



1. Install the Dante Firmware Update Manager software that we provided. The install file will be called something like: DanteFirmwareUpdateManager-3.10.2.4_osx.dmg for Macintosh OSX or DanteFirmwareUpdateManager-3.10.2.4_windows.exe for Windows 7 or later.
2. Run the Dante Firmware Update Manager
3. Select the network interface that you wish to use to connect to the Dante card (this is usually just “Local Area Connection” in the drop down and is usually selected by default).

4. Click Next

5. Click Update Dante Firmware

6. Click Browse... and select the “Hear_Back_PRO_Dante_vX.X.X.X.dnt” firmware file (where X.X.X.X is the version number). Uncheck the box for “Override Device Matching”.

7. Make sure the Hub is turned on & supplying power to the Dante card, then click Next and give the software 30 seconds or so to find the Dante devices on the network.

8. Select the check boxes on the left next to the Hear Back PRO Dante cards you wish to update (you can update more than one at a time).

9. Click Start

10. You will get a notification after the firmware has successfully updated.

11. Turn the power off for at least 4 seconds to each Hear Back PRO Hub that you updated. Once you power the Hub back on, the new Dante firmware will be updated. You can verify this in the Dante Controller software under Device View on the Status tab as shown to the left. You should see the new firmware version for software and firmware version at the top listed as “Device Information”. Note that “Dante Information” has its own software and firmware version which will be different.

