

Updating Hear Back PRO Mixer Firmware

PROCEDURE: Updating the **Hear Back PRO Mixer** firmware using the *Hear Technologies Hear Back PRO Firmware Update Card*

TIME: Approximately 5 minutes to update

PURPOSE: This card will update the Bootloader to Version 2.24, as well as V2 Firmware 3.6. With the new bootloader, Mixers can be updated via the PRO Connect app or Desktop Firmware Updater.

STEP 1: Unplug the network cable so that Mixer is powered down.

STEP 2: Turn the Mixer upside down and remove the two screws that secure the expansion card cover as shown with the red arrows. Set aside the two screws and expansion card cover.



STEP 3: Locate the firmware update card as shown.

WARNING: Due to the firmware update card being static sensitive, **ensure to ground yourself** (touch metal rack, metal mic stand, etc.) **prior to removing the update card from the pink anti-static bag**. If updating multiple Mixers, in different locations, place update card back into its pink anti-static bag before transporting to the next Mixer. Reground yourself prior to removing update card from the anti-static bag.



Mixer Firmware Update Card

STEP 4A: Insert the Hear Back PRO Mixer firmware update card into the expansion slot as shown below. The “UP” printed on one side of the card should be facing the face of the Mixer.

NOTE: Card must be fed straight into card slot. You will hear a ‘click’ when the card is seated.



STEP 4B: Clean the internal contacts by removing and reinserting the card several times. Once seated, gently nudge the card towards you with just a hint of pressure to ensure the gold fingers line up correctly.



DO NOT REMOVE THE CARD UNTIL ALL THE STEPS DETAILED BELOW ARE COMPLETE

STEP 5: After the card is inserted, connect a network cable from the Mixer to either a Hear Back PRO Hub or Mixer Distro that is powered on. The Mixer should power on and begin the first step of the update process: *Updating the Boot Loader*. During this step, the **BLUE** “PWR” and **YELLOW** “RUN” LEDs on the update card will illuminate. Once this is complete the **GREEN** “DONE” LED on the update card will illuminate indicating that this step is complete.

*NOTE: If the **RED** LED illuminates: unplug mixer, remove card, and then reinsert card to reseal it. Apply a small amount of pressure towards you to align the gold fingers.*



STEP 6: When the card is recognized, all of the LEDs around the “Master” Volume knob will flash **BLUE**.



STEP 7A: The Mixer will begin to copy the firmware updates. As this happens, the LEDs around the “Master” Volume knob will illuminate **BLUE** one-by-one.



STEP 7B: Turn the Mixer upside down, look inside the card slot towards the LEFT of the card. Notice a **YELLOW** LED. This will stay constantly lit during the programming process. This will change in STEP 9.



NOTE: If all of the LEDs around the “Master” Volume knob blink **RED** repeatedly, this indicates that there is a problem reading the update card. If this occurs, unplug the Mixer and repeat STEP 4.



STEP 8: The Mixer will verify that the firmware was copied successfully. As this happens, the LEDs around the “Master” Volume knob will illuminate **RED** one-by-one.

NOTE: Again, if at any time all the “Master” LEDs blink **RED**, an error has occurred. Unplug the Mixer and repeat STEP 4.



STEP 9: Once the firmware files are successfully copied, the Mixer is in its final process of reprogramming. As this happens, the LEDs around the “Master” Volume knob will illuminate **PURPLE** one-by-one.

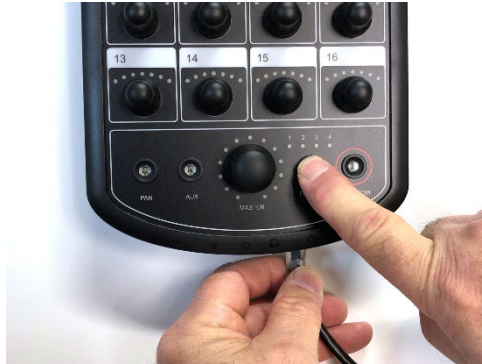
Once all of the LEDs illuminate, the lights will turn off. Again, turn the Mixer over and look at the **YELLOW** LED mentioned in STEP 7. It should be blinking on and off. Success!



STEP 10: Unplug the Mixer, remove the update card.

STEP 11: Now verify the version of firmware installed on your Mixer. Start with the Mixer network cable unplugged.

While holding the **PRESET** button, plug in the network cable and continue holding the **PRESET** button until all the button LEDs begin to flash.



The illuminated LEDs indicate the firmware version.

- The **BLUE** lit LED on the “Master” knob indicates the **WHOLE** NUMBER firmware version.
- The channel with lit LEDs indicates the **DECIMAL** part of the version.

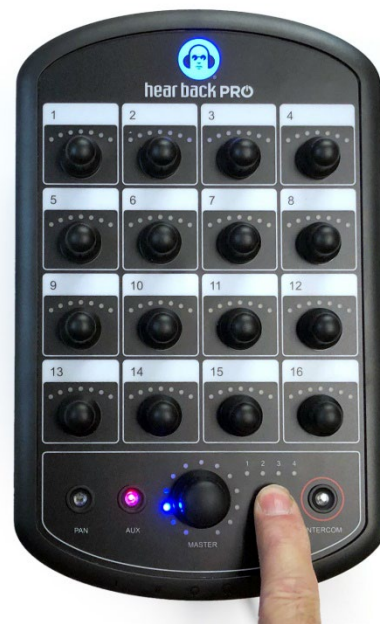
In the example shown, the firmware version is 3.6 (third LED of the “Master” Volume is lit and all of the LEDs on channel 6 are lit **BLUE**).



Now press the **PAN** button. This will show the bootloader version. LED 2 of the “Master” will be **BLUE**, channel 8 LEDs will be **GREEN**. This confirms bootloader 2.24.



To EXIT, hold **PRESET** until the Mixer begins its power up sequence. Once done, simply power down and re-install the card slot cover.



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