



UX3600/NT/NTL/NTS Quick Start Guide

This Quick Start Guide will explain how to connect and communicate with the EAW UX3600, NTL720, NTS250, KFNT, and JFNT powered speakers.

Table of Contents

1. Downloading the latest version of EAWPilot and Greyboxes from the EAW website
2. Installing USB drivers on Windows 10
3. Verify firmware version and update if needed by using EAWManager
4. Connecting your EAW product to EAW Pilot control software

1. 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

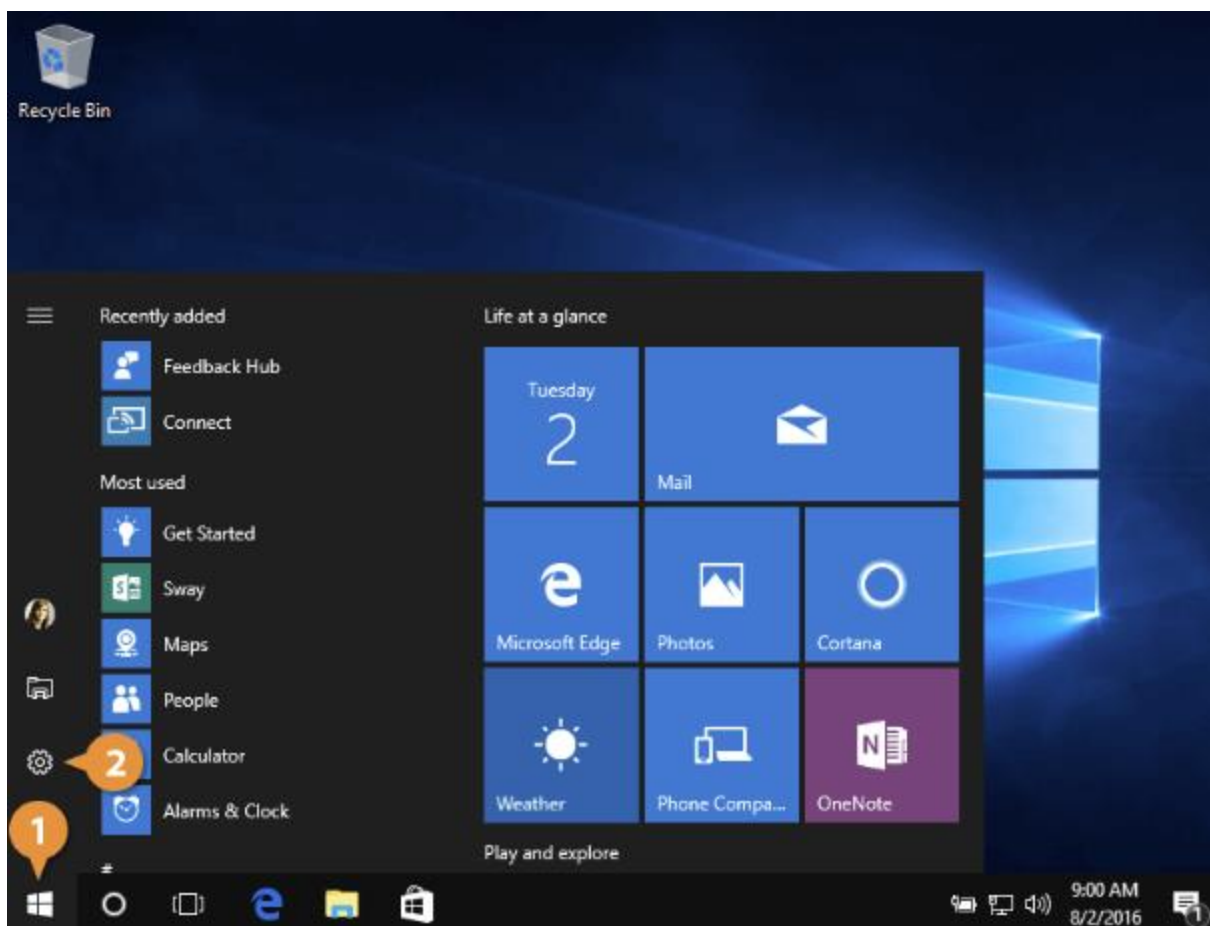
C:\program files(x86)\EAW\Data\UX8800.

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

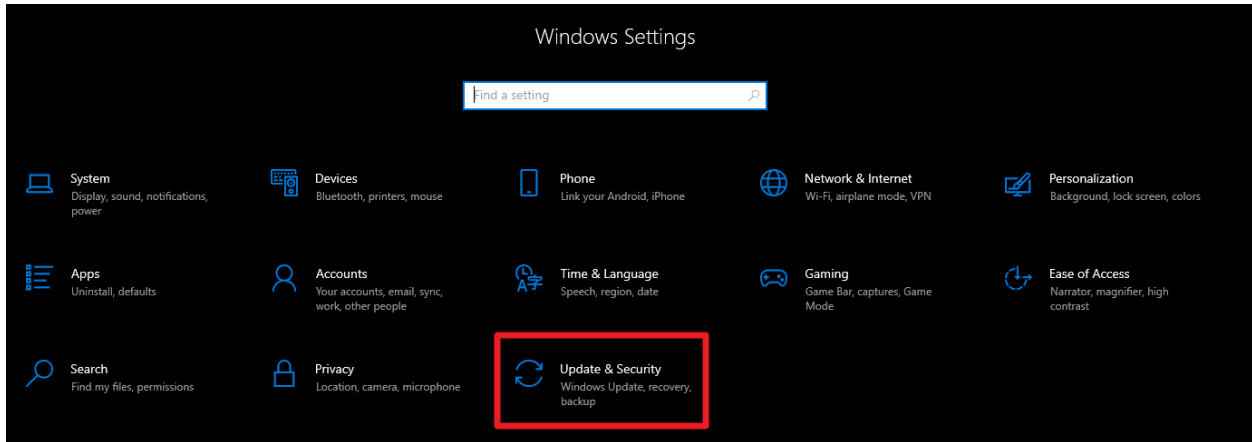
2. Installing the USB drivers on Windows 10

Select your start menu in the bottom left corner with your mouse (#1) or press the **'Windows'** key.

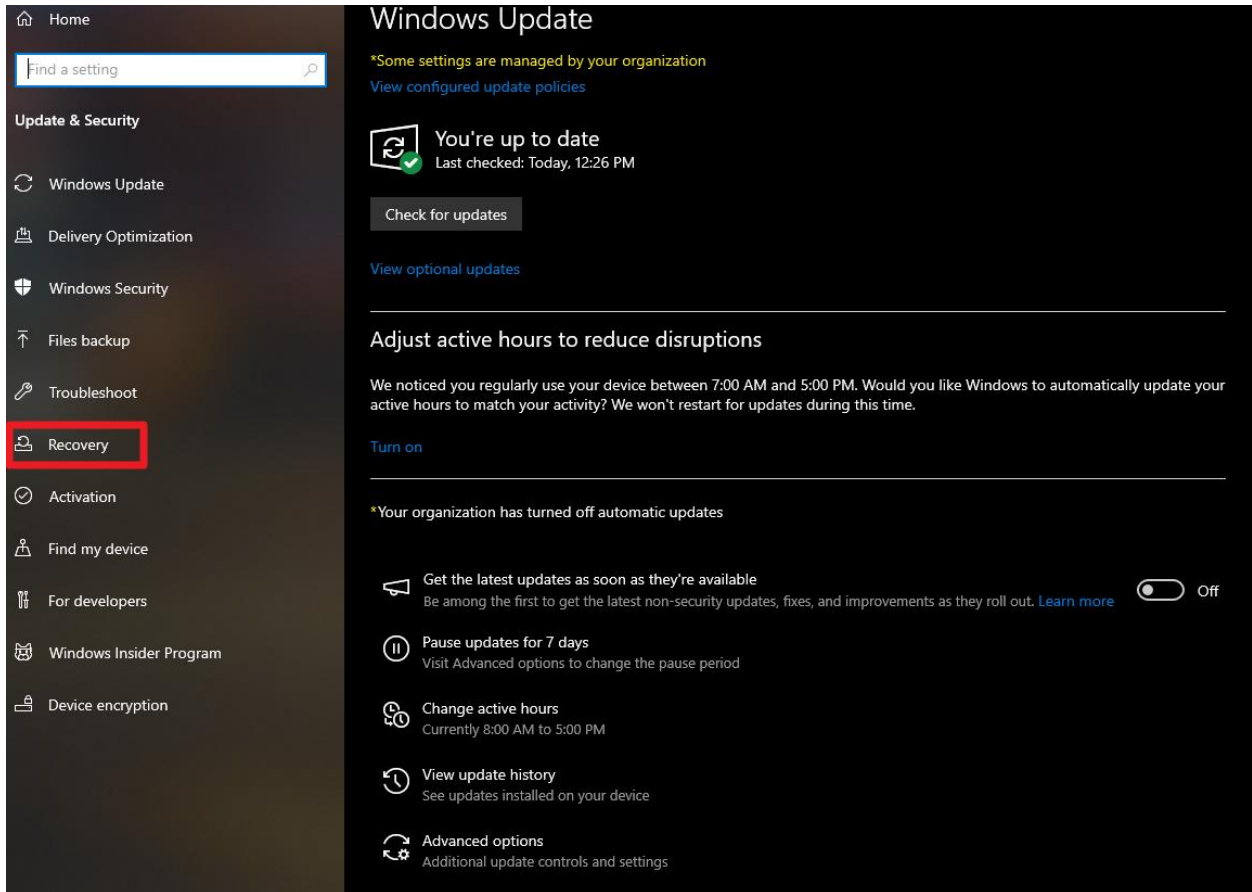
Select the **'PC Settings'** icon, indicated here by the orange (#2).



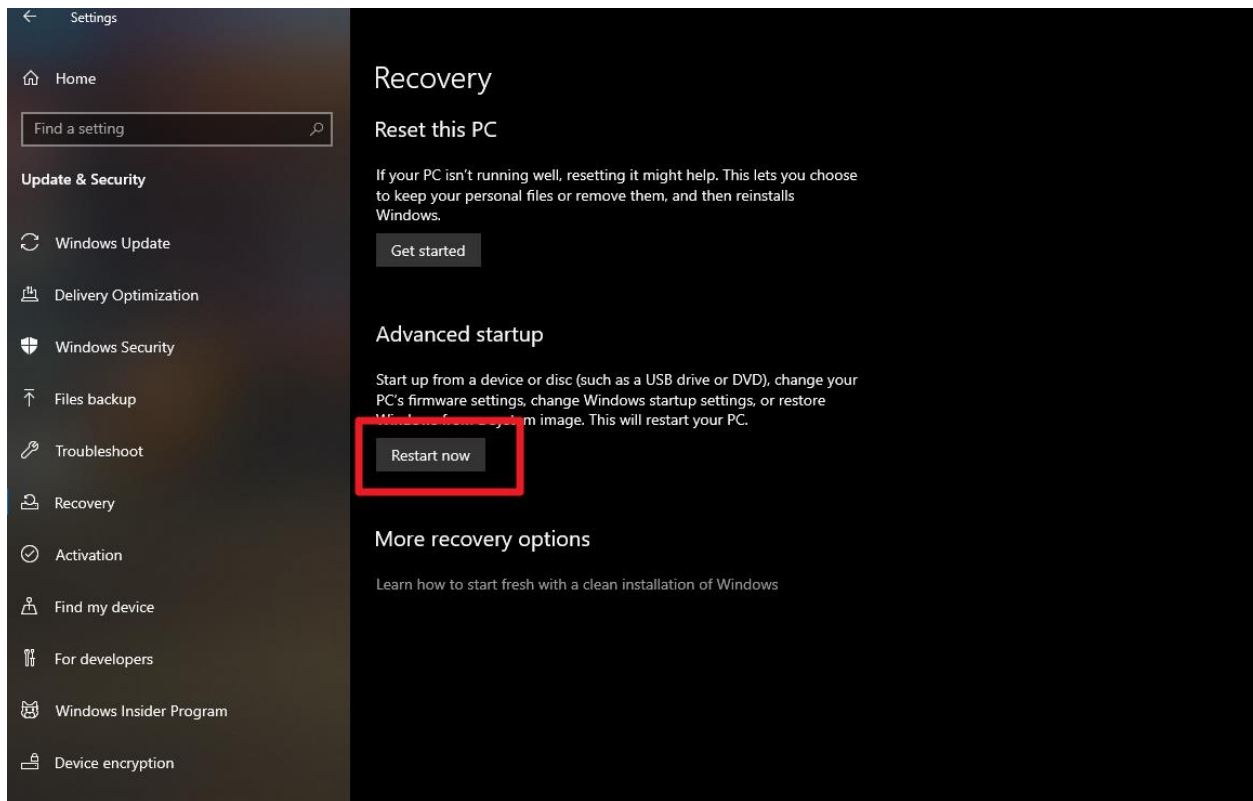
Select 'Update and Recovery'



Select 'Recovery'



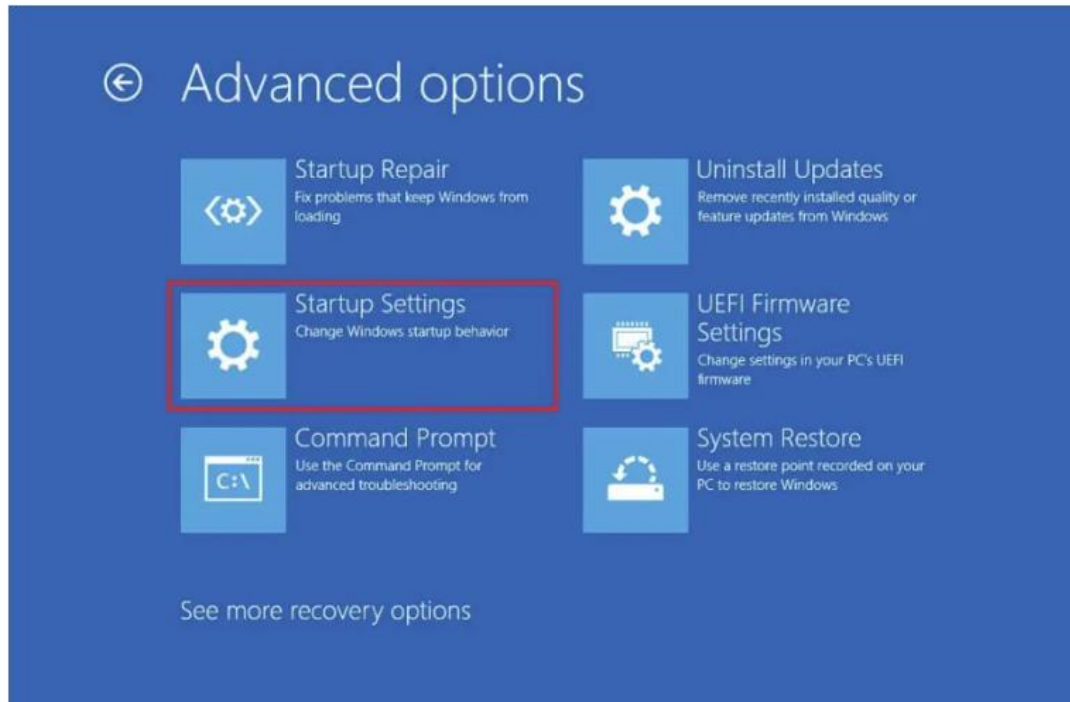
Select '**Restart Now**'



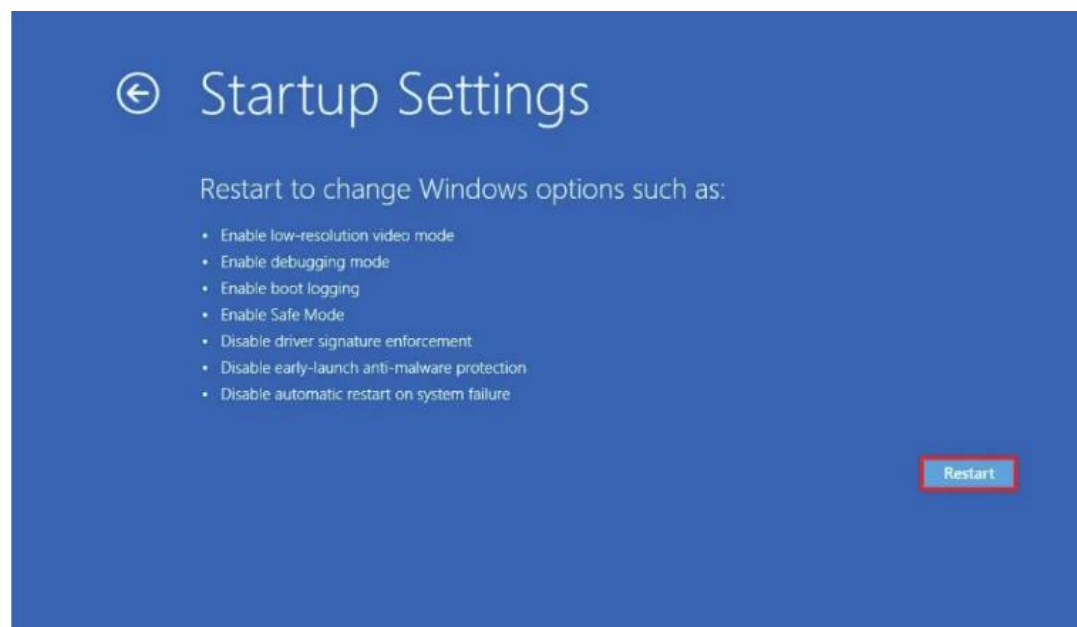
Once the computer restarts Select '**Troubleshoot**'

Select '**Advanced Options**'

Select '**Start-up Settings**'

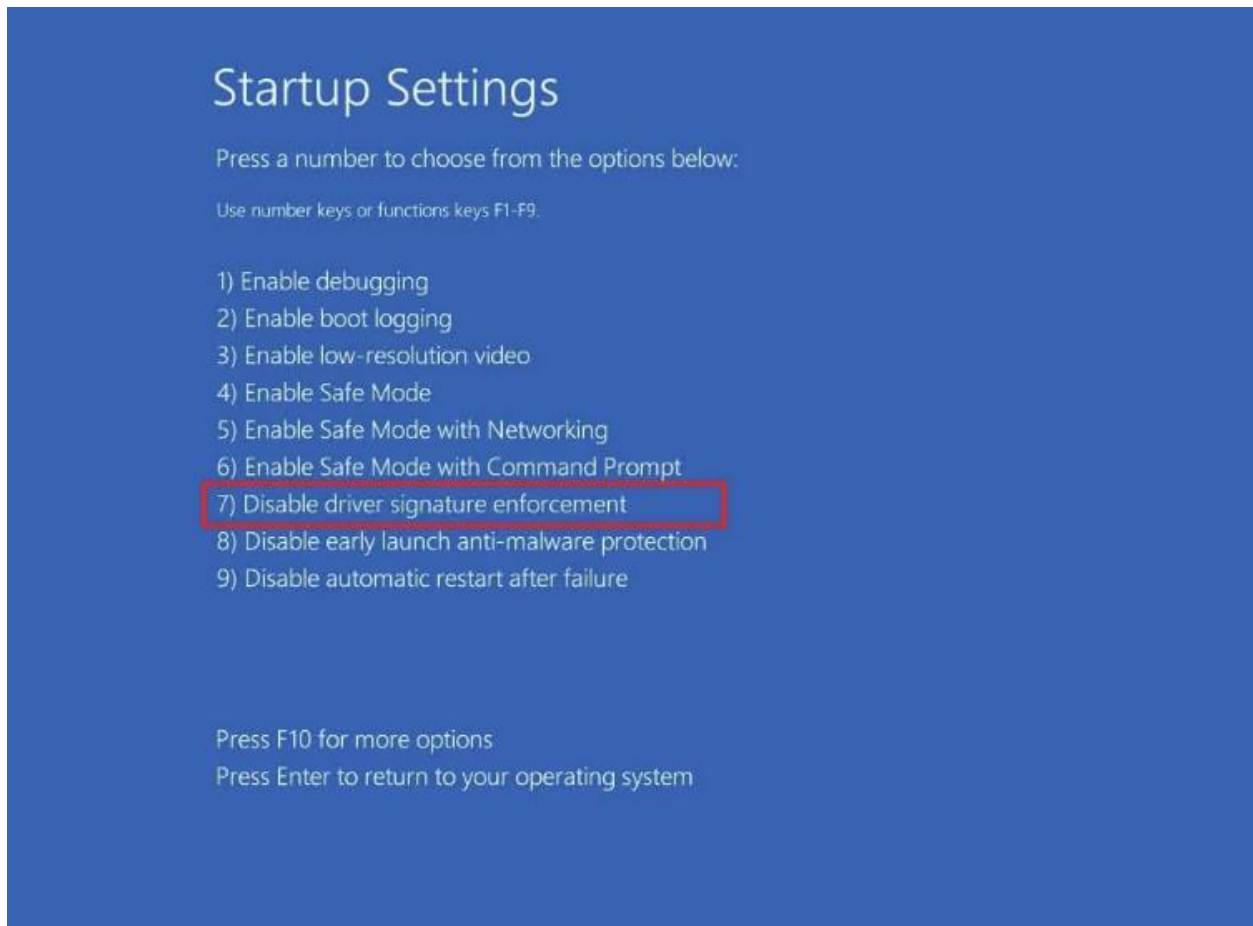


Then hit the '**Restart**' button on screen



NOTE:

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.



Continue reading below to complete the installation.

3. Installing Drivers on Windows continued.

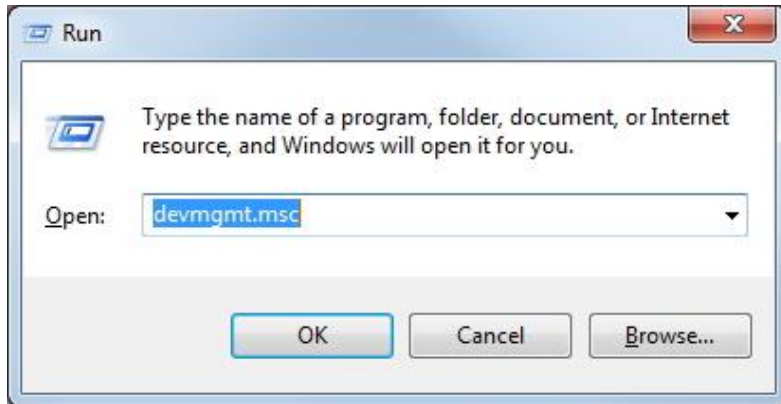
Use a USB cable to connect your device to your computer's USB port. The device must be powered on.

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.

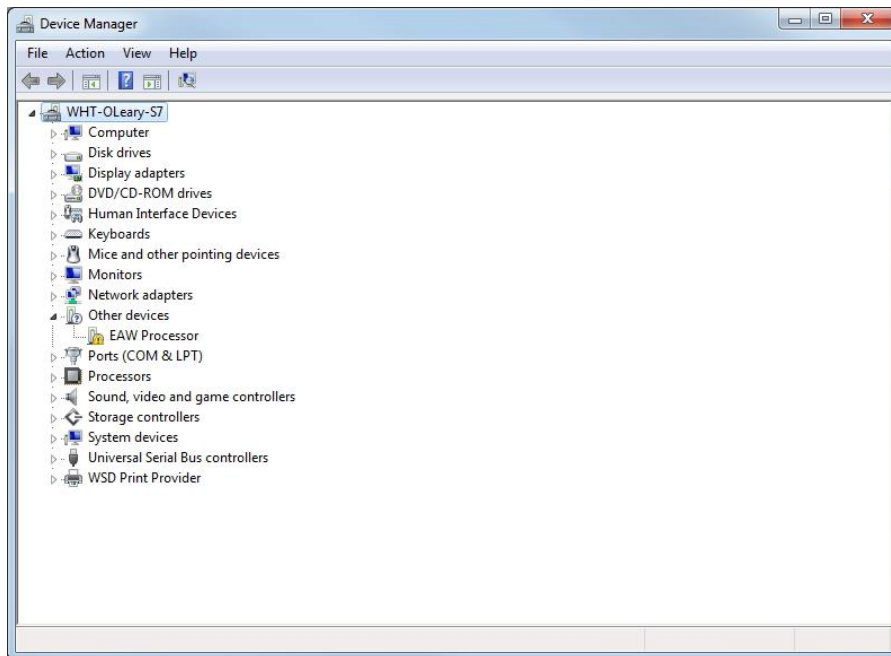
Open **Device Manager**. To do this, select your **Start Menu**

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

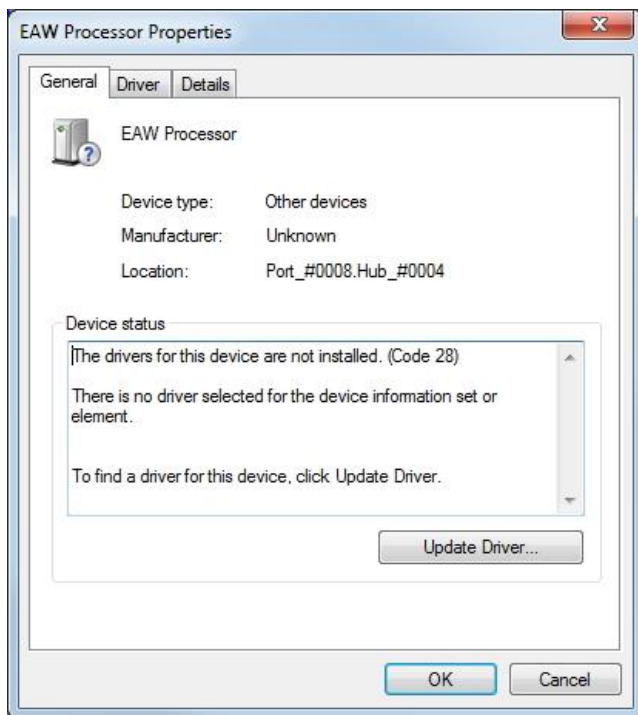
Type '**devmgmt.msc**' into the command prompt and select '**OK**'



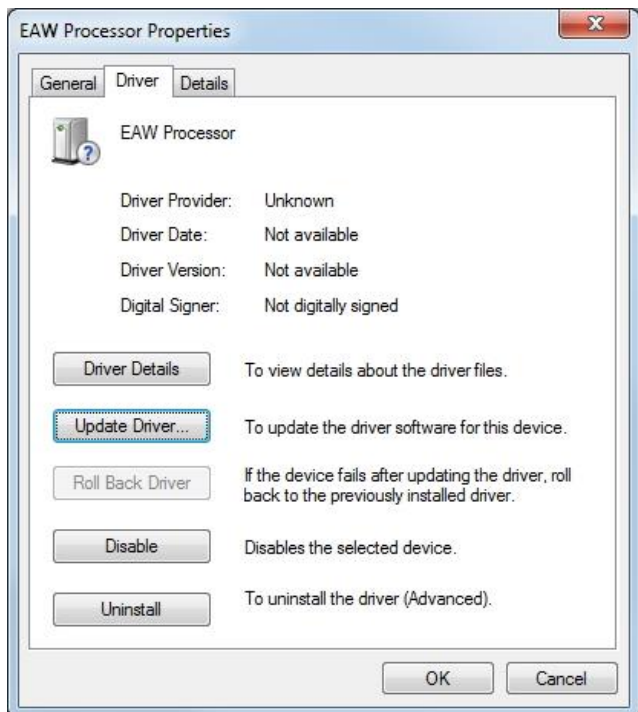
You should see '**EAW Processor**' listed underneath '**Other Devices**' with a yellow exclamation mark



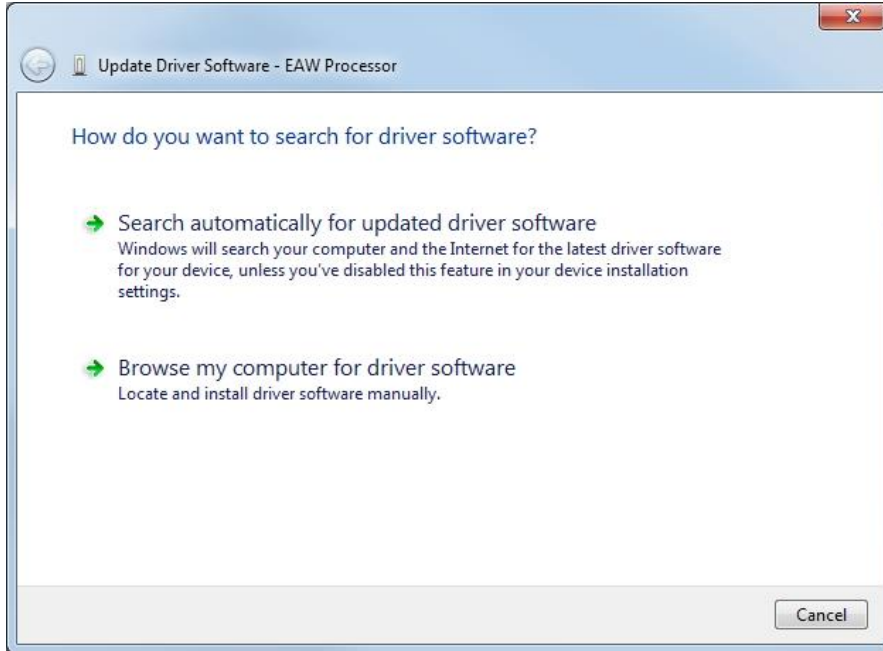
Right-click on '**EAW Processor**', and select '**Properties**'



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



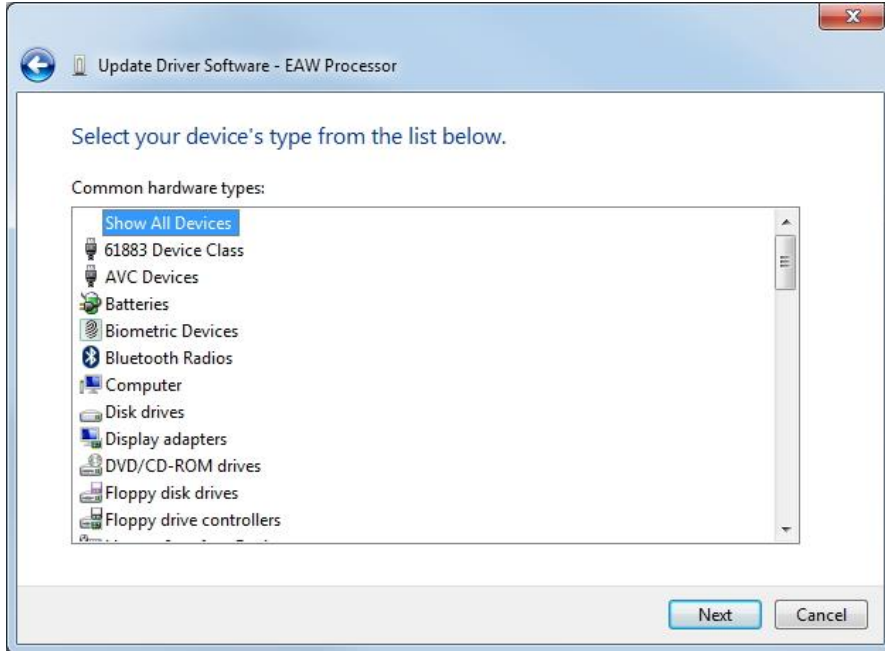
Select **'Browse my computer for driver software'**



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



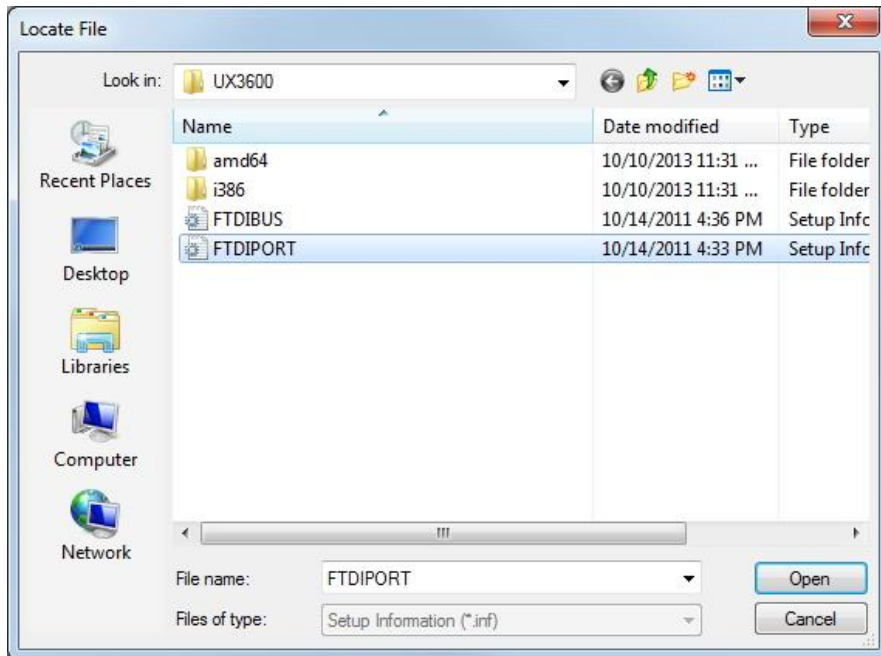
Without selecting a device, select **'Next'**.



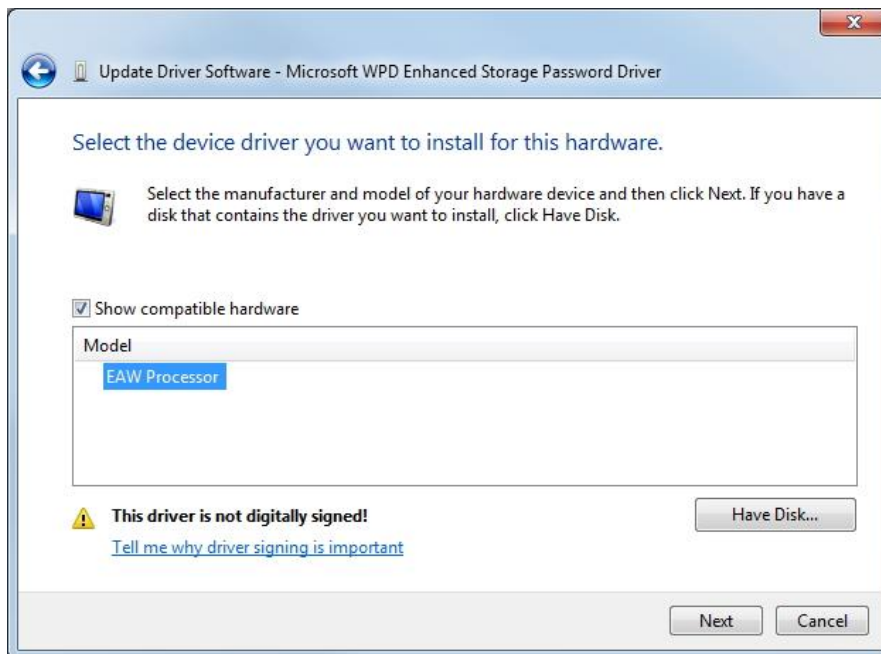
Select **'Have Disk'**



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.



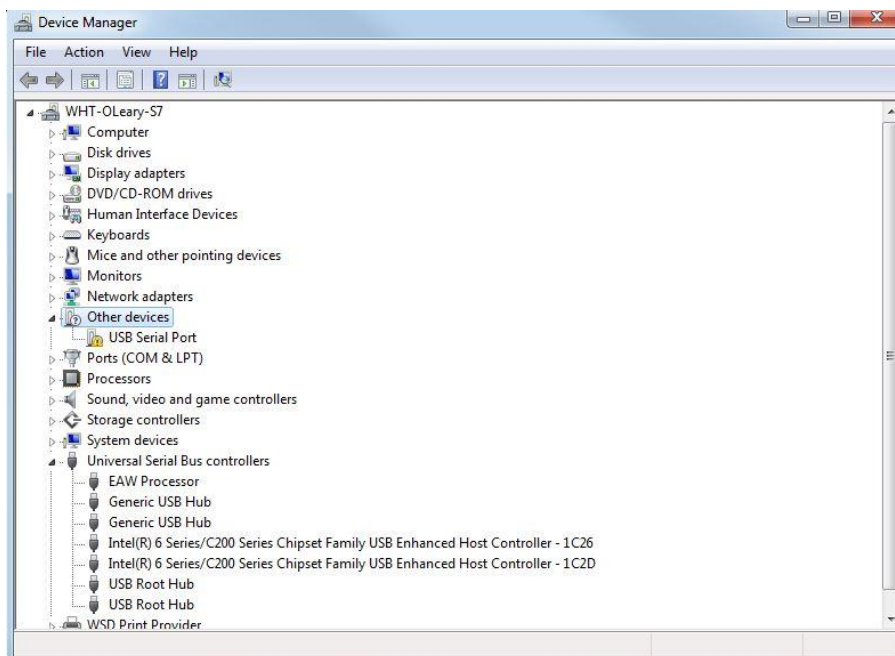
Select **'EAW Processor'**, and click **'Next'**.



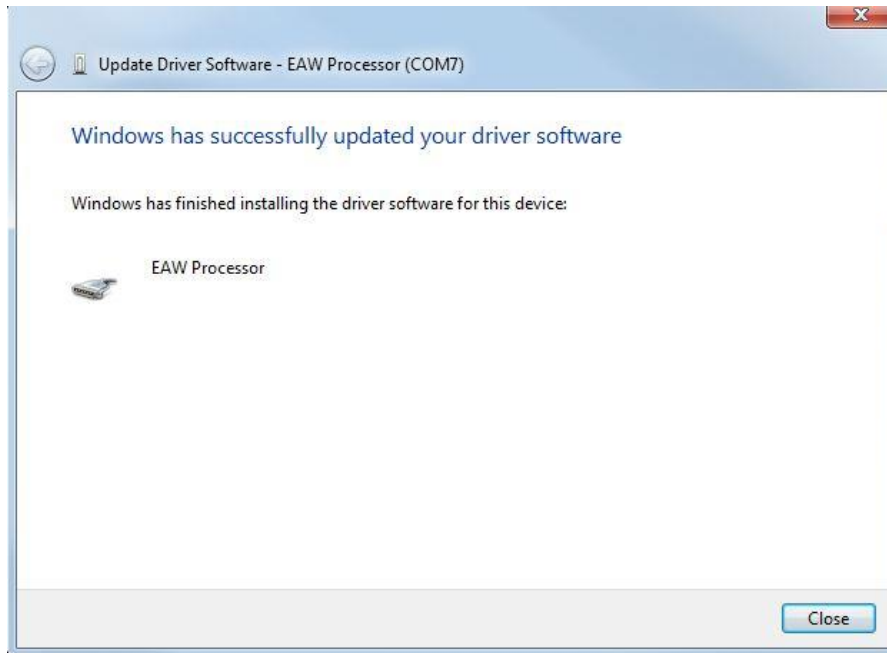
You may receive a warning from Windows. Select '**Install this driver software anyway**'.



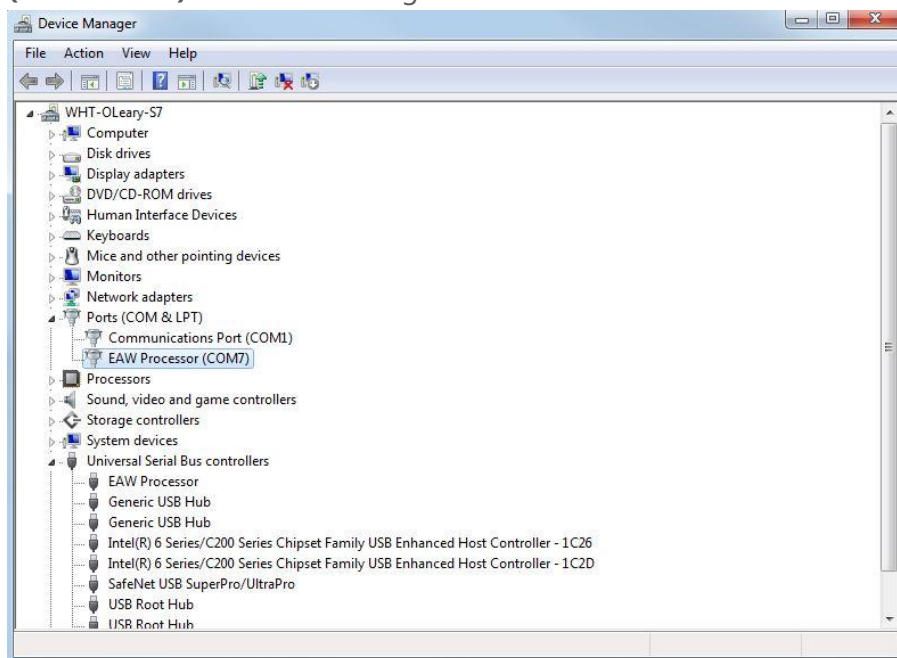
In Device Manager, you should now see '**EAW Processor**' listed underneath '**Universal Serial Bus controllers**', and '**USB Serial Port**' with a yellow exclamation mark listed underneath '**Other Devices**'.



Right-click on '**USB Serial Port**', and select '**Properties**'. Select '**Update Driver**', and repeat the process from above for installing the drivers. After installing the drivers the second time, you should see a message '**Windows has successfully updated your driver software**'.



You should now see '**EAW Processor**' with an associated COM port listed underneath '**Ports (COM & LPT)**' in Device Manager.



The drivers have been successfully installed. Remember the COM port listed in Device Manager, you will need it to communicate with your processor in EAWPilot and EAWManager.

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

4. Verify firmware version (and update if needed) with EAWManager

EAWManager is downloaded when you download EAWPilot. A shortcut will be created for EAWManager when EAWPilot is installed. To ensure optimal performance EAW strongly recommends you use the latest version of EAW Pilot and firmware. You can check your device's current firmware version in EAWManager.

Open EAWManager. Select **Tools > Communications**. Select the option for '**COM Port**', and then select the proper COM port. Click '**OK**'.

Click on the '**Connect**' button. If your product connects, the Comm. Status will read "Connected", and its firmware version and serial number will be displayed. If you receive an error message and cannot connect, verify the COM port selected in EAWManager corresponds to the port used by the device in Device Manager.

After you have established connection in EAWManager, select the speaker or processor you are using in the **Product** window. This will automatically populate the **Firmware** window with the latest version of firmware. Click **Update Firmware**. A window will pop up reading warning you that updating the firmware will clear any stored settings. Click **Yes**.

EAWManager will now update the device. This process could take up to 10 minutes.

5. Connecting to EAWPilot control software

Connect the USB cable into the port on your device labeled **USB**. Connect the other end to your PC/Laptop USB port.

Open EAWPilot and select **Tools > Communications**. Then select the option for **COM Port**, and then select the proper COM port. Click '**OK**' then click the '**Go Online**' button. The online button will light up, and after a few seconds an icon of your device will appear in the 'Found Devices' column.

When EAWPilot is establishing connection with your device you will see a spinning arrow icon. When connection is established this will turn into a green check mark. Click and drag the device icon to the design column located to the left of the found devices tab. You can now access your device by double clicking the icon in the design column.

Powered speaker products (NTS, NTL, JFNT, KFNT) require that you create an array before dragging over your found devices to the '**Design**' column. To do this, click and drag the device you wish to create an array with from the '**Device Library**' column to the '**Design**' column. When prompted, designate the number of units in the array. Once the array appears in the '**Design**' column, you will be able to click and drag your devices from the '**Found Devices**' column onto the appropriate unit in the array in the '**Design**' column.

If you have any further questions on connection or operation of your EAW device or EAW Pilot software, contact EAW Design at 1-800-992-5013 or Design@eaw.com