

# CasaTunes FAQ

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## Grand Concerto Installation Notes

1. CasaTunes requires firmware version 2.10 (or later) from Nuvo Technologies.
2. Before installing CasaTunes, download the CasaTunes Grand Concerto IR library from the CasaTunes downloads page and save this in the Nuvo Technologies Grand Concerto Configurator Library Folder.
3. Before installing CasaTunes, run the Grand Concerto Configurator and configure the Nuvo Net Sources and CasaTunes Sources. Select CasaTunes v2 for your CasaTunes sources. In the zones tab, make sure each source is enabled for the zone.
4. **Now disconnect the Serial Port from the Grand Concerto before installing the CasaTunes software.**
5. Install the CasaTunes software and start the CasaTunes UI by double-clicking on the CasaTunes icon on the desktop
6. Setup the CasaTunes software to use the Grand Concerto controller.
7. Configure your source and zones. You do not need to provide the source or zone names as these are automatically discovered when you re-connect the Grand Concerto and restart CasaTunes.
8. Click 'Finish' to complete the Setup.
9. Open the Windows Services Applet and **stop** the CasaTunes Windows Service (or use the CasaTunes Diagnostics application to **stop** the CasaTunes Windows Service)
10. **Now reconnect the Serial Port to the Grand Concerto**
11. Now **start** the CasaTunes Windows Service
12. If these steps are not followed and the Grand Concerto keypads lock up, you must use the Configurator Software to download and update the Grand Concerto with the Factory configuration

Note: When you change the source and zone names using the CasaTunes UI, the new names do not take affect until the Grand Concerto is restarted.