



## UX8800 Quick Start Guide

This will help you understand how to connect and communicate with EAW UX8800 Digital Processor.

### Accessories that ship with your UX8800

- CAT 5 Crossover cable 7 ft/ 2.1 m
- IEC Power cable 6 ft/ 2 m with Nema 15-3 ac mains plug for 115V / 120V
- IEC Power cable 6 ft/ 2 m with Schuko type ac mains plug for 220V / 240V

*If any of these items were not included in your package please contact EAW at 1-800-992-5013*

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### 1. Please read the manual

The UX8800 manual can be found at [http://eaw.com/docs/3\\_Manuals/](http://eaw.com/docs/3_Manuals/)

Inside the manual you will find all the specifics of UX8800, how it works, and how to connect with the UX8800. A thorough review of the manual will provide an overview of the UX8800.

If you have questions, please call the Application Support Group at 1-800-992-5013.

### 2. Download the latest version of EAW Pilot control software and Greyboxes from the EAW website.

[Download the latest EAWPilot installer](#)

[Download the latest Greybox installer](#)

After downloading the EAWPilot and Greybox files from the website, save them to your desktop, extract them, and run the installers.

**EAWPilot will automatically be installed in:**

C:\program files\EAW\EAWPilot

**OR**

C:\program files(x86)\EAW\EAWPilot

**Greyboxes will automatically be installed in:**

C:\program files\EAW\Data\UX8800

**OR**

C:\program files(x86)\EAW\Data\UX8800.

*Do not change these directories. Note that the Greybox files are installed to the UX8800 directory by default.*

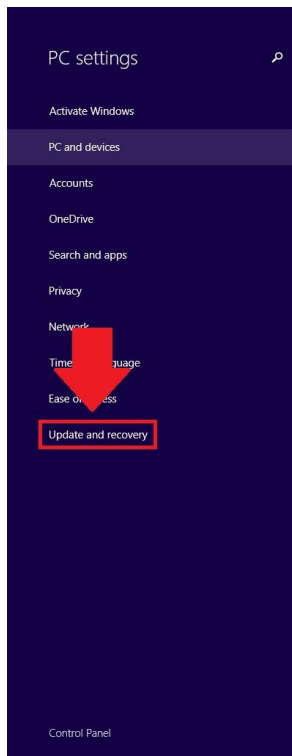
### **3. Installing Drivers on Windows 8 OR Windows 10**

Select your start menu in the bottom left corner with your mouse, or press the '**Windows**' key.

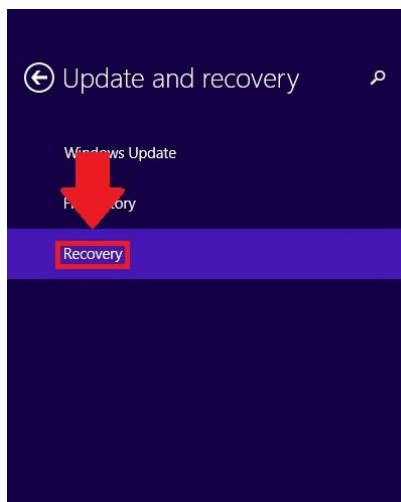
Select the '**PC Settings**' icon, indicated here by the red arrow.



Select '**Update and Recovery**'



Select '**Recovery**', then '**Restart Now**'



#### Advanced startup

Start from a device or disc (such as a USB drive or DVD), change Windows startup settings, or restore Windows from a system image. This will restart your PC.

**Restart now**

Once the computer restarts Select '**Troubleshoot**'

Select '**Advanced Options**'

Select '**Start-up Settings**' and then hit the '**Restart**' button on screen

The computer should restart again, and then you will see a troubleshooting menu. You may have to hit key '**7**' for '**disable driver signature enforcement**'. Note that if your PC is a tablet you'll need a

USB keyboard attached at this point as the on-screen keyboard and Bluetooth functionality is disabled. The computer should then boot normally.

From here, the installation process is the same as for Windows 7. Continue reading below to complete the installation.

#### 4. Installing Drivers on Windows 7 (or 8/10 continued ...)

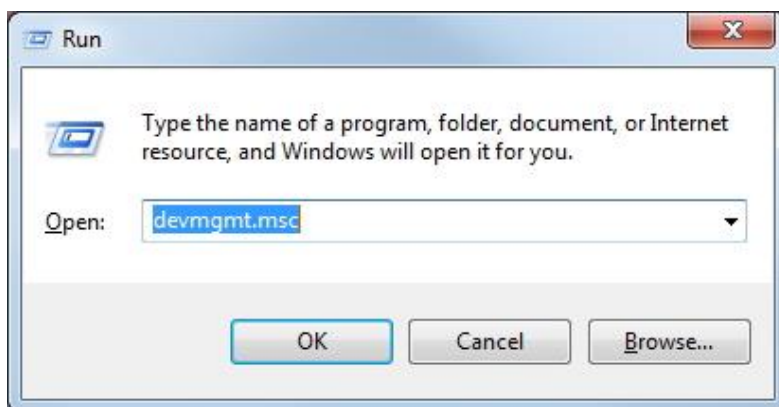
Use a USB cable to connect your device to your computer's USB port. The device must be powered on.

The first time the device is connected to the PC via USB, Windows will try to automatically install default drivers. Since it cannot find the drivers the automatic installation will fail. This is expected.

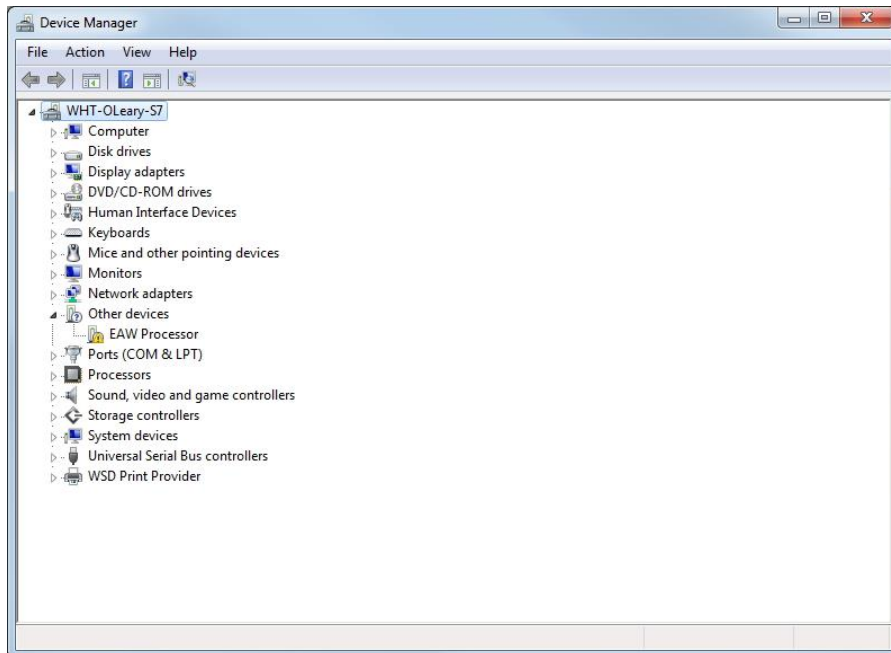
Open **Device Manager**. To do this, select your **Start Menu**

Type '**Run**' into the Search Box and press '**Enter**'

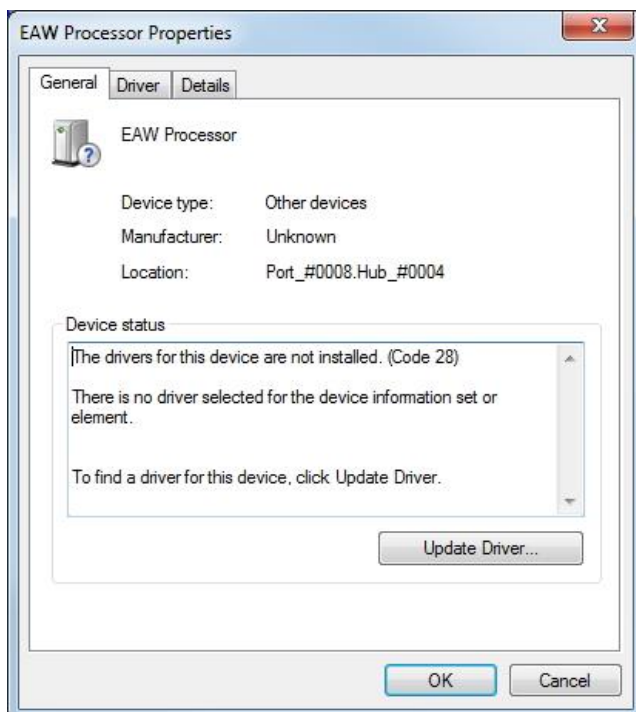
Type '**devmgmt.msc**' into the command prompt and select '**OK**'



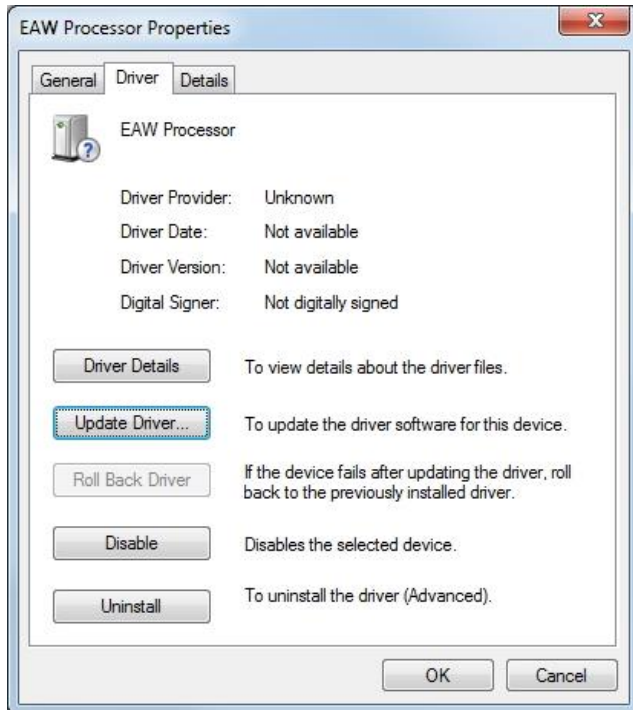
You should see '**EAW Processor**' listed underneath '**Other Devices**' with a yellow exclamation mark



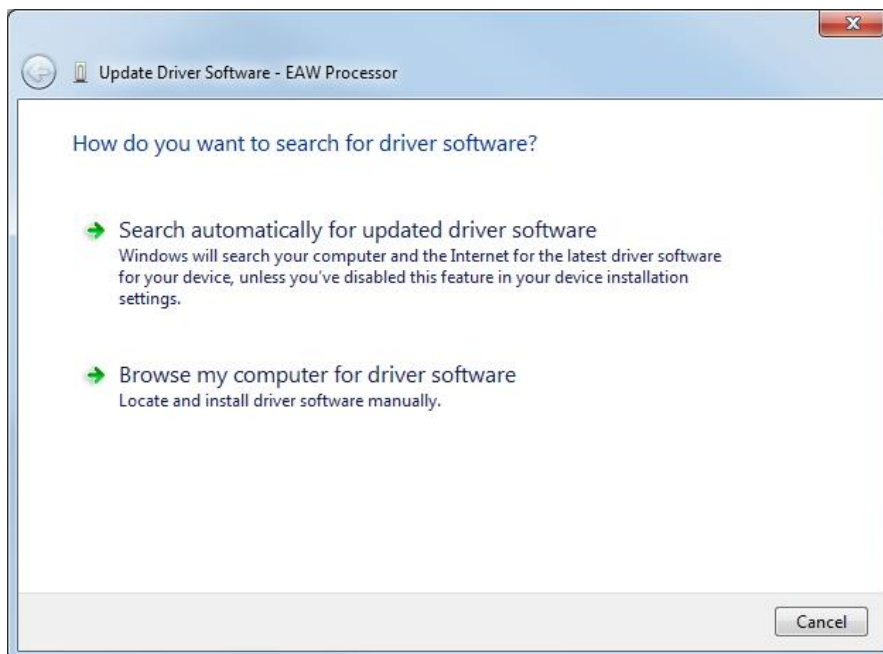
Right-click on '**EAW Processor**', and select '**Properties**'



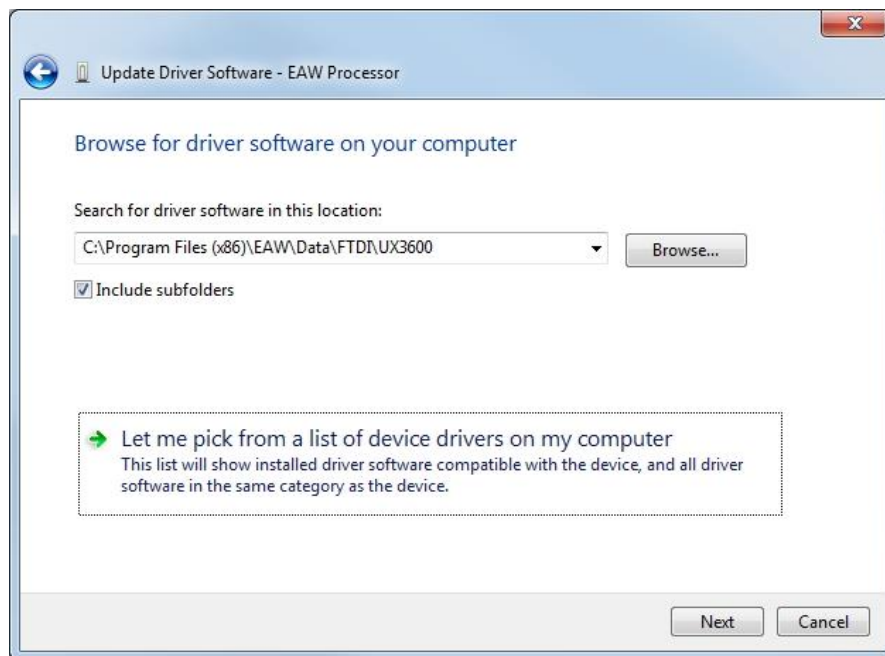
Select the **'Driver'** tab, and then select **'Update Driver'**



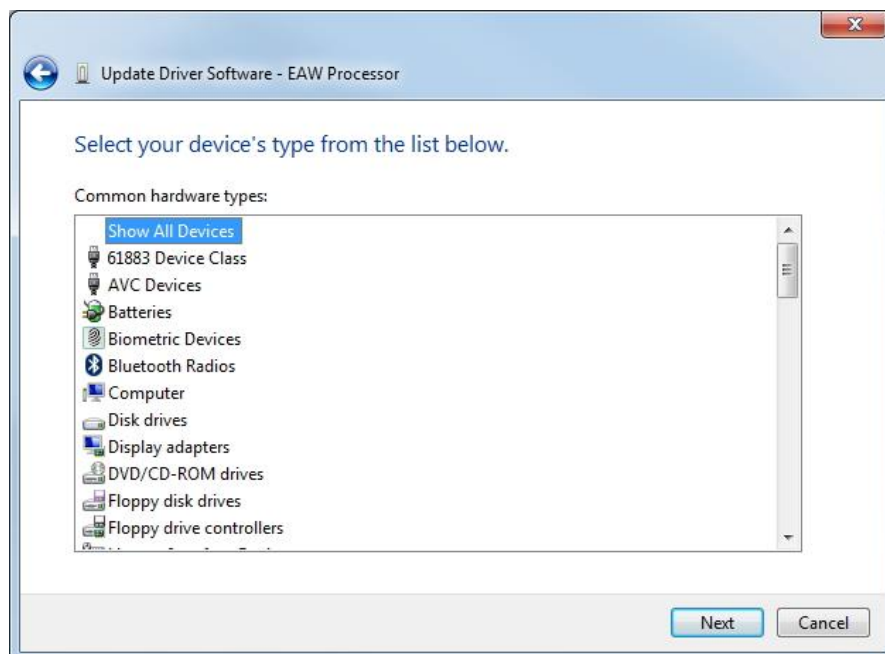
Select **'Browse my computer for driver software'**



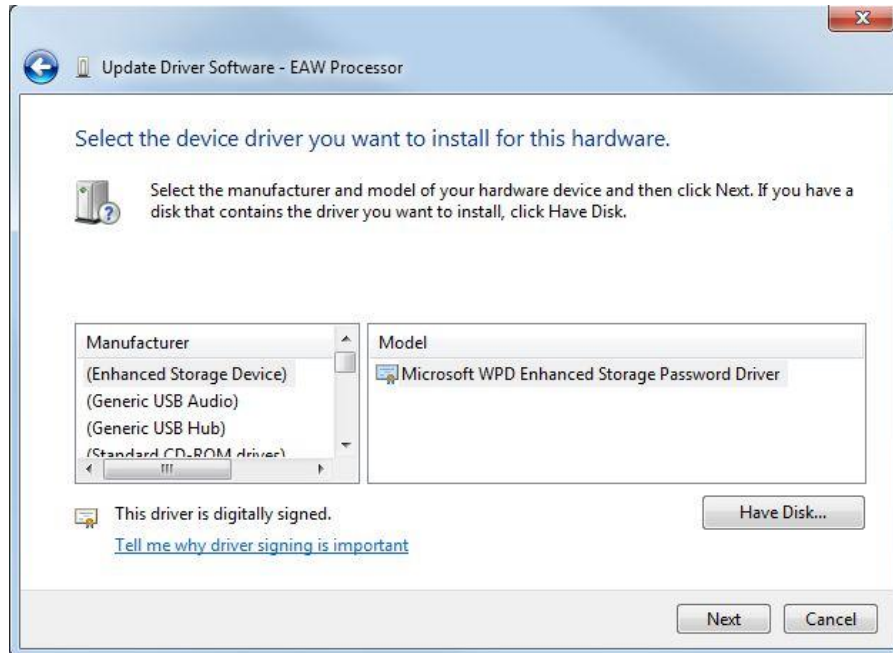
Select **'Let me pick from a list of device drivers on my computer'**.



Without selecting a device, select **'Next'**.

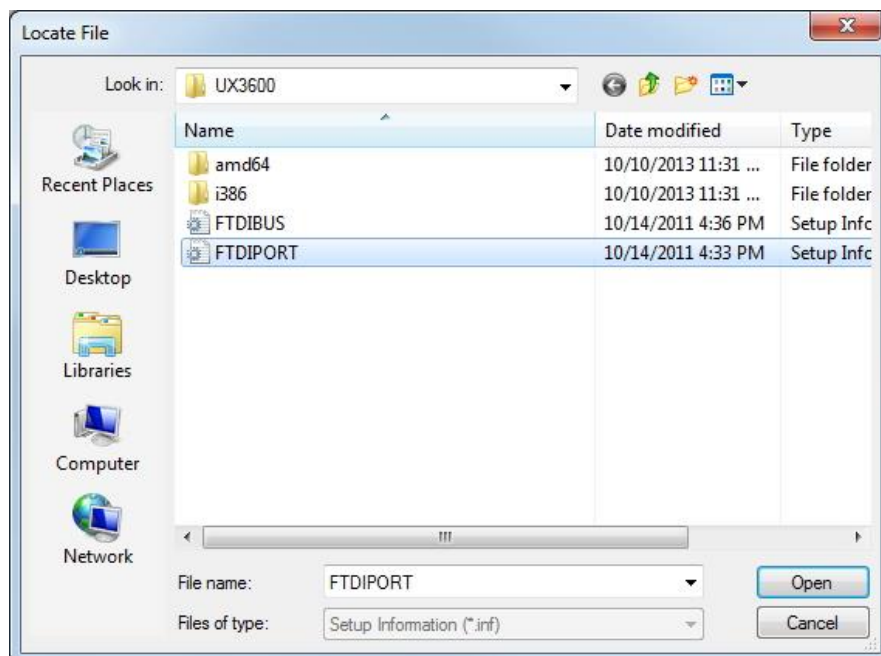


Select '**Have Disk**'

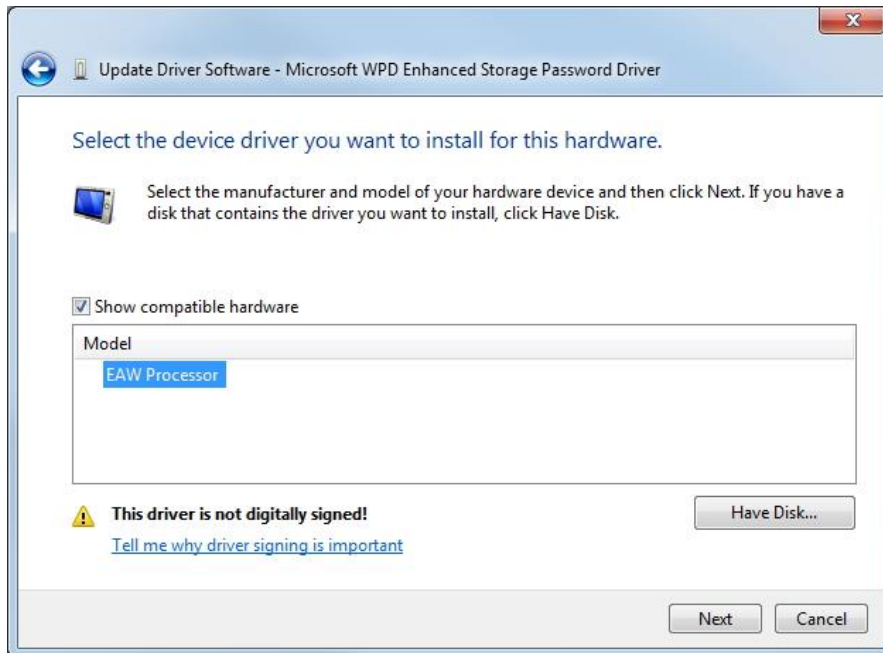


Select '**Browse**', and browse to the directory **C:\Program Files (x86)\EAW\Data\FTDI\UX3600**

Select file '**FTDIPORT.inf**', and click '**Open**'. Select '**OK**' in the next window.



Select '**EAW Processor**', and click '**Next**'.



You may receive a warning from Windows. Select '**Install this driver software anyway**'.

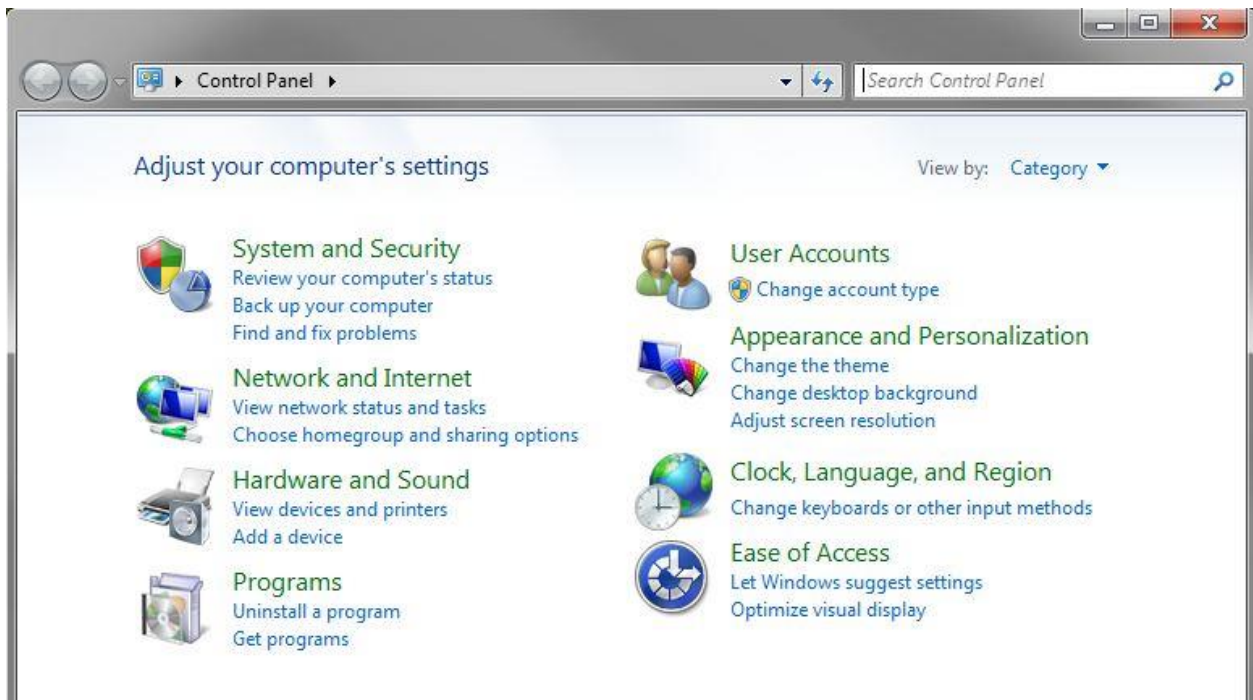


In Device Manager, you should now see '**EAW Processor**' listed underneath '**Universal Serial Bus controllers**', and '**USB Serial Port**' with a yellow exclamation mark listed underneath '**Other Devices**'.

If running Windows 8 or Windows 10, do a final reboot so that the computer can revert to its standard start-up condition,.

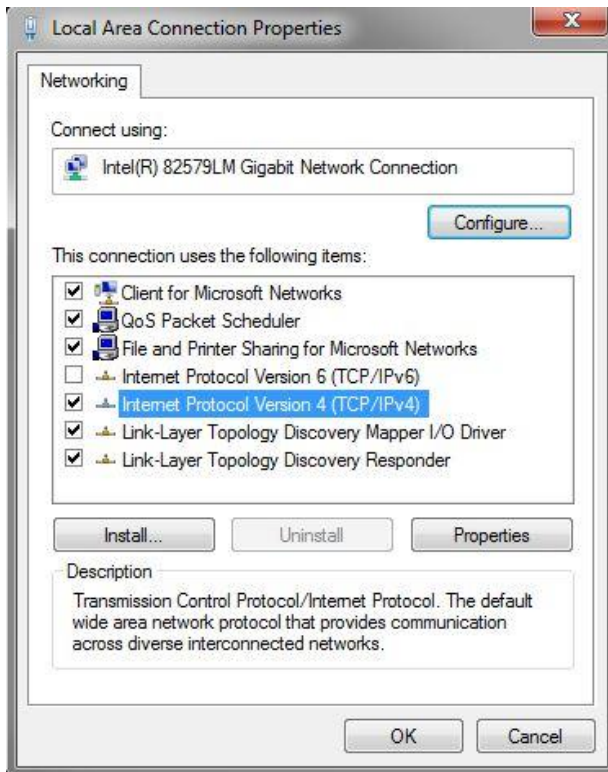
## 5. Setting up network IP addresses

Go to **Start > Control Panel**

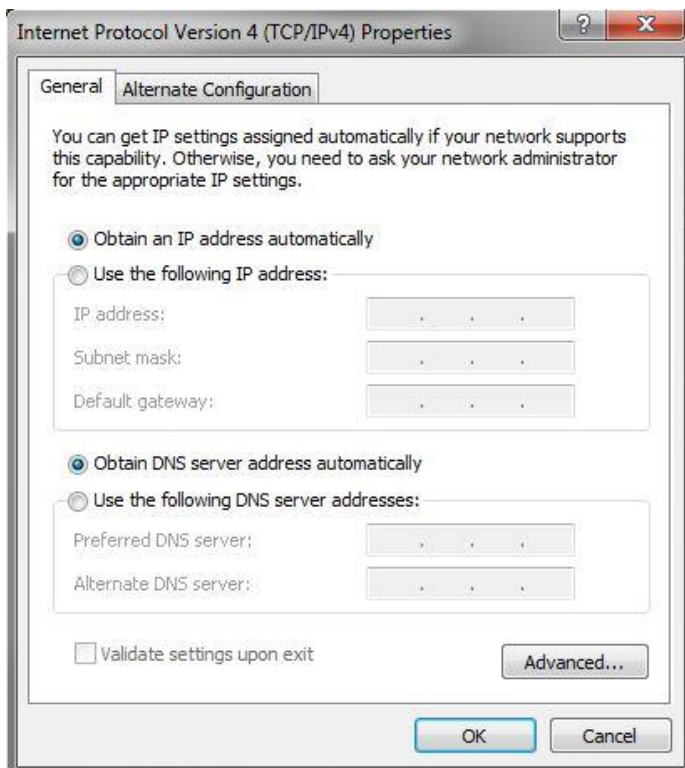


Then select **Network and Internet Connections > Network Connections**  
Or on Windows 7: **Network and Internet > Network Sharing Center**

Click on **Local Area Connection** and select **Properties**



Select **Internet protocol v4[TCP/IP]** and then click **Properties**



Select **Use the following IP address**

Type in the following address into the IP address field: **IP 192.168.0.100**

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

☐ Obtain an IP address automatically

☒ Use the following IP address:

IP address: 192 . 168 . 0 . 100

Subnet mask: . . .

Default gateway: . . .

☐ Obtain DNS server address automatically

☒ Use the following DNS server addresses:

Preferred DNS server: . . .

Alternate DNS server: . . .

☐ Validate settings upon exit

Advanced...

OK Cancel

Press the tab key and your subnet mask will automatically populate: **Subnet Mask 255.255.255.0**. Click **Ok**.

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Preferred DNS server: . . .

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☐ Validate settings upon exit

Advanced...

OK Cancel

Now that we have set the static IP address in your computer we need to verify and set up the IP address in your UX8800

### Setting the IP address in UX8800

On the front panel of your UX8800 select the UTIL button

Scroll down using the jog wheel and select IP address

Press in on the jog wheel to access the IP settings

Scrolling the jog wheel set the IP address to static

Press down on the jog wheel and set IP address to **192.168.0.24**

When finished press in on the jog wheel

## 6. Verify UX8800 firmware version and update if needed by EAW Manager

EAWManager is downloaded when you download EAWPilot. A shortcut will be been created for EAWManager when EAWPilot was installed.

To ensure optimal performance EAW strongly recommends you use the latest version of EAW Pilot and Firmware.

To check the firmware version currently installed on your UX8800 you will need to access the UTIL settings via the front panel controls of the UX8800. Use the jog wheel to scroll through the UTIL menu and select **About...** by pressing in on the jog wheel. The firmware version will be displayed. Check this against the latest version posted within EAWPilot and EAW Manager.

Open EAW Manager.

Select **Tool > Communications**. Select the **Ethernet** option and input an address of **192.168.0.24** in the IP address field. Select **OK**

Click on the **Connect** button. If your UX8800 connects the Comm. Status will read Connected. If the Comm. Status says Not Connected you will need to follow step 3 to set up a static IP address on your computer as well as in your UX8800.

After you have established connection in UXManager click the **Browse** button, this will direct you to your UX8800 data folder. Select the latest OS and click **Open**.

Once you have selected this file click **Update**.

A window will pop up reading "Updating the firmware will clear all Greyboxes and program storage. Do you want to continue?"

By selecting yes the memory of the UX8800 will be cleared of all saved programming.

Click **Yes**.

The UX8800 will now update to the latest OS file you have selected.

Once it is finished updating the front panel will say "Update Complete".

This process could take up to 10 minutes.

## **7. Connecting UX8800 to EAWPilot control software**

To connect to EAWPilot use the CAT 5 crossover cable that was provided in the box with your UX8800.

Connect the crossover Ethernet cable into the port on the front of your UX8800 labeled **Ethernet**.

Connect the other end to your PC/Laptop Ethernet port.

Open EAWPilot and click the online button. The online button will light up and an icon of your UX8800 will appear in the right column under the found devices tab. When EAWPilot is establishing connection with your UX8800 you will see a spinning arrow icon. When connection is established this will turn into a green check mark. If this check mark is red you will need to go back and verify steps 3 and 4.

Click and drag the UX8800 icon to the design column located to the left of the found devices tab.

You can now access your UX8800 by double clicking the icon in the design column.

Now that the UX8800 and EAWPilot have established a connection, follow the quick start manuals located under the download tab on the EAW website to begin programming your UX8800.

**If you have any further questions on connection or operation of the UX8800 or EAW Pilot software call the EAW Design at 1-800-992-5013 or [Design@EAW.com](mailto:Design@EAW.com).**