.**
- 10 **Press the OK button.**
A message and progress bar will appear on the screen, noting that the system is being updated.
-  Do not disconnect the USB storage device while the update is in progress.
-  While the system is being updated, do not touch the KRONOS' switches, and never turn off the power. If the power is accidentally turned off while the system is being loaded, the KRONOS may become inoperable. If this occurs, using the Restore DVDs may be required; please contact your local Korg distributor.

When the update is complete, a new message will appear:

“Update to KRONOS system version [nn] complete.

Please turn off the power, wait a moment, and then turn on power again to use the new software.”

- 11 **Turn off the KRONOS, and then disconnect the USB storage device.**

- 12 **Wait approximately ten seconds, and then turn the power on again.**

The system version number is shown on the startup screen, and also on the GLOBAL P6–Options Info page. Verify that it is correct.

Restoring the system and factory sounds

If for some reason the KRONOS will not start up normally, or some other problem occurs, you can use the restore discs to return the KRONOS to its factory-preset state.

Note: You will need a commercially-available external USB connected DVD drive. Download the restore disc image file from the Korg website, and burn the image to commercially-available DVD-R media from your computer.

Important - save your data before proceeding!

All of the Restore functions will erase all of the Programs, Combis, Drum Kits, Wave Sequences, Set Lists, Global settings, and other user data in the internal memory. Some of the functions will also erase data from the FACTORY directory on the drive, or even erase the drive entirely, as detailed below.

If you have any data that you want to keep—including data stored on the drive as well as data in the internal memory—we strongly recommend that you save it to external USB media, before proceeding.

For instance, use the Save All or Save PCG commands to save the contents of the internal memory.

Contents of the Restore Discs

Restore Discs

This is the only disc with user-readable data, as described below. In addition to the data used for the restore functionality, it contains the following:

- **FACTORY directory:** This contains original factory sounds, including Programs, Combinations, Wave Sequences, Drum Kits, Set Lists, Global Settings, etc. These are used by the Restore feature, but you can also load them directly in Disk mode.
- **licenses directory:** This contains the Korg KRONOS software license, in both English and Japanese, along the open-source GPL and LGPL licenses (in English).
- **src directory:** This contains the source code applicable to the GPL and LGPL licenses.
- **manuals directory:** This contains various KRONOS documentation, including the Operation Guide and Parameter Guide, the Voice Name List (VNL), and so on.
- **MIDI Implementation**
- **Mac directory:** This contains the Software Licensing Agreement.
- **Windows directory:** This contains the Korg USB MIDI driver installer, and the Software Licensing Agreement.

NOTE: Only the FACTORY directory can be used directly on the KRONOS. All of the files in the other directories can only be read from a computer.

Restoring the KRONOS factory data

You can use the Restore function to restore the factory sounds (Programs, Combis, etc.), to initialize the internal memory, or to restore the operating system to its original state. These three options will not alter any user data stored on the disk, as long as it is not stored in the FACTORY directory.

If absolutely necessary, you can also re-format the entire internal disk, and then restore the operating system and factory sounds. This will destroy all user data on the internal disk, and may require re-authorization of the KRONOS before it can be used again—so be careful!

To use the Restore function:

- 1 **Disconnect all external USB devices from the KRONOS, except for a DVD drive.**
- 2 **Insert Restore disc 1 into a connected USB DVD drive.**
- 3 **Turn off the KRONOS. Wait for about ten seconds, and then power-on again.**

⚠ Be sure to wait for about ten seconds before you turn on the power.

- 4 **A dialog box will appear. Use the $\wedge/\vee$ switches, the VALUE dial, or numeric keys 1-4 to choose one of the following options:**

1. Format and Full Install
2. Full Install
3. Install Factory Sounds
4. Initialize Memory

See below for complete descriptions of each option.

If the disk is not formatted properly for the KRONOS, then the above menu is not shown.

Instead, the following message will be displayed:

“The disk is not formatted for the Kronos”

In this case, the only option offered is to perform a format and full install.

- 5 **Press the ENTER button to carry out the selected Restore function, or press EXIT to stop the process without altering any data.**

After pressing ENTER, an “Are You Sure?” message will appear. If you are sure you want to proceed, press the ENTER switch again. You can also cancel, without altering any data, by pressing the EXIT button.

- 6 **After pressing ENTER, the restore program will start up. Follow the instructions that appear in the screen.**

You'll be asked to insert different DVD discs, depending on the option you chose in step 4. When a disc is requested, insert the appropriate disc, and then press the ENTER switch. The entire process may take some time.

- ⚠ Do not touch the front-panel controls or turn off the power while the Restore is underway, except for pressing ENTER and EXIT as prompted by the on-screen instructions.

7 When the restore operation is complete, the following message will appear:

Installation Completed!

Please remove installation media and power down the system.

If an error occurs, you'll see an error message instead. In this case, start again at step 3.

1. Format and Full Install

This option completely erases the internal drive, and then restores the operating system, the factory sounds and settings, and the demo songs, as described under "2. Full Install," below.

IMPORTANT: Normally, you should not need to do this—and you should **avoid using this function if at all possible**. Always try using the **Full Install** option first.

However, if for some reason the internal disk has been completely corrupted, and using **Full Install** does not fix the problem, this will allow you to restore the drive to its initial state.

IMPORTANT: after using this function, you may need to re-authorize the KRONOS, as described below. If this is required, you'll see a message at startup titled "Re-authorization required." Follow the instructions below to re-authorize. You will not be able to use the KRONOS until the re-authorization is complete.

2. Full Install

If for some reason the KRONOS will no longer start up normally, try this option first. It does the following:

- Restores the system software on the internal drive.
- Initializes the internal memory, and re-loads the original factory preload data—including all Programs, Combinations, Drum Kits, Wave Sequences, and Global settings.
- Erases all files inside the internal drive's **FACTORY** directory, and then restores the factory preload files, including the **PRELOAD.PCG** file and the demo sequences.

3. Install factory sounds

This option restores the factory sounds, settings, and demos in memory and on disk, as described under "2. Full Install," above.

Unlike **Full Install**, however, this option does not replace the operating system.

4. Initialize Memory

This option erases all of the Programs, Combinations, Drum Kits, Wave Sequences, and other data in the internal memory, leaving only blank data. The factory preload data is not restored.

Unlike the other three options, **Initialize Memory** does not affect the data stored on disk in any way.

Re-authorizing KRONOS

KRONOS uses a Digital Rights Management system to protect its proprietary components. After formatting the internal drive, you may see the following message at startup:

Re-authorization required

Please write down the Public ID shown below, and then go to <http://www.korg.com/kronos3/>

(If you cannot access the internet, please contact your local Korg dealer or distributor.)

Follow the website instructions to get the re-authorization file, and copy it to a USB device.

Insert USB device and press <ENTER>

Public ID: nn nn nn nn nn nn nn nn (where nn are characters 0-9 and a-f)

To re-authorize the system:

1 After using the "Format and Full Install" function, turn off the KRONOS.

At start-up, the LCD display will show a "Public ID." This is a unique identifier, like a very specific name; it is different for each and every KRONOS.

2 Write down the Public ID shown at the bottom of the screen. Make sure that you've copied it accurately.

The Public ID is 16 characters long, and uses only the characters 0-9 and a-f.

3 Turn off the power.

You'll need to complete the re-authorization process before using KRONOS any further.

4 Go to <http://www.korg.com/kronos3/>, and follow the instructions to download the re-authorization file.

or:

If you do not have internet access, please contact your Korg dealer or distributor.

When contacting your Korg dealer or distributor, let them know that you need to re-authorize your KRONOS, and give them the Public ID that you wrote down in step 2.

You can find contact information for all Korg distributors, world-wide, on the Korg website:

<http://www.korg.com/corporate/distributors/>

Once you have the re-authorization file, either via download or from your Korg dealer or distributor:

5 Copy the file to the root level of a USB storage device.

Don't put it inside a folder or directory.

6 Turn on the KRONOS, and wait for the "Re-authorization required" screen to appear.

7 Connect the USB device to the KRONOS.

8 Press ENTER.

The system will search for the re-authorization file on the USB device. When the file is located, the last line of the screen will show the following message:

Re-authorization file found. Press <ENTER> to install.

If a valid re-authorization file is not located, the following message will be shown instead:

Re-authorization file not found. Press <ENTER> to continue.

If this message appears, make sure that the file is on the root directory of the USB device, and that its name has not been changed (it should be 14 characters long, followed by the suffix ".reauth"). Once you've double-checked the file name and location, try again starting at step 6.

9 Press ENTER to start the reauthorization.

When the re-authorization is complete, the last line of the screen will change to the following message:

Re-authorization successful! Please turn off power, wait, and turn on again.

10 Turn off the power, wait 10 seconds, and then turn on the power again.

Your KRONOS will now be re-authorized and ready to use.