

MXBK/BU UPDATE FAQ

When the MXBK/BU shipped in July 2016, it was 100% compatible with iOS devices. Apple® officially released iOS 10 on September 13, 2016. This new update has caused compatibility issues with MOXF and MX. The MOXF can be updated by users with firmware. The MX requires a more involved process that only Yamaha can perform.

This FAQ deals with questions related to MXBK/BU.

WHICH PRODUCTS ARE AFFECTED BY THE NEW IOS 10 UPDATE?

The following products are affected:

- MX49BK & MX61BK, MX49BU & MX61BU
- MOXF6 and MOXF8 (running OS v1.1)

Note, the “old” MX is NOT affected by this update because it does not have a class-compliant audio/USB driver.

WHAT EXACTLY HAPPENS BETWEEN THE AFFECTED PRODUCTS AND IOS 10?

When an affected product is attached to an iOS 10 device via USB (via Apple Lightning to USB adapter), audio I/O streaming capabilities no longer function. MIDI functionality continues to work normally, however.

As an example, an iOS 10 device running FM Essential (FME) connected to an MXBK/BU blocks audio generated by FME from piping into the MX audio outs. The FME audio is heard out of the iOS 10 device’s built-in speaker instead.

HAS A SOLUTION BEEN FOUND TO ALLEVIATE THE ISSUE WITH IOS 10?

Yes, YCJ has a fix in the works for both MXBK/BU and MOXF and will be forthcoming shortly.

CAN THE MXBK/BU STILL UNLOCK FM ESSENTIAL?

Yes. Only the audio portion of the class-compliant audio/USB driver is affected by iOS 10.

WHAT WILL THIS SOLUTION ENTAIL? HOW WILL IT BE INSTITUTED?

For MOXF, a user installable firmware upgrade will soon be available to return full iOS class-compliance between MOXF and iOS 10 devices.

In the case of MXBK/BU, Yamaha needs to install the firmware upgrade. This will similarly return full iOS class-compliance between MXBK/BU and iOS 10 devices.

I HAVE A MXBK/BU SYNTHESIZER AND WANT TO USE IT WITH IOS 10. WHAT ARE MY OPTIONS?

Once Yamaha has upgraded the field units, they will be returned to dealers and our own inventory. These units should be available by mid to late October. Once those units are available, customers have two options for upgrading their units:

A. Return the unit to their dealer who will exchange it for an upgraded unit and send the customer's unit back to Yamaha for return credit

B. Contact Yamaha Customer Support at 800.854.1569 or go [here](#) to create an online case

I HAVE A MOXF SYNTHESIZER AND WANT TO USE IT WITH IOS 10. WHAT DO I NEED TO DO?

A downloadable, user-installable firmware update will be announced shortly. We recommend waiting to upgrade to iOS 10 until the firmware is announced.

IS MONTAGE AFFECTED BY THE NEW IOS UPDATE?

No, MONTAGE is not affected by the iOS 10 update.

IS REFACE AFFECTED BY THE NEW IOS UPDATE?

No, reface is not affected by the iOS 10 update because reface doesn't support audio streaming.