

Updating smart audio platforms

To keep DirectOut's smart audio platforms up to date, it helps to clearly understand each hardware component:

- mainframe
- IO modules for network audio
- IO modules for multi-port MADI
- IO module for USB audio
- SFP transceiver for USB audio

Mainframe

- PRODIGY Series
- MAVEN.A

IO Modules for network audio

- Single network audio module (e.g. DANTE.IO)
- Single network audio module with HD SRC (e.g. DANTE.SRC.IO)
- Dual network audio module (e.g. DANTE.MILAN.SRC.IO)

Network audio modules use a base board that hosts one (SNA) or two (DNA) audio modules.

IO Modules for multi-port MADI

- Multi-port MADI module (MADI4.IO)
- Multi-port MADI module with HD SRC (e.g. MADI2.SRC.IO)

IO Module for USB audio

- USB.IO

SFP transceiver for USB audio

- USB.MADI



WARNING!

It is strongly recommended to backup the device configuration before running any update.



NOTE

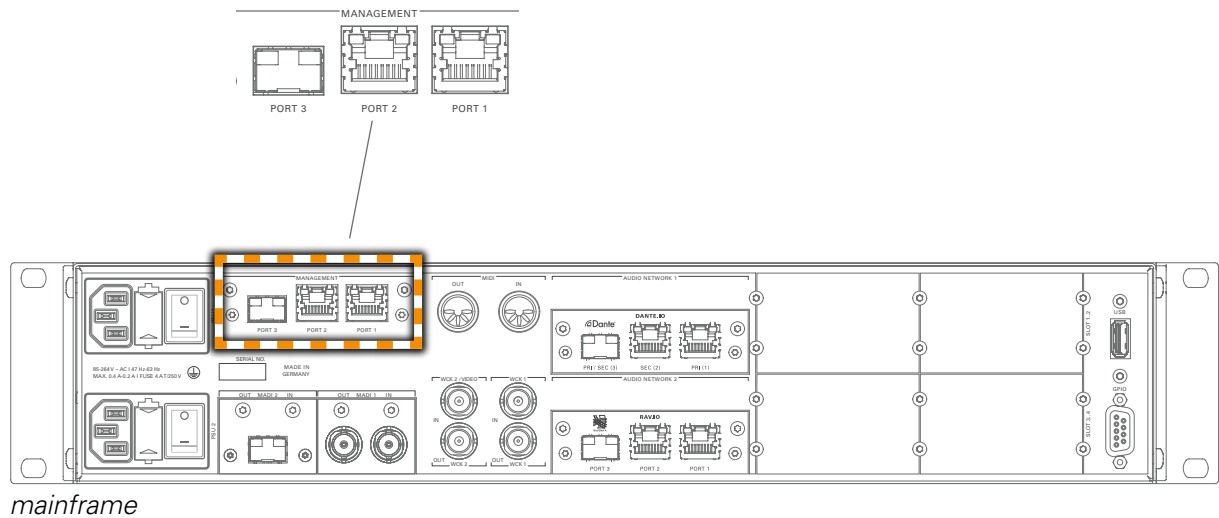
During the update the device will reboot and audio will be interrupted



WARNING!

Do not disconnect the power supply during the update process.

Updating Mainframe - PRODIGY Series



- Use a management port of the device
- (Re-)Start the device in update mode.*
- Load the system image (.pdgy)
example: prodigy_mp_system_update_v25_08_02.pdgy
- Run the update
- Power cycle the device

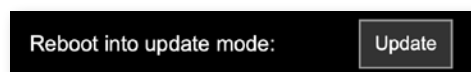
* Starting Update Mode (PRODIGY)

Method A

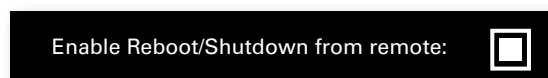
- Press and hold the button HOME on the front panel and switch the device on.
- Once the DirectOut logo disappears you may release the button.

Method B

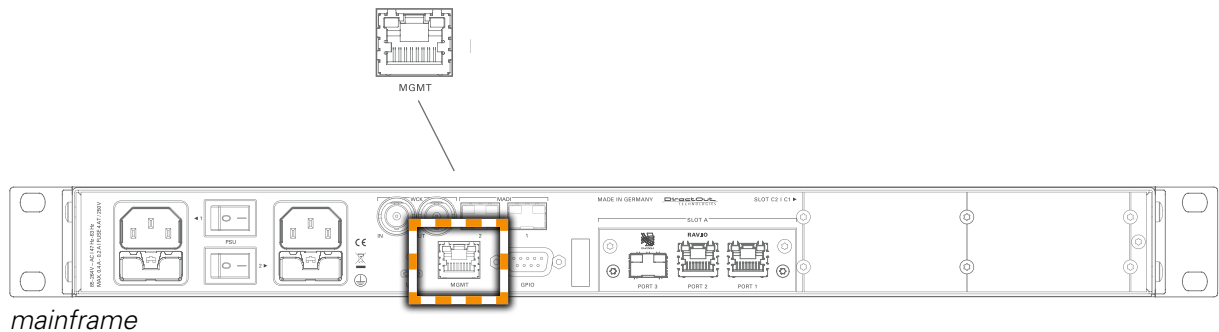
- front panel display: open SETTINGS and click Update



This command can also be used remotely via globcon or the web UI, once the feature has been activated on the front panel.



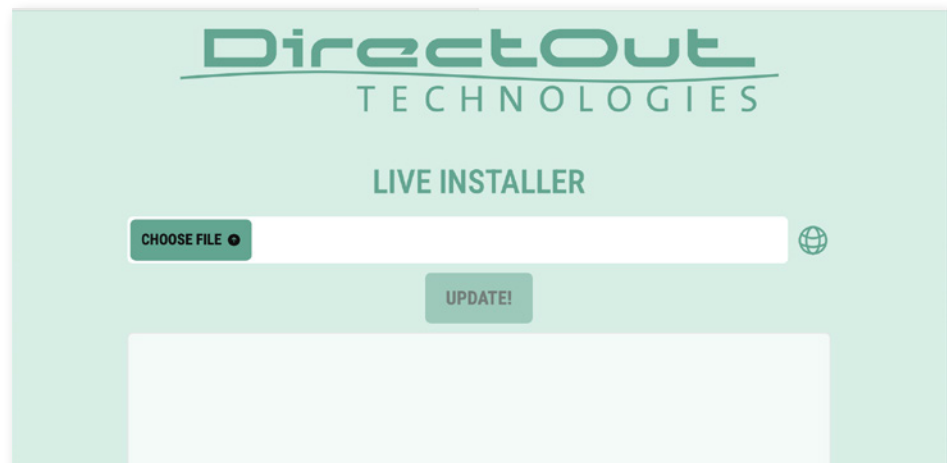
Updating Mainframe - MAVEN.A



- Use a management port of the device
- (Re-)Start the device in update mode.*
- Load the system image (.live.maven)
example: MAVEN_A_System_Update_v26_02.live.maven
- Run the update
- Power cycle the device

* Starting Update Mode (MAVEN.A)

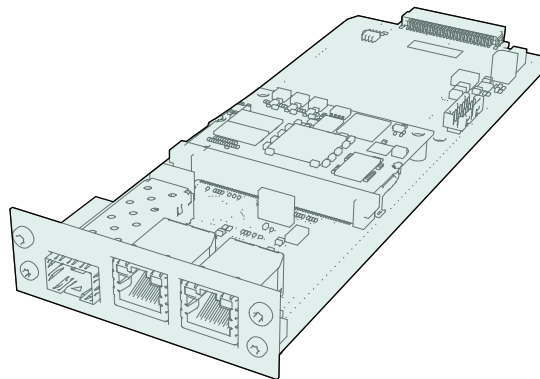
- Enter the device's <IP address>:8080 (Live Installer) in your browser (Mozilla Firefox or Google Chrome). The IP address is displayed in the front panel display. The IP address may vary in update mode when the network settings are set to DHCP.



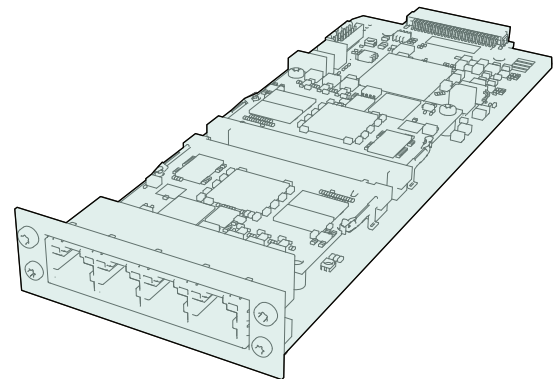
Updating IO Modules for network audio

Network audio modules use a base board that hosts one (SNA) or two (DNA) audio modules. Updating the 'base board' follows a different method than updating an 'audio module'.

Update base board



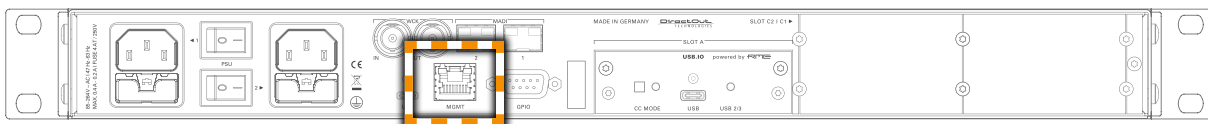
single network audio



dual network audio



MGMT



mainframe

- Use a management port of the device
- (Re-)Start the device in update mode
PRODIGY see page 2 / MAVEN see page 3.
- Load the firmware (.pdgy or .live.maven)*
- Run the update
- Power cycle the device

* the file name of the firmware update corresponds to the base board and for PRODIGY and MAVEN there are different update files:

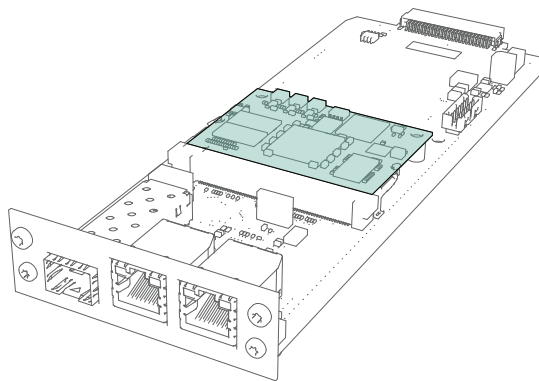
single network audio with HD SRC	fw_sna_src_v10_b25.live.maven	MAVEN
single network audio with HD SRC	fw_sna_src_v10_b25.pdgy	PRODIGY
dual network audio	fw_dna_v11_b3.live.maven	MAVEN
dual network audio	fw_dna_v11_b3.pdgy	PRODIGY



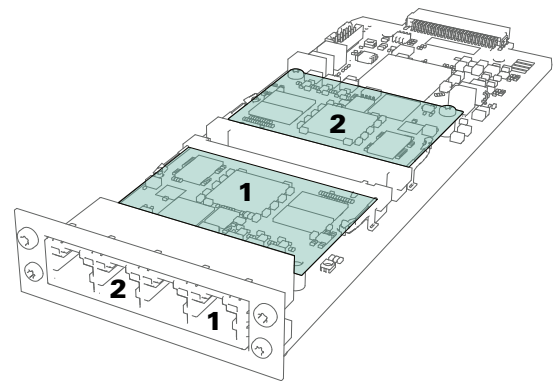
NOTE

When updating the base board, all modules of the same type are updated as well.
The duration of the update will vary accordingly.

Update audio module



single network audio



dual network audio

There are different audio modules available.

- RAV2
- MILAN
- Brooklyn II or Brooklyn 3

To update:

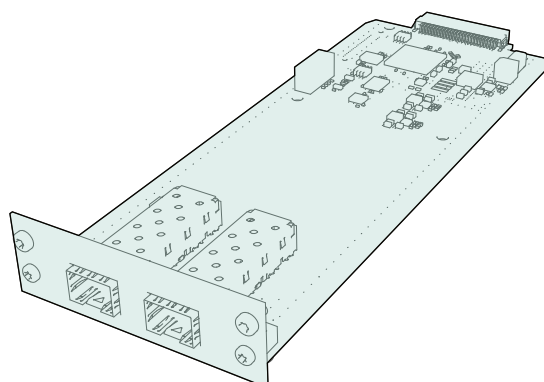
- Use a port of the single network audio module or the corresponding port of a dual network audio module.
- Different audio modules, different steps:
 - RAV2: open the ui in a browser [IP address module], open 'Settings', load new firmware
 - MILAN: open the ui in a browser [IP address module], open 'Settings', load new firmware
 - Brooklyn II or 3: open Dante Controller, launch Dante Updater
- Run the update



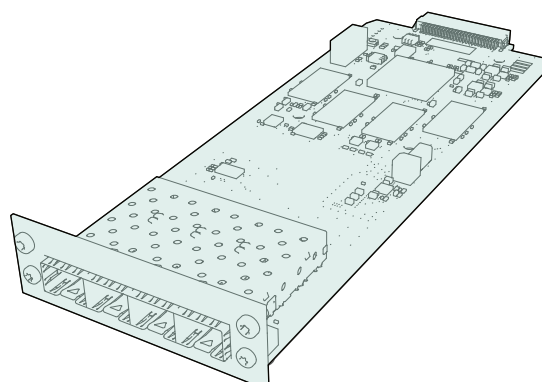
NOTE

Dual network audio modules: each audio module is updated separately via the corresponding network audio port of the IO module.

Updating IO Modules for multi-port MADI



MADI2.SRC.IO



MADI4.SRC.IO



MGMT



mainframe

- Use a management port of the device
- (Re-)Start the device in update mode
PRODIGY see page 2 / MAVEN see page 3.
- Load the firmware (.pdgy or .live.maven)*
- Run the update
- Power cycle the device

* the file name of the firmware update corresponds to the base board and for PRODIGY and MAVEN there are different update files:

MADI2.SRC.IO	fw_madi2_src_io_v11_b5.live.maven	MAVEN
MADI2.SRC.IO	fw_madi2_src_io_v11_b5.pdgy	PRODIGY
MADI4.SRC.IO	fw_madi4_src_io_v10_b14.live.maven	MAVEN
MADI4.SRC.IO	fw_madi4_src_io_v10_b14.pdgy	PRODIGY

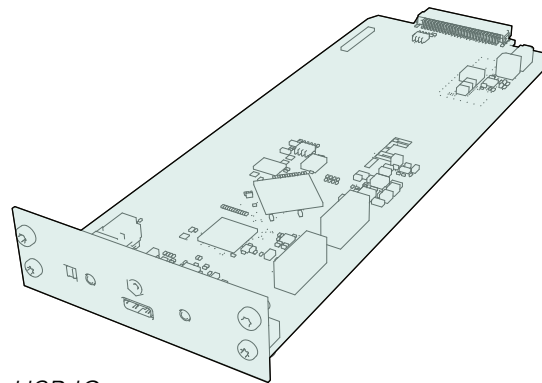
The file names above are examples and may vary depending on the version and base boards.



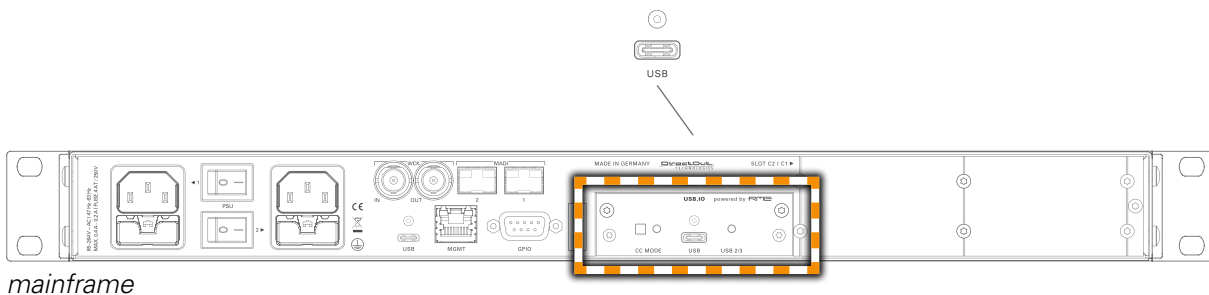
NOTE

When updating the base board, all modules of the same type are updated as well.
The duration of the update will vary accordingly.

Updating IO Module for USB audio



USB.IO

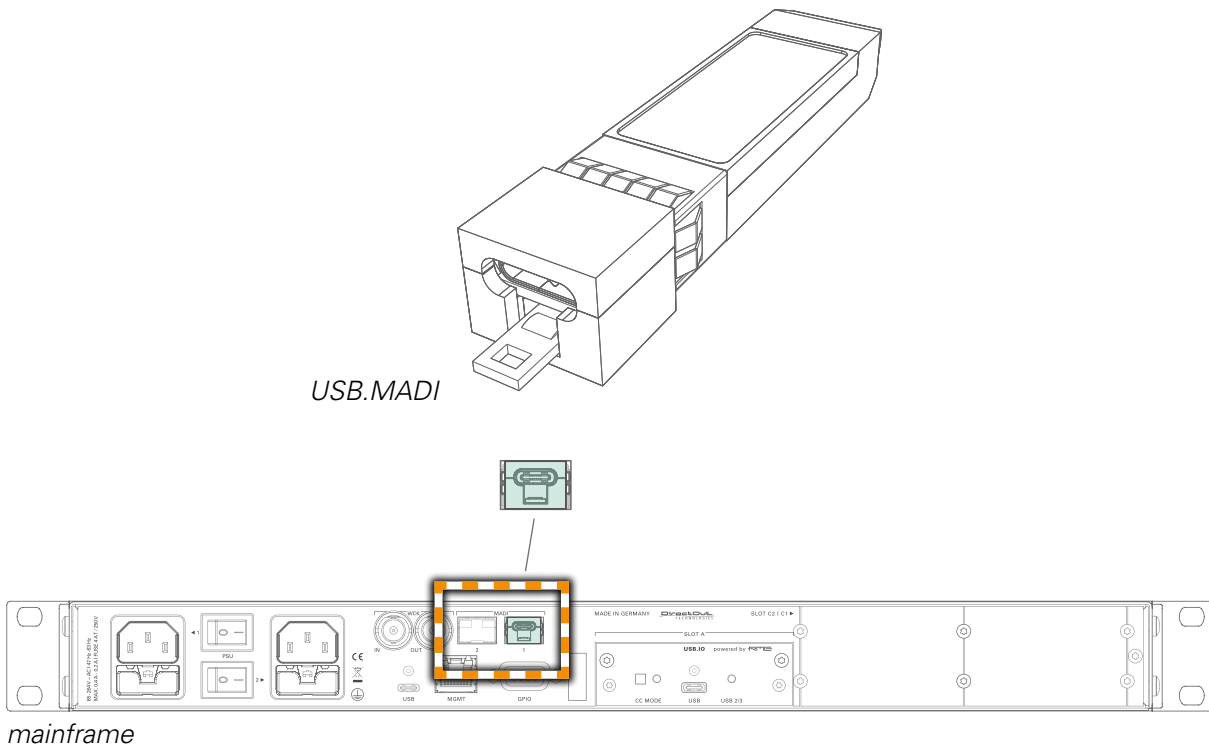


mainframe

To update:

- Use the USB-C port of the module
- Check that the appropriate RME driver is installed on your computer
- Download the Flash Update Tool from <https://rme-audio.de/downloads.html>
Select product 'USB.IO', specify the operating system, select 'Flash Update', select file 'fut_madiface_win.zip' (Windows) or 'fut_madiface_mac.zip' (macOS).
- Start the 'RME USB.IO Flash Tool'

Updating SFP transceiver for USB audio



To update:

- Use the USB-C port of the SFP transceiver
- Check that the appropriate RME driver is installed on your computer
- Download the Flash Update Tool from <https://rme-audio.de/downloads.html>
Select product 'USB.MADI', specify the operating system,
select 'Flash Update', select file 'fut_madiface_win.zip' (Windows)
or 'fut_madiface_mac.zip' (macOS).
- Start the 'RME USB.MADI Flash Tool'