

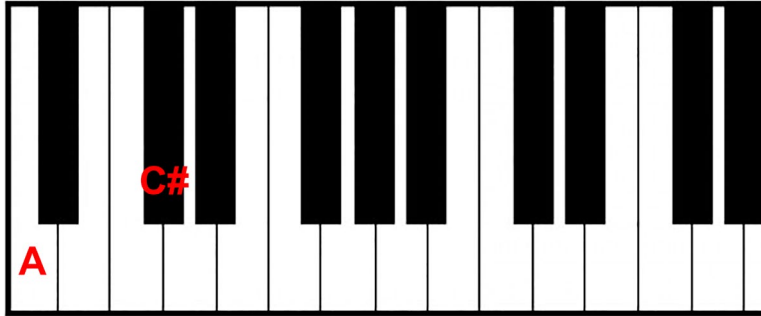


Williams Symphony Grand II Bootloader Error

If you turn on your Symphony Grand II piano and see a “Bootloader” screen like this, the following set of instructions will help you to fix the problem.



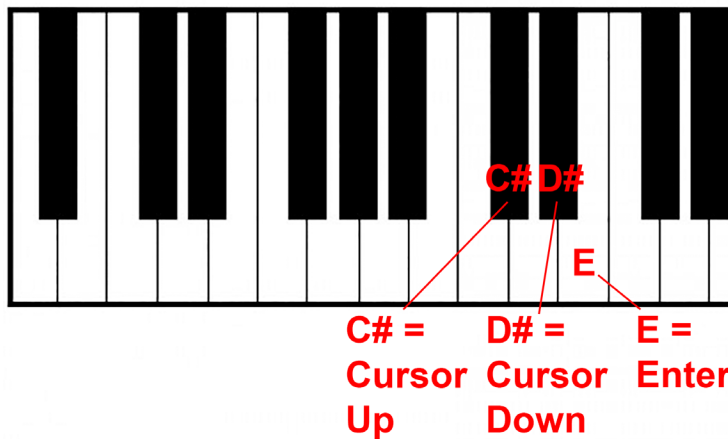
1. First, select the two files you have downloaded and load them onto a USB flash drive. (You can find one of these at most stores that sell consumer electronics.) The two files should have names like “boot_1.00.03-wp18.bin” and “wp18_mainfirm_20210925.bin.”



3. The screen should say “Insert USB.” Insert the USB drive in the jack on the right side of the front panel.
4. Use the PAGE buttons to the right side of the screen to select the file “boot_1.00.03-wp18.bin.”



* If the page buttons don't work, try pressing the C# and D# keys as shown below.



5. Press the right side CATEGORY button (labeled "Right" above.) The bottom of the screen will say "Progress" and a percent. When the screen says "Progress: 100%," turn off the piano.
* If "Category Right" doesn't work, press the E key as shown above.
6. Turn the piano off, then turn it back on. Wait five seconds, then turn the piano back off.
7. Turn the piano back on while holding the lowest A and C#, like the diagram in step 2.
8. Using the two PAGE buttons (or piano keys) like you did before, select the file "wp18_mainfirm_20210925.bin" and press the right side CATEGORY button (or piano key.)
9. When the screen says, "Progress: 100%," switch off the piano.
10. Switch on the piano one last time while holding the TRANSPOSE and OCTAVE buttons to reset it.

Your piano should now be acting normally. If for any reason the piano is still showing the Bootloader screen, or any other problem, please call the Williams customer service department at **(888) 241-1582**.