



NUAGE Firmware Update Guide

Thank you for choosing a Yamaha product.

This guide explains how to update the NUAGE series (Nuage Fader, Nuage Master, and Nuage I/O) firmware and its built-in Dante module firmware.

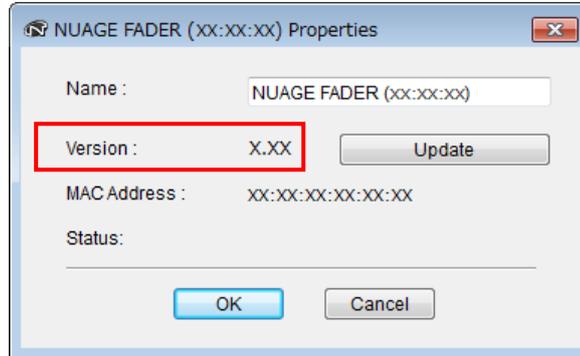
■ Precautions (Please be sure to read this section first!)

- The user assumes full responsibility for the update.
- Update the firmware components one unit at a time.
- Please note that the device may be damaged if you fail to follow these instructions properly, or turn off the device or disconnect the cable while the update is in progress.
- If the update fails, and the device still does not operate correctly even after you execute the update once again, please contact your Yamaha dealer.
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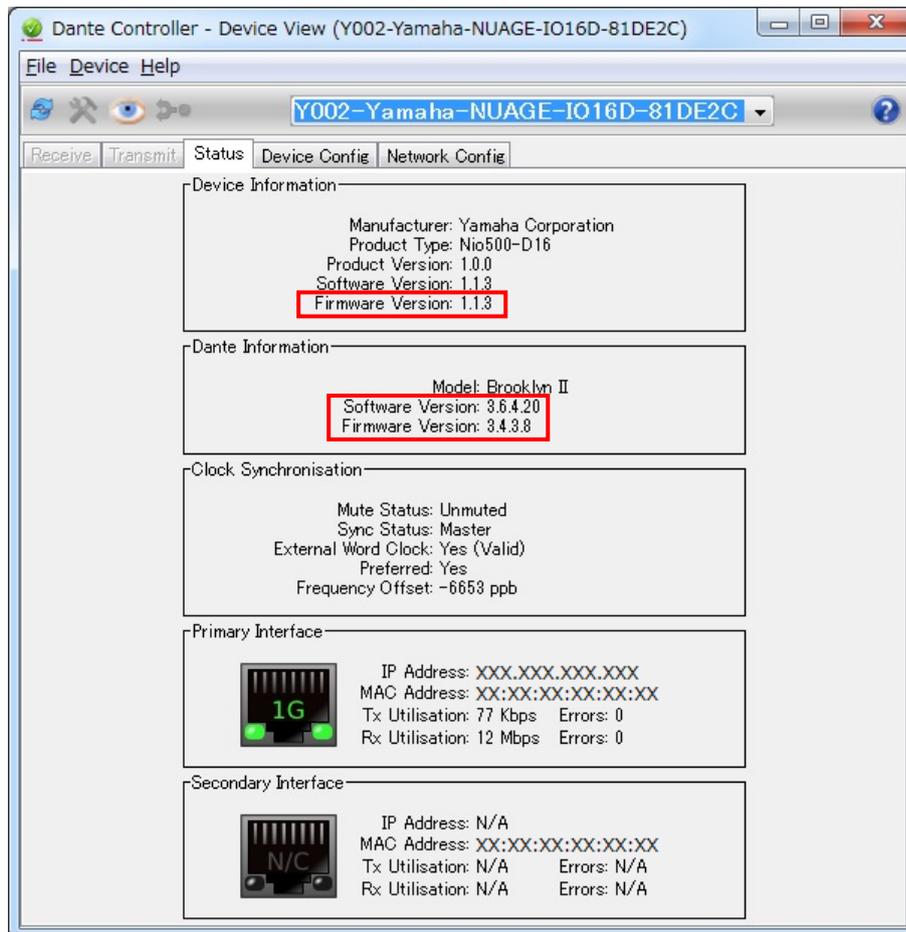
■ Checking the version number

You can check the NUAGE series firmware version number from the NUAGE Workgroup Manager. You can also check the Dante firmware version number from the Dante Controller.

- The NUAGE series firmware version number:



- The Dante firmware version number:



■ Preparing for the update

You will need the following items ready to execute the update procedure.

- A computer in which TOOLS for NUAGE is properly operating.
- An Ethernet cable (CAT5e or higher recommended. Straight or cross.)
- Firmware (Dante firmware is contained in the same compressed file as Nuage I/O firmware.)

Download the latest firmware from the following URL.

<http://www.yamahaproaudio.com/downloads/>

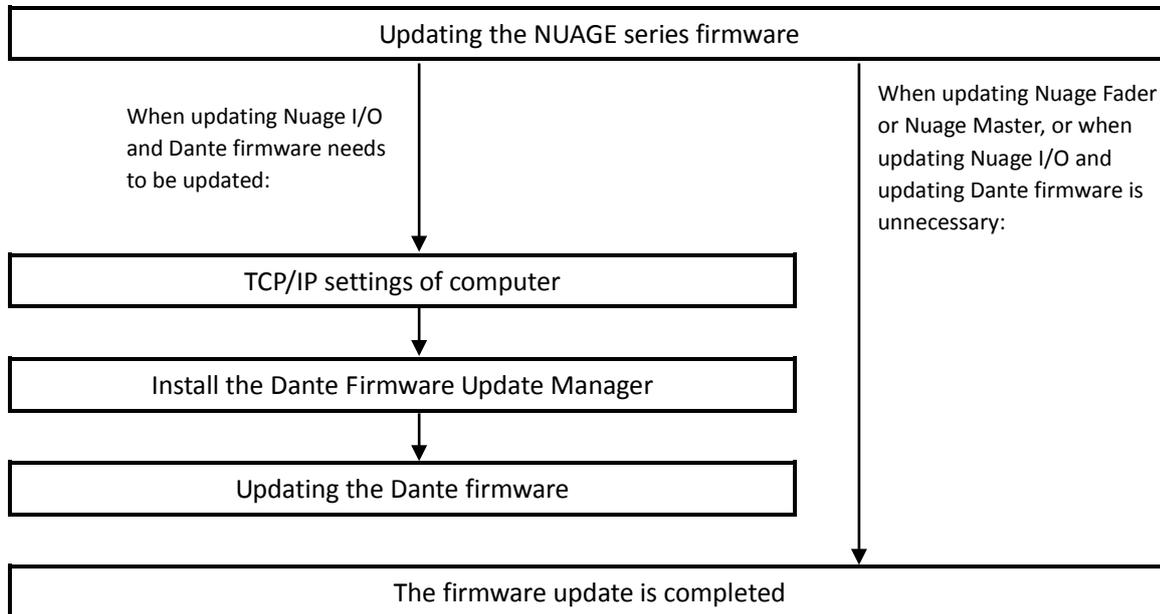
NOTE

- For information on system requirements of the Dante Firmware Update Manager, refer to the "AUD-MAN-Firmware Update Manager" file stored in the compressed file folder.

■ Update procedure sequence

Update each firmware component in the following sequence.

If you plan to update multiple NUAGE series units, repeat the procedure described in “Update” for each unit in sequence.



- Refer to the section “Nuage Compatibility” at the Yamaha Pro Audio site (below) for details Dante firmware update requirements.

<http://www.yamahaproaudio.com/downloads/>

■ Updating the NUAGE series firmware

Described below are the procedures to update the NUAGE series unit firmware.

Uncompress the compressed file you downloaded in advance.

1. **Double-click the NUAGE Workgroup Manager icon in the system tray (Windows) or menu bar (Mac) to open NUAGE Workgroup Manager.**
2. **Add the device for which you want to update the firmware to the Workgroup area in the upper half of the window.**
3. **After communication has been established, display the property of the updating device.**
4. **Click the “Update.”**
The “Select update file” dialog box appears.
Firmware loading is started. A “updating the image” message will appear during loading the firmware.
5. **Select the firmware data file (***.nuage) in the extracted folder**
6. **When the firmware has been loaded, an "Update is completed" message flashes and the NUAGE series automatically restarts.**
7. **Once you've updated the Nuage I/O firmware, manually turn on Nuage I/O again.**

NOTE

- According to your network status, the update may not have been completed correctly. If the “Firmware Updating” dialog box is not updated for several minutes, execute the following procedures. Close the “Firmware Updating” dialog box, wait three seconds, and check that the same dialog box opens again. Turn off Nuage I/O, close the “Firmware Updating” dialog box, close the Properties window, turn on Nuage I/O again, and update the Nuage I/O firmware from step 1.

When updating Nuage I/O and Dante firmware needs to be updated, execute the following procedures.

■ TCP/IP settings of computer

Before you update the Dante firmware, you must modify your computer's TCP/IP settings.

After the firmware update procedure is complete, return the TCP/IP settings to their original settings.

Windows

1. Open the Network and Sharing Center as described below.

Windows 7

Select [Start] → [Control Panel], then click or double-click [Network and Sharing Center] or [View network status and tasks].

Windows 8.1 and Windows 10

→[Windows]+[X] → [Control Panel], then click or double-click [Network and Sharing Center] or [View network status and tasks].

The "Network and Sharing Center" is displayed.

2. Click [Manage network connection] or [Change Adapter settings] from the "Tasks" list located in the left side of "Network and Sharing Center" window, then double-click [Local Area Connection].

The "Local Area Connection Status" dialog box will be displayed.

NOTE

- The "User Account Control" dialog box may appear. Click [Continue] or [Yes].
- If the "Local Area Connection properties" dialog box appears, skip ahead to step 4.

3. Click [Properties].

The "Local Area Connection properties" dialog box will be displayed.

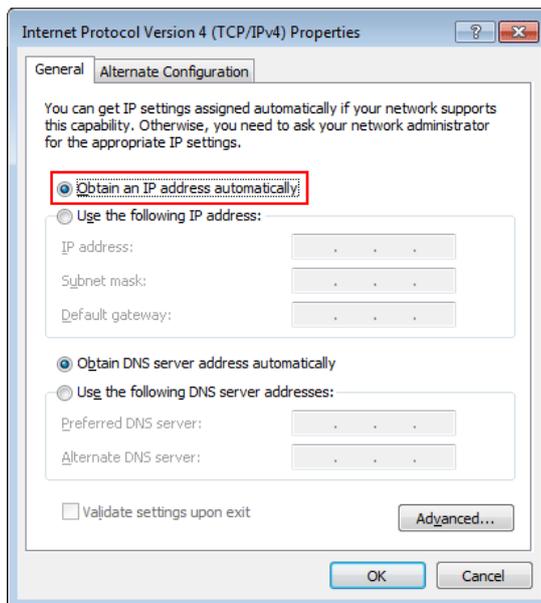
NOTE

- The "User Account Control" dialog box may appear. Click [Continue] or [Yes].

4. Select [Internet Protocol Version 4 (TCP/IPv4)], then click [Properties].

The "Internet Protocol Version 4(TCP/IPv4) Protocol" dialog box will be displayed.

5. Click [Obtain an IP address automatically].



6. Click [OK].

Mac

1. Click the "System Preferences" icon on Dock.

The "System Preferences" window appears.

2. Click the "Network" icon.

The "Network" window appears.

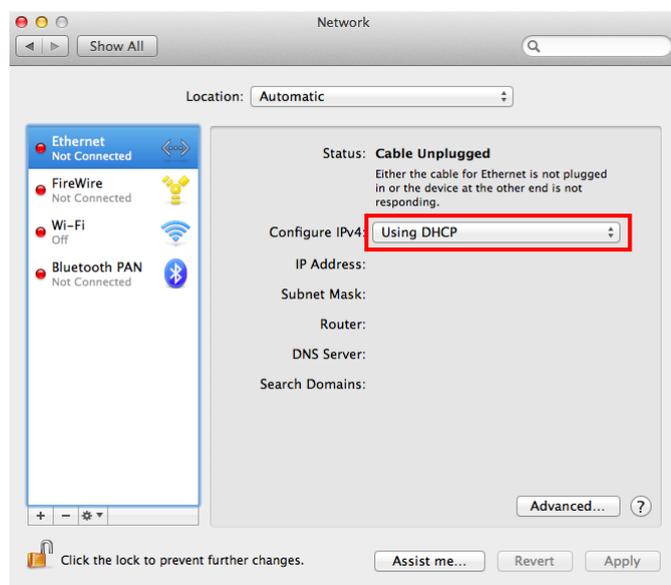
3. Click "Ethernet."

The Ethernet settings window appears.

NOTE

- If there are multiple Ethernet choices, select the one that is connected to the device.

4. Confirm that "Using DHCP" is selected in "Configure IPv4" or "Configuration."



5. Click "Apply" if you have changed the setting, then close the window.

If you haven't changed the setting, close the window.

■ Install the Dante Firmware Update Manager

Before you update the Dante firmware, you must install the Dante Firmware Update Manager.

Dante Firmware Update Manager installer is contained in the same compressed file as Nuage I/O firmware.

Windows: DanteFirmwareUpdateManager-x.x.x.exe

Mac: DanteFirmwareUpdateManager-x.x.x.exe

x.x.x represents the version number of the Dante Firmware Update Manager.

Double-click the Dante Firmware Update Manager installer and follow the on-screen instructions to install the firmware.

NOTE

- The Dante firmware does not operate normally if its path contains any multi-byte character (including Japanese characters). If you use a directory name containing any multi-byte character in your computer, store the firmware update files in a directory that consists only of ASCII characters (e.g. C:\temp).
- When installing the Dante Firmware Update Manager, temporarily disable any running anti-virus software.
- The "User Account Control" dialog box or the "Windows Security" dialog box may appear. In such case, click [Install this driver software anyway].
- In the middle of installation of the Dante Firmware Update Manager, you may be prompted to install Bonjour. In such case, download the Bonjour installer from the URL presented by the installer and install it.
- You may be prompted to restart the computer after the installation is complete. Before proceeding to update, restart the computer.

■ Updating the Dante firmware

Described below are the procedures to update the Dante module firmware integrated in the Nuage I/O unit.

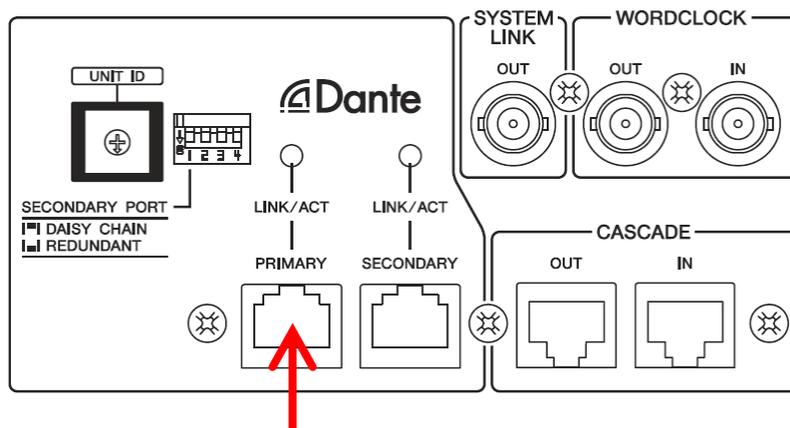
When updating Nuage I/O and Dante firmware needs to be updated, execute the following procedures.

NOTE

- For details of the Dante Firmware Update Manager, refer to the "AUD-MAN-Firmware Update Manager" file stored in the compressed file folder.

1. Connect the Dante [PRIMARY] connector on the rear panel of the Nuage I/O unit to the Ethernet connector on the computer using an Ethernet cable.

Be sure to directly connect the computer and the Nuage I/O unit, and do not connect any other Dante device to the computer.



2. Start up the Dante Firmware Update Manager as follows.

Windows

Select "All programs" or "All apps" → "Audinate" → "Dante Firmware Update Manager" → "Dante Firmware Update Manager."

Mac

Double-click "Applications" → "Dante Firmware Update Manager."

NOTE

- Check in the title bar that the version number is 1.3.2 or higher.
- The "User Account Control" dialog box may appear. Click [Continue] or [Yes].

3. Click [Update Dante Firmware].

4. Click [Browse] and select "FWUpdate_Nio500_vxxx_swyyy.dnt." Then click [Open].

xxx and yyy represent the firmware version number.

NOTE

- The Dante firmware does not operate normally if its path contains any multi-byte character (including Japanese characters). If you use a directory name containing any multi-byte character in your computer, store the firmware update files in a directory that consists only of ASCII characters (e.g. C:\temp).

NOTE

- **Be sure to ensure compatibility of the update files with Nuage I/O. If update files other than Nuage I/O are applied, the device will become inoperable. In general, do not check the [Override Device Matching] option. If this option is left unchecked, only devices that support the file can be selected, ensuring that updating the device with invalid or wrong files is prevented.**

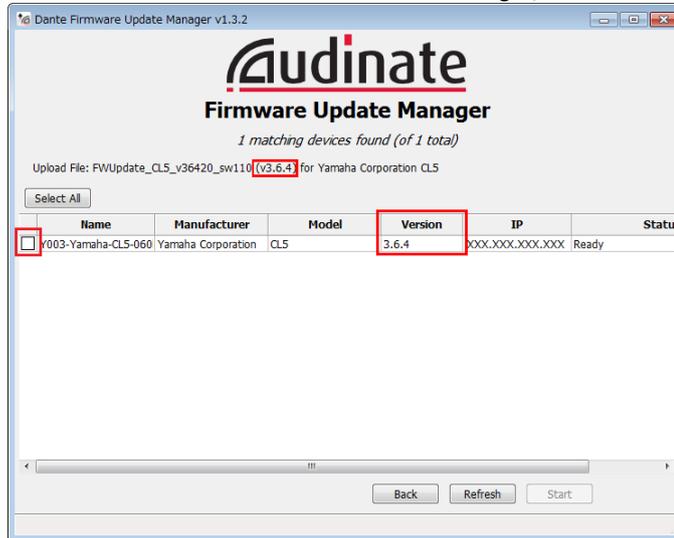
5. Click [Next].

NOTE

- Dante Firmware Update Manager may be blocked by the Windows Firewall. Select the [Private Network] checkbox and click [Allow access].

6. Check the Nuage I/O to update.

Check the version of the update files and the version number indicated in the Nuage I/O line.



NOTE

- If the Nuage I/O is not indicated, click [Refresh]. If it is still not indicated after that, the computer and the Nuage I/O are not connected properly. Check that the cable is not loose or disconnected, TCP/IP is properly configured, and the Nuage I/O is powered on.

7. Click [Start].

The update operation will begin.

“Updating(n/m)” appears in the Status field during updating. “Done” is displayed once update is completed.

NOTE

- **Update takes 2 to 4 minutes. During the update operation, do not turn off the power to the unit or disconnect the cable. If update fails due to disconnection of the power cable during the update, or due to other reasons, the device may become inoperative.**
- If update is not completed after 5 minutes, or update failure indication appears, exit the Dante Firmware Update Manager program **without turning the Nuage I/O power off**, and restart the procedure from the step 4. If update still fails, follow the instructions stated in [“About Failsafe Mode”](#) to perform the recovery processing.

8. Restart the Nuage I/O.

The firmware update is now complete.

■ About Failsafe Mode

During normal operation, software must be loaded from a flash memory drive during operations to use the Dante module integrated in the Nuage I/O. However, data in a flash memory drive may occasionally become corrupted, as with any other storage device.

In many cases, such data corruption is caused by turning the Nuage I/O power off during firmware upgrading.

The Dante module has a specially protected flash drive section in order to recover from such a condition. When the main section is damaged, the program stored in the protected area is activated and the Dante module goes into “failsafe mode.”

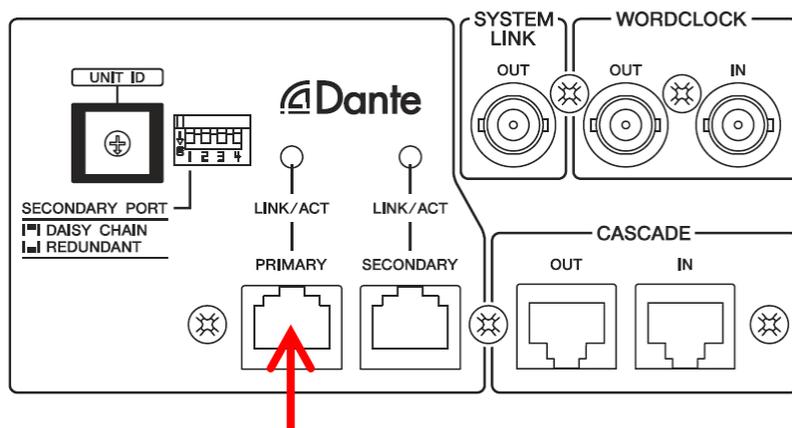
To restore the Dante module in failsafe mode, a recovery image needs to be sent from the Firmware Update Manager.

To check if the Dante module is in failsafe mode, use Dante Controller: the respective device is displayed in red in the network grid view of the Dante Controller (version 3.1.x or higher).

Further, a message “NETWORK AUDIO MODULE FAILED AND WAS RESTARTED.” appears also in the Nuage I/O screen, so you may check that the DANTE version information is not displayed in the version field of the Nuage I/O unit.

Described below are the procedures to recover the Dante module integrated in the Nuage I/O unit.

1. Turn off the power to the computer and the Nuage I/O.
2. Separate the Nuage I/O from the Dante network.
3. Connect the Dante [PRIMARY] connector on the rear panel of the Nuage I/O unit to the Ethernet connector on the computer using an Ethernet cable.



4. Turn the computer power on and login with administrative privileges.
5. Turn on the power to the Nuage I/O.

6. Start up the Dante Firmware Update Manager as follows.

Windows

Select "All programs" or "All apps" → "Audinate" → "Dante Firmware Update Manager" →

"Dante Firmware Update Manager."

Mac

Double-click "Applications" → "Dante Firmware Update Manager."

NOTE

- The "User Account Control" dialog box may appear. Click [Continue] or [Yes].

7. Click [Failsafe Recovery].

8. Check the detected Nuage I/O.

9. Click [Start].

The recovery operation will begin.

10. When the "Recovery image loaded" dialog box appears, click [OK].

11. Exit the Dante Firmware Update Manager, and wait for two minutes before turning off the power to the Nuage I/O main unit.

12. The correct Dante firmware now needs to be loaded.

Follow steps 2 through 8 described in "[Updating the Dante firmware.](#)"

Now recovery and firmware update are completed.