

D800

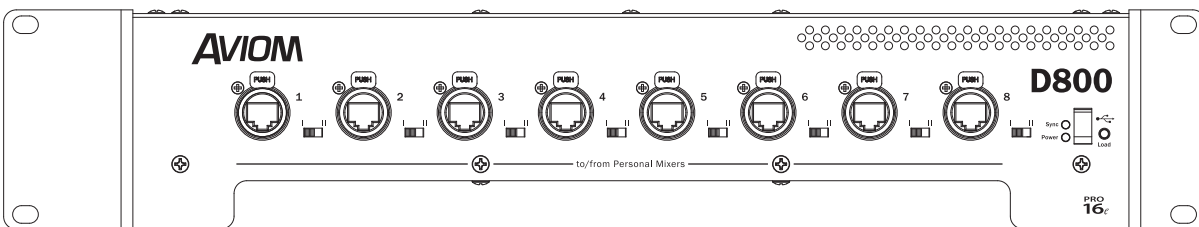
D800-Dante

Firmware Updates

Firmware is the software code embedded in your Aviom device's permanent memory that makes it work. The D800 and D800-Dante A-Net Distributor's firmware can be updated in the field to add new features and functionality. The process takes only a few minutes per device. Firmware updates are available from the Aviom website (at www.Aviom.com/Downloads). During a firmware update, the network functionality of the D800 interface is temporarily disabled, so no audio will be heard on any connected personal mixers in your system.

Certain features require minimum firmware compatibility to operate. More detailed information about firmware requirements is included later in this document.

Aviom recommends that all products be maintained with the latest firmware version at all times. As with any system upgrade, be sure to allow enough time to update all the products in your system. Also, it's always a good idea to back up any important data such as mix presets to a USB flash drive before starting the update process.



Important Compatibility Note

If your system includes A360 Personal Mixers, be sure to update the firmware in those units as well, as the communications between the A360 and the D800 or D800-Dante requires matched firmware. For best results, update all the A360s in your personal mixing system to run the same firmware version.

If you plan to use the **A360 Display™** iOS app with your A360 and D800, the firmware *must* be updated in both devices to the most recent version to enable the functionality.

About USB

A USB flash drive formatted for FAT32 (standard PC formatting) is required for firmware updates. It's important to note that not all USB devices are created equal. In fact, even the same make and model USB device can have variations in their manufacture that are impossible to see by simply looking at the device or reading its specs.

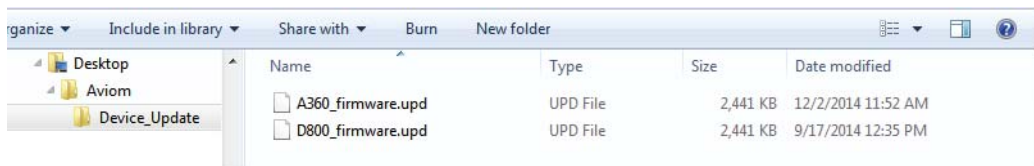
Some USB devices require that a driver be downloaded and installed before the data on the device can be used. This is fine if you're using the device on a PC that can load drivers stored on its local hard drives or from the Internet, but these USB drives will not work with an A360, as the A360 has no way to access and install external files.

USB devices formatted with Mac NTFS formatting cannot be used with the A360. USB devices that are partitioned with PC and Mac volumes may be used; the Mac partition will be ignored.

Note that some properly formatted USB devices will not work in the A360, usually due to slow response time from the USB device. If your device does not work, simply try a different USB device, or contact Aviom Customer Service. For more information on determining if your USB device is not mounting, refer to the troubleshooting section later in this document.

Get the New Firmware

Firmware updates can be downloaded from the Support section of the Aviom website at www.Aviom.com/Downloads. After downloading, extract the files from the .zip archive and copy the contents to the root level of the USB flash drive (the extracted archive will have all files in a folder named **Aviom**, with the actual firmware files in a sub-folder named **Device_Update**). If you are performing updates to multiple Aviom devices, you can copy the firmware update files (with the .upd extension) into the **Device_Update** folder on a single USB device.



✓ **NOTE:** Firmware updates are delivered with a specific folder structure in place which must remain intact in order to work. Do not re-name, or otherwise alter the files delivered with the firmware update.

Update the D800

To update the firmware in a D800 or D800-Dante:

1. Start with the power to the unit off.
2. Plug the USB flash drive into the D800's USB port.
3. Power up the D800.
4. The Sync LED will flash as the update is applied.
5. Once the new firmware is installed and verified, the Sync LED will stop blinking, and the D800 will return to its normal state, ready to be used. The network audio communication is restored and the audio outputs on all connected personal mixers are available again.
6. The USB device can be safely removed.

The actual amount of time for a firmware update will vary based on the size and complexity of the firmware file being applied.

✓ **WARNING:**

Do not press the **LOAD** button, remove the USB flash drive, or turn off the D800 while its firmware is being updated. If you think the update may not be working, refer to the Troubleshooting section before removing the USB flash drive, cycling power, or pressing the interface's buttons.

Firmware Requirements

- **Network Mix Back** requires A360 firmware v2.56 or later and D800 firmware v1.13 or later.
- **A360 Display** requires A360 firmware v3.28 or later and D800 firmware v3.30 or later.
- Custom channel configurations made in **A360 Channel Manager** v3.0.1.4 may be used only in A360s running firmware v3.28 or later
- A360 presets saved while running firmware v3.28 or later may not be used in A360s running firmware v2.56 or earlier or loaded into Channel Manager v2.0.1.3 or earlier.

Troubleshooting

Problem	Solution
The firmware will not load from the USB flash drive	Re-format the USB flash drive using a PC to the FAT32 format and try again (even if the PC shows that the device is already formatted as FAT32).
The firmware will not load from the USB flash drive even after a re-format	USB flash drive is too slow; try a different device.
	Roll back the firmware to a previous version.

Roll Back a Firmware Version

Follow these steps to install an older firmware version in your D800.

To change the D800's firmware to an older version:

1. Start with the power to the D800 on.
2. Plug the USB flash drive into the D800's USB port.
3. Hold the USB **LOAD** button for about 10 seconds.
4. Release the **LOAD** button.
5. Once the new firmware is installed and verified, the Sync LED will stop blinking, and the D800 will return to its normal state, ready to be used. The audio outputs are available again on all connected personal mixers.
6. The USB device can be safely removed.