TASCAM Dante module update manual

Contents

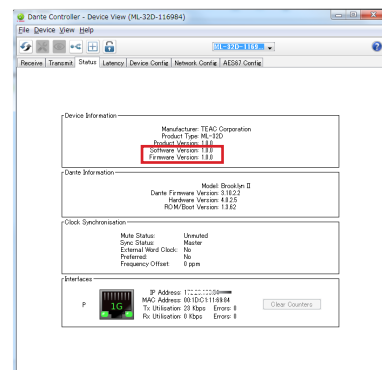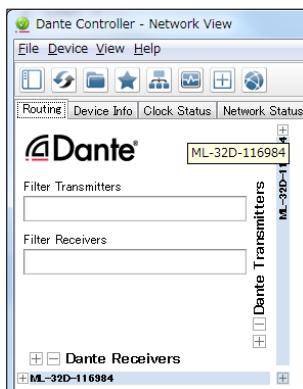## Dante module firmware update procedures

The firmware for the TASCAM products Dante module installed in the unit can be updated using an application installed on a computer connected to the Primary network.

Please download the latest applications compatible with the computer operating system from the Audinate website links below and install them on the computer before starting the firmware update.

● Dante Firmware Update Manager
    https://www.audinate.com/products/firmware-update-manager

● Dante Controller
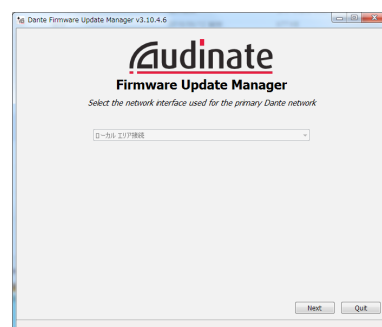   **https://www.audinate.com/products/software/dante-controller**

Checking the Dante module firmware version

1. When Dante Controller is launched, the screen shown below will open.

    The device name will appear if the computer and the Dante device are connected properly.

    To check the version of a device, double-click its name.

2. Click the "Statues" tab.

    The version number is shown below framed in red (☐).

    Updating is not necessary if the number shown here is the same or newer than the firmware version you intend to use for the update.

Dante module firmware update procedures

1. Download the latest firmware from the TEAC Global Site (http://teac-global.com/).

    If the downloaded file is in ZIP format or another compressed file type, decompress it.

2. After downloading and decompressing the latest Dante update file, copy it to any directory.

    (For example, copy it to the desktop.)

3. Use a LAN cable to connect the computer Ethernet port and the unit Ethernet port.

4. Launch the Dante Firmware Update Manager installed on the computer.

    After launching, the following screen will appear. Click the "Next" button.
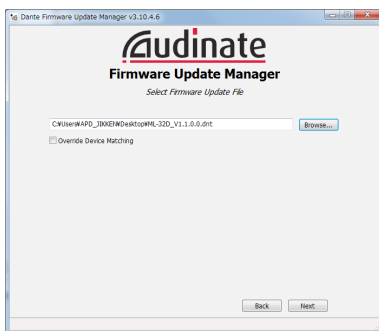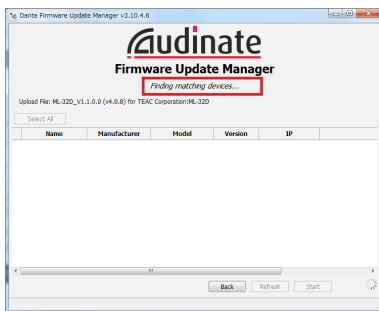

0220.MA-3034B

5. Click the "Update Dante Firmware" button.

6. Click the "Browse" button. Then, select and open the file copied in step 2.
Click the "Next" button.

7. When the following screen appears, if "Finding matching devices…" is shown in the area framed in red (☐), the application is looking for Dante devices that can be updated with the Dante module firmware selected in step 6. Wait while it does so.
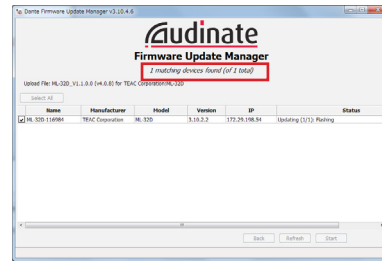

When the text framed in red (☐) becomes "XX matching devices found (of YY total)", this shows the total number of devices connected to the same Dante network as the computer (YY) and how many can be updated (XX).

ATTENTION

If the text framed in red (☐) becomes "No matching devices found (of YY total)", confirm that the device you want to update is connected properly to the computer.
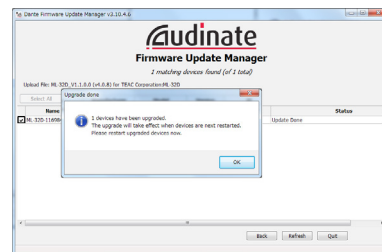
8. When the text framed in red (☐) becomes "XX matching devices found (of YY total)", put a check (✔) next to the Dante device you want to update, and click the "Start" button.
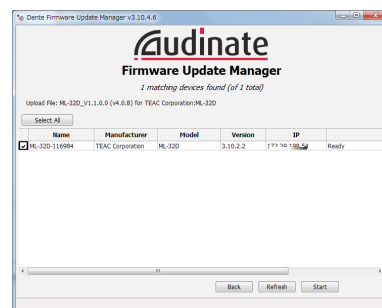

9. Click the "OK" button.
Clicking the "OK" button starts the Dante module firmware update.
Updating could take about 3–10 minutes, during which no progress may be visible at times.

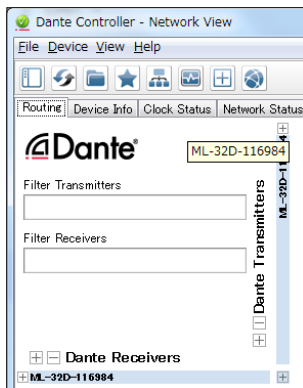**10.** When the following pop-up message appears, click the "OK" button.

11. Click the "Quit" button to quit Dante Firmware Update Manager.
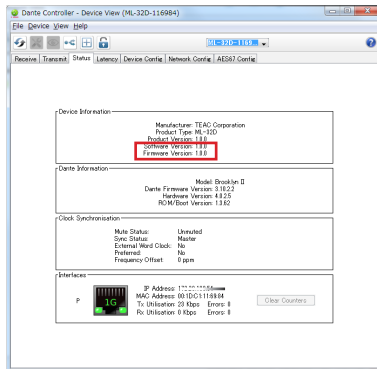

12. Put the unit power into off, and wait about 10 seconds. After waiting about 10 seconds, turn the unit on.

13. Launch the Dante Controller application installed on the computer.

14. When Dante Controller is launched, the screen shown
below will open.
The device name will appear if the computer and the Dante
device are connected properly.
Double-click the name of the device that you just updated.

15. Click the "Status" tab, and confirm that the version numbers
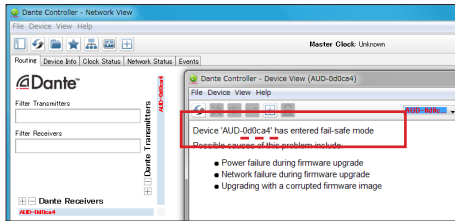framed in red (☐) are the latest, completing the update.

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Recovery procedures if a failure occurs during Dante module firmware update

If an update fails while underway because, for example, the app was forcibly quit or the network connection was interrupted, the name of the device will appear red in Dante Controller to show that it is in fail-safe mode.

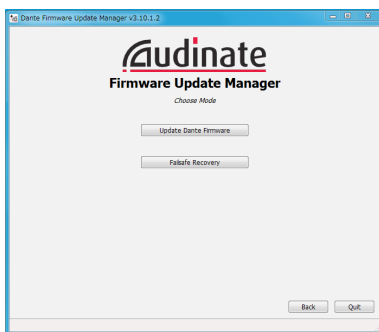The following procedures must be conducted to recover.

1. Launch Dante Controller.

Double-click the name of the Dante device shown in red.

An indication like the one framed in red (☐) shows that it is in fail-safe mode.

Make a note of the 6 alphanumeric characters (digits) indicated by dotted red lines (---).
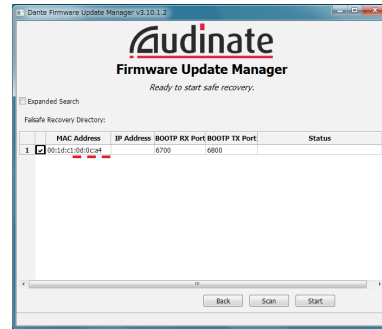

2. Launch Dante Firmware Update Manager, and click the "Next" button.
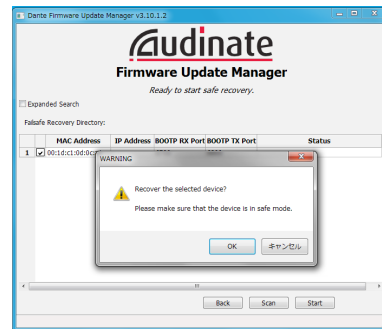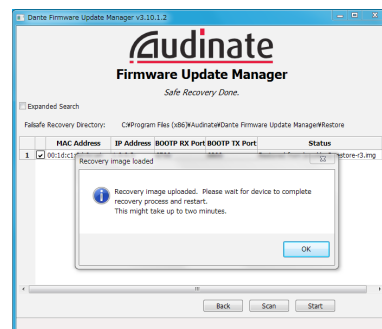

3. Click the "Failsafe Recovery" button.

4. If any devices in fail-safe mode are on the network, their Mac addresses will be shown after scanning.

If the 6 alphanumeric characters (digits) that you made note of in step 1 match the 6 characters shown (---), put a check (✔) next to it and click the "Start" button.

5. Click the "OK" to start Recovery mode.

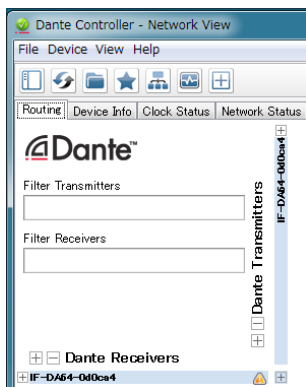Recovery mode could take about 3–10 minutes.

6. Click the "OK" button.

Put the unit power into off, and wait about 10 seconds before turning it on again.

7. Launch Dante Controller, and confirm that the name of the updated device appears black, showing that it has been recovered.

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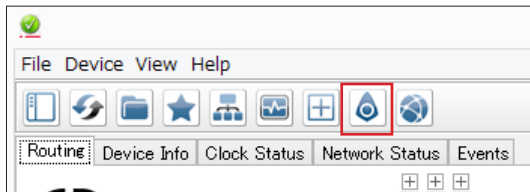## Using Dante Controller to update Dante firmware

Follow the procedures below to use Dante Controller to update Dante firmware.

NOTE

If the Dante network is not connected to the Internet, first follow the procedures in "Downloading the updater" on page 7.
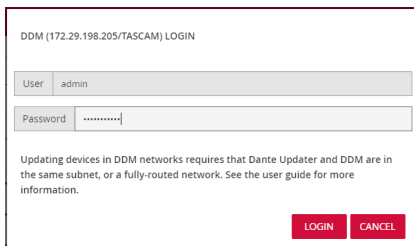
1. Launch Dante Controller.
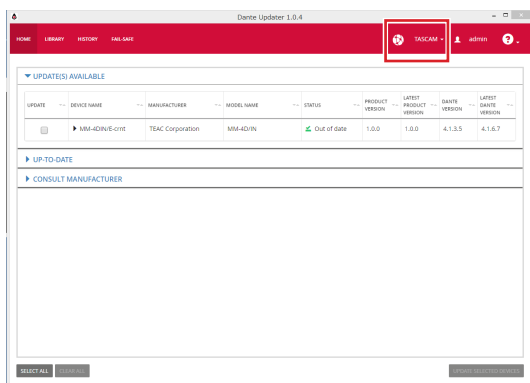Left-click the icon in the red box (☐) to launch Dante Updater.
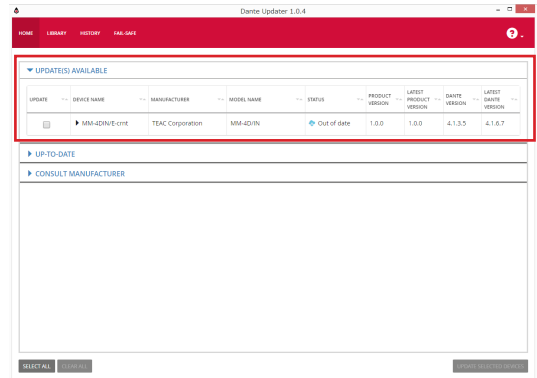

NOTE

Login will be requested in Dante Updater even if logged into DDM in Dante Controller. Input the password and left-click "LOGIN".
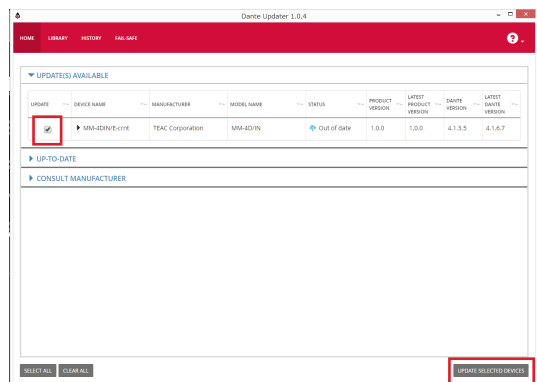

After Dante Updater launches, click the area shown in the red frame (☐), and select the domain used by the device you want to update.

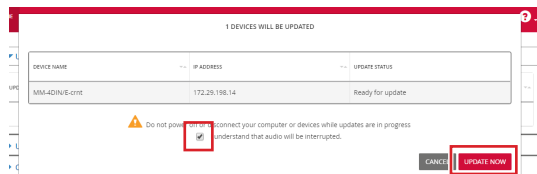**2.** Open "UPDATE(S) AVAILABLE" in Dante Updater and check the availability of updates.

3. Put a check (✔) next to the device you want to update. Then, left-click "UPDATE SELECTED DEVICES" at the bottom right.
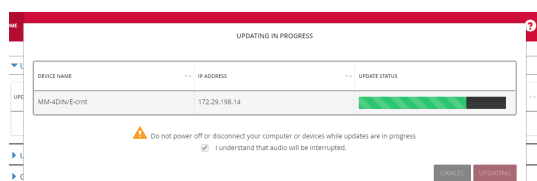

A confirmation pop-up screen will appear.

4. Put a check (✔) next to "I understand that audio will be interrupted." Then, left-click "UPDATE NOW" at the bottom right.
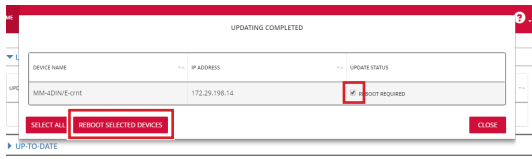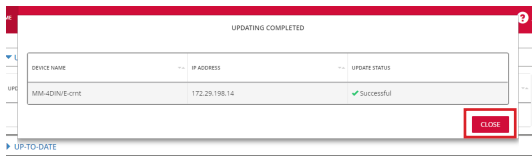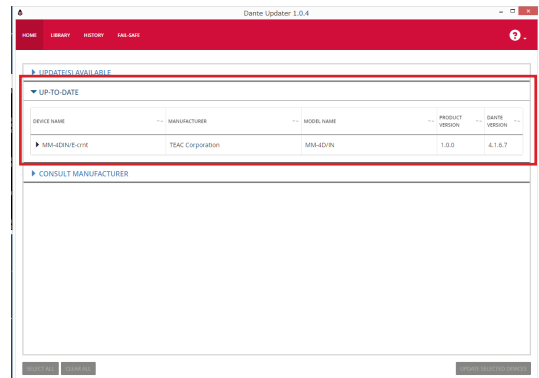

This starts the update.

5. When the update completes, the following pop-up will appear.
Since restarting the device is necessary, put a check next to "REBOOT REQUIRED". Then, left-click "REBOOT SELECTED DEVICES" at the bottom left.

6. When the device restarts, the following pop-up will appear. Left-click "CLOSE" at the bottom right.

7. After the device has restarted, it will appear in the UP-TO-DATE section of Dante Updater.
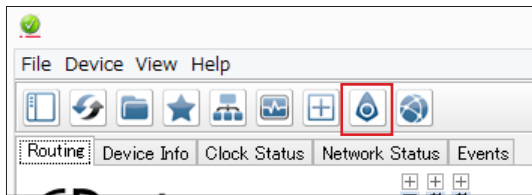

This completes the procedure.
Quit Dante Updater, and use Dante Controller to confirm the version.
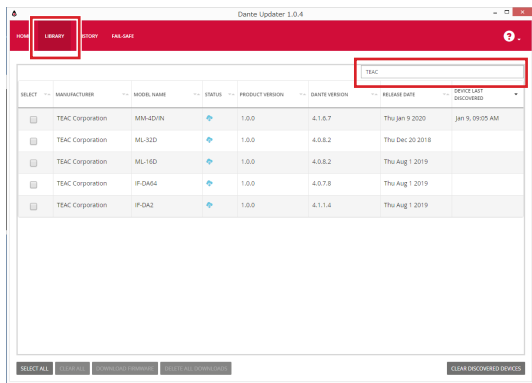

Downloading the updater

If the Dante network is not connected to the Internet, the update data must be downloaded to the computer that has Dante Controller in advance.
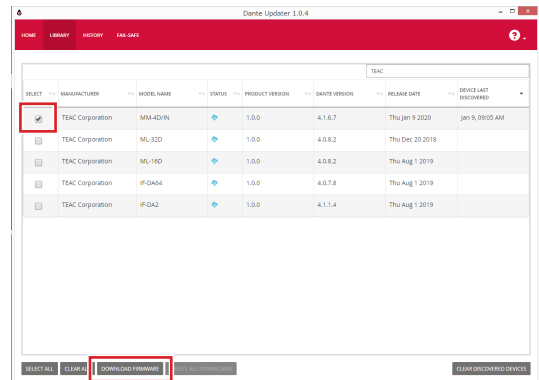
1. Connect the computer to the Internet.

2. Launch Dante Controller.
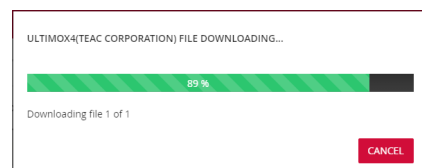Left-click the icon in the red box (☐) to launch Dante Updater.

3. Download the update data from the Audinate server. Select "LIBRARY" at the top of the window, and search for "TEAC" in the search field at the top right.
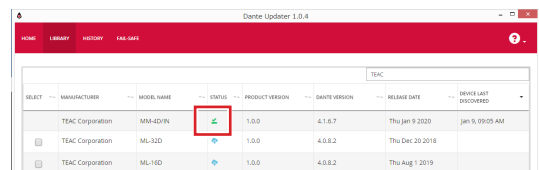

4. Put a check (✔) next to the necessary device, and left-click " DOWNLOAD FIRMWARE " at the bottom left.

This starts the download.

When the download completes, the STATUS icon will change as follows.

5. Disconnect the computer from the Internet, and connect to the Dante network.

This completes preparation.