YAMAHA

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
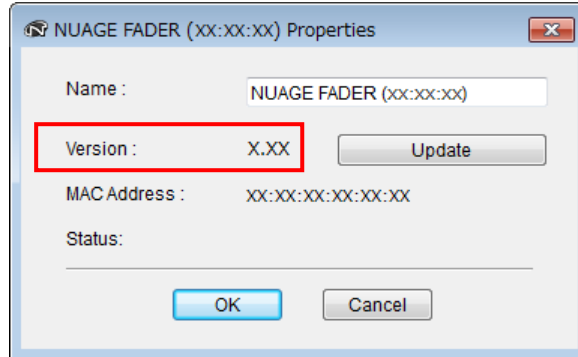
built-in Dante module firmware.

■ 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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· The screen shots in this guide are for use with this update procedure only and may be different from the actual screen shots.
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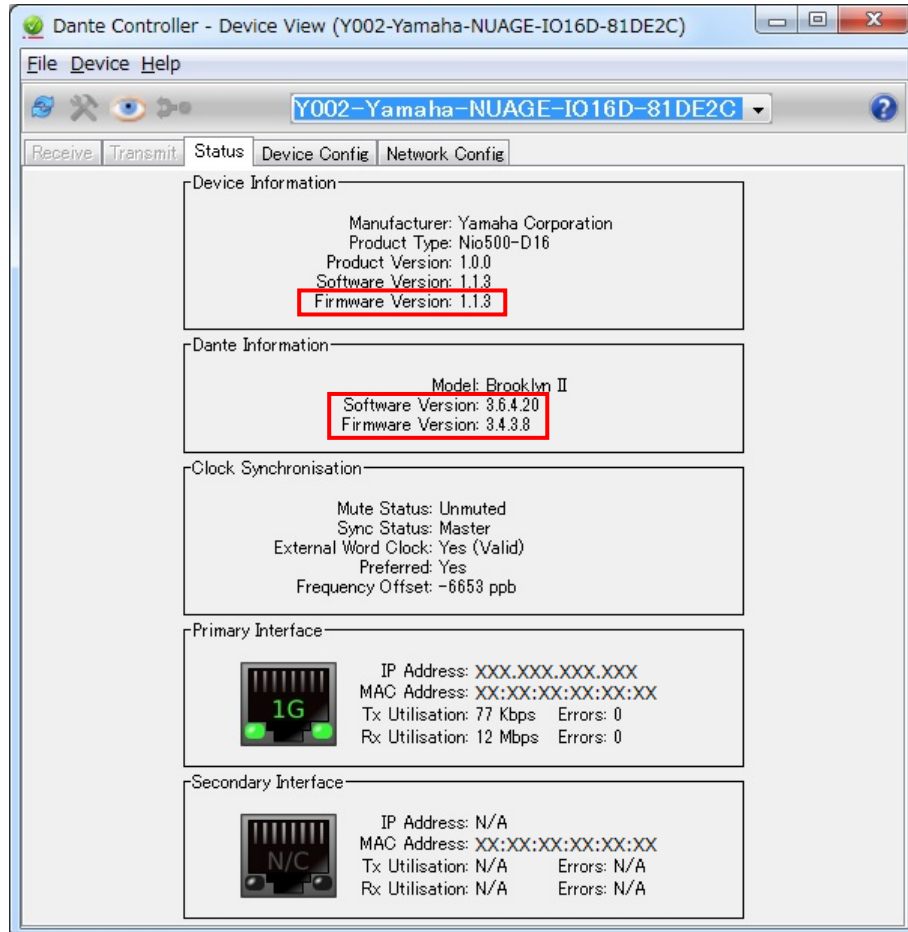
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■ Checking the version number

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 and Dante Controller are 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.)
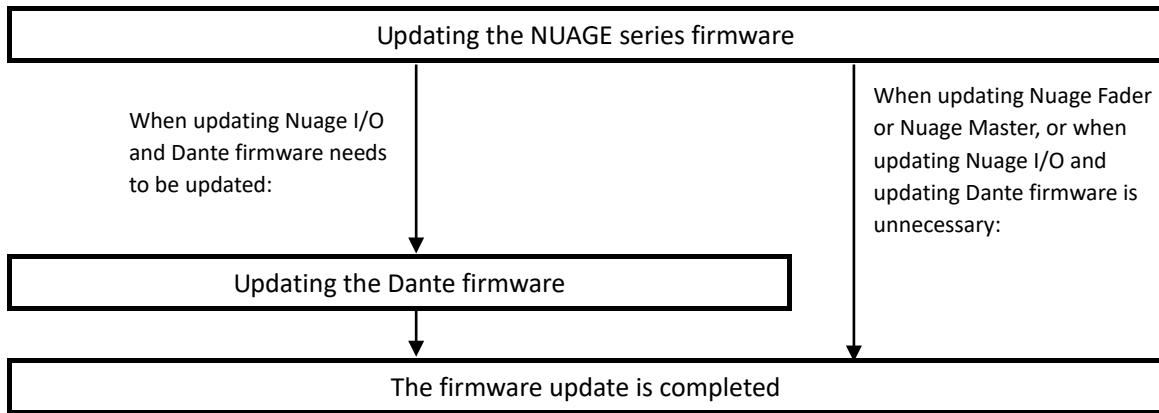
  Download the latest firmware from the following URL.

https://www.yamahaproaudio.com/

■ 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.

```
┌─────────────────────────────────────────────────────────────────┐
│              Updating the NUAGE series firmware                    │
└─────────────────────────────────────────────────────────────────┘
```

When updating Nuage I/O and Dante firmware needs to be updated:

When updating Nuage Fader or Nuage Master, or when updating Nuage I/O and updating Dante firmware is unnecessary:

```
┌──────────────────────────────────────────┐
│         Updating the Dante firmware         │
└──────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────────────────────────┐
│                The firmware update is completed                    │
└─────────────────────────────────────────────────────────────────┘
```

● Refer to the section "Nuage Compatibility" at the Yamaha Pro Audio site (below) for details on Dante firmware update requirements.

https://www.yamahaproaudio.com/

■ 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.

5. **Select the firmware data file (***.nuage) in the extracted folder**
   Firmware loading is started. A "updating the image" message will appear during loading the firmware.

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.
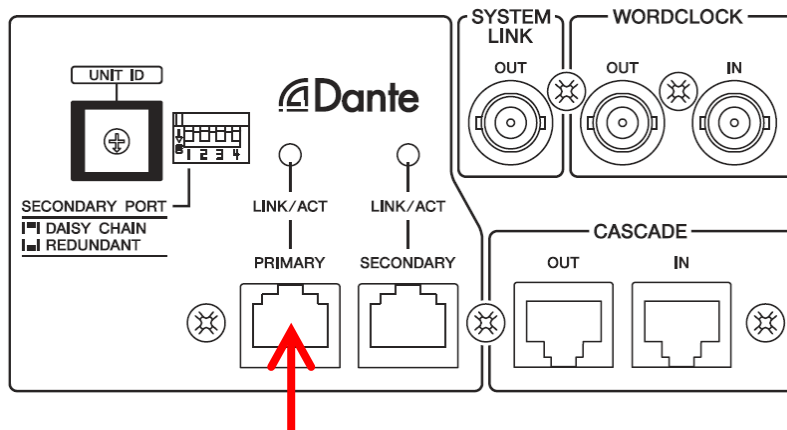
■ Updating the Dante firmware

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.

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. **Use the Dante Updater to update the Dante module firmware.**
    For the update procedure using the Dante Updater, refer to the "Dante Firmware Update Guide."

    The Dante firmware for Nuage I/O "FWUpdate_Nio500_vxxx_swyyy.dnt" is in the "Dante Firmware" folder, contained in the compressed file.
    The characters "xxx" and "yyy" represent the firmware version number.

3. **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."

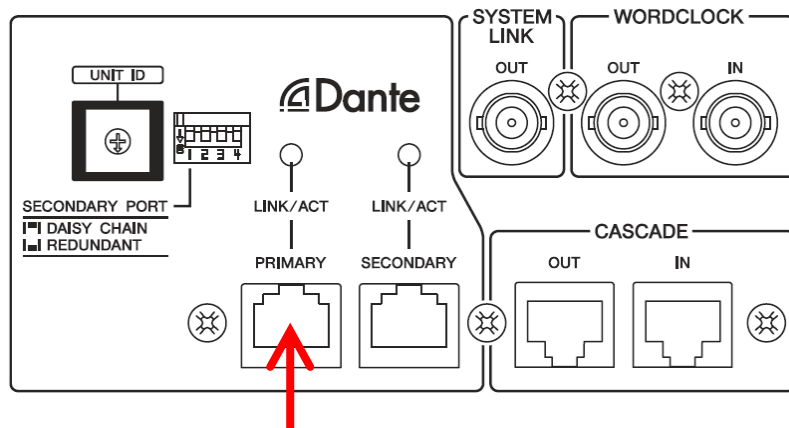To restore the Dante module in failsafe mode, a recovery image needs to be sent from the Dante Updater.

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. **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.

3. **Turn the computer power on and login with administrative privileges.**

4. **Turn on the power to the Nuage I/O.**

5. **Use the Dante Updater to recover the Dante module.**

   For the recovery procedure using the Dante Updater, refer to the "Dante Firmware Update Guide."

6. **Update the Dante firmware.**

   Update the Dante module firmware as described in the section "■ Updating the Dante firmware."

7. **Restart the Nuage I/O.**

Now recovery and firmware update are completed.