



# Sennheiser LinkDesk

## System requirements

### Recommended for host PC

---

- Intel i5 Dual Core processor or similar
- M1 Mac or similar
- 16 GB RAM
- at least 4 GB hard disk space (5 GB for MAC devices)
- Gigabit LAN interface
- Windows® 10, 11, Server 2019, Server 2022
- Mac OS Big Sonoma or later
- IPv4 network

## Compatible Sennheiser products

- Base Station
- DAD UHF antenna
- DAD 1G4 antenna
- SEK UHF mobile device
- SEK 1G4 mobile device

## Download

[sennheiser.com/linkdesk](https://sennheiser.com/linkdesk)

## Software version 1.2.0 - release date 2025-06-17

### New features

- Optimization of audio level visualization on SEK card
- SEK Card States - Battery Low and Signal Loss
- IEM Headphone Detection
- Enabling the usage of Enter keystroke in Input fields & first steps on keyboard navigation
- Manually select DADs to remove them from an RF Channel

### Improvements

- Higher security level for RF mute and unmute setting
- Inform, Opt-In, Opt-Out for production data tracking

### Bug fix

- Several bug fixes and optimizations

## Known issues

### Installation

- **Information for beta testers:**  
If you had a previous version of LinkDesk installed: due to improvements in the database migration, your existing databases will not be automatically imported this time.

### Log-In

- If you log in into your Sennheiser Account during app startup, the startup animation might be displayed a second time afterwards.



## Reset Base Station when adding to production

- If there are 50+ mobile devices and numerous audio links set up, it may take a few attempts to successfully reset the Base Station when adding it to a production.

## Device synchronization

- If the mobile devices in a production are no longer paired with the Base Station, they will be removed from the production. You will need to re-pair and re-configure them.
- If the network settings (IP address) of a Base Station in a production are changed, it cannot be synced again and will remain disconnected as long as the IP address differs from that stored in the production.  
**Workaround:** update the IP address on the Base Station to match the one stored in LinkDesk, then sync again.
- Existing devices (Base Station and mobile devices) in a production cannot be swapped with other or new devices at this time.
- In rare cases, antennas may not be detected after triggering the device synchronization process. Re-triggering the process can resolve the issue.

## Pairing

- In rare instances, pairing may result in duplicate mobile device cards appearing.  
**Workaround:** to resolve this, toggle the device sync button off and then on again.

## Antenna validation

- Currently, no error is displayed if an incompatible antenna type (UHF or 1G4) is connected to an antenna port that is already assigned to an existing RF channel (UHF or 1G4).

## FW update

- In some cases, not all mobile devices may be visible during a firmware update.
- Please avoid locking your PC during the firmware update, as it may cause the process to stop.

## Dante® audio interface status

- When the Dante® Primary Control cable is disconnected from the Base Station, the system may incorrectly display a 'Connected' status.  
**Workaround:** if you experience issues with Dante®, please use the Spectera WebUI to check the system status and settings.

## MD Setup

During the configuration of the Audio Link Mode, a temporary Signal Loss Warning may be displayed on the SEK card. This is caused by the data refresh timing.

**i** Please note that ungrouping an audio group in the routing editor will result in all associated SEKs losing their routing assignments and link mode.



## Previous releases

### Software version 1.0.0 - release date 2025-04-25

#### Important information

Please be aware that this LinkDesk version requires you to work with the Base Station firmware v 1.0.0.

Please note that when using LinkDesk and Spectera WebUI, our on-premise Multi-Base Station management software, LinkDesk, will take precedence over the data lead. When you match the Base Station to an existing production, all parameters will be overwritten by the data stored in the LinkDesk production.

If you have made changes using Spectera WebUI, we recommend creating a new production and selecting the option to pull the configuration from the Base Station into LinkDesk. However, please be aware that any features not yet available in LinkDesk will be overwritten and reset to the default settings.

If upgrading from a version later than 1.0.0, please note that downgrading to version 1.0.0 is not supported.

#### New features

- Secure pairing code incl. confirmation when pairing mobile devices
- Edit **Start**, **Center** or **End** value to set channel frequency
- Error handling in license activation process
- Firmware cross-compatibility checks
- Option to update the Base Station in case of firmware mismatch while adding it to the production
- Visualize antenna update process
- Handle critical states of the Base Station and visualize them on the card
- Security: save & check Base Station certificates
- Compare & match configuration from LinkDesk to device when the device reconnects

#### Improvements

- Performance improvements
- Enhancements in database migration
- Guidance in Frequency Scan
- Improvements to the RF channel modal window
- Base Station name validation

#### Bug fix

- Several bug fixes and optimizations

## Known issues

#### Installation

- **Information for beta testers:**  
If you had a previous version of LinkDesk installed: due to improvements in the database migration, your existing databases will not be automatically imported this time.

#### Reset Base Station when adding to production

- If there are 50+ mobile devices and numerous audio links set up, it may take a few attempts to successfully reset the Base Station when adding it to a production.



## Device synchronization

- If the mobile devices in a production are no longer paired with the Base Station, they will be removed from the production. You will need to re-pair and re-configure them.
- If the network settings (IP address) of a Base Station in a production are changed, it cannot be synced again and will remain disconnected as long as the IP address differs from that stored in the production.  
**Workaround:** update the IP address on the Base Station to match the one stored in LinkDesk, then sync again.
- Existing devices (Base Station and mobile devices) in a production cannot be swapped with other or new devices at this time.
- In rare cases, antennas may not be detected after triggering the device synchronization process. Re-triggering the process can resolve the issue.

## MacOS

- After a period of inactivity or when the device enters sleep mode, you may find that actions in LinkDesk are unresponsive. This behavior has been observed on macOS Sonoma with M1 chip devices.  
**Workaround:** deactivate sleep mode on your Mac device.

## Pairing

- In rare instances, pairing may result in duplicate mobile device cards appearing.  
**Workaround:** to resolve this, toggle the device sync button off and then on again.

## Antenna validation

- Currently, no error is displayed if an incompatible antenna type (UHF or 1G4) is connected to an antenna port that is already assigned to an existing RF channel (UHF or 1G4).

## FW update

- In some cases, not all mobile devices may be visible during a firmware update.
- Please avoid locking your PC during the firmware update, as it may cause the process to stop.

## Dante® audio interface status

- When the Dante® Primary Control cable is disconnected from the Base Station, the system may incorrectly display a 'Connected' status.  
**Workaround:** if you experience issues with Dante®, please use the Spectera WebUI to check the system status and settings.

## Mobile device settings

### Name

- Special characters are not supported.

### Headphone balance setting

- The slider may not allow selection of the '0' position.  
**Workaround:** please use the input field to enter the value manually.

### Link Quality Index (LQI) on SEK card

- In rare cases, after exiting the production view, navigating to the settings page, and then returning to the production view, the LQI may not be displayed on the mobile device card.  
**Workaround:** turn the device sync off and then on again.



## Software version 0.10.1 (beta)- release date 2025-02-27

### New features

- You can now add an antenna to Scanning even though it is assigned to an RF channel.
- The Scan Reference Level can be adapted at any time via Scan Context Tray.
- Volume limit per SEK.
- Showing the license status for the Base Station in the Context Tray.
- Prior to matching, the connection is checked and it is checked whether the Base Station is already in use or the password has changed.
- Additional access point to reset RF channels via the RF Channel Context Tray.

### Improvements

- Users can freely decide which RF channel to set up first.
- Improved behavior when entering a Base Station IP address.
- Security step during matching to manually confirm overwriting of the Base Station configuration.
- Firmware update improvements for mobile devices.
- LinkDesk language - English only.

## Software version 0.9.6 (beta)- release date 2025-02-05

### New features

#### Capacity validation in Mobile Devices Manager

- Users can now view the exact number of mobile devices (MD) that can still be added to the RF channel, providing clearer visibility and improved management of device capacity.

#### Audio routing interfaces visibility enhancement

- Users can now view and access the audio routing interfaces for each route at all times, streamlining the routing process and enhancing user efficiency.

## Software version 0.9.4 (beta) - release date 2024-12-06

### New features

#### Match productions to (known) devices

- The new Matching feature allows users to use the same hardware across multiple productions.
- By selecting a production and pressing the “Device Sync” button, the complete production data is synchronized with the devices and the user is informed of any conflicts. The user can now cancel the sync process or let the software resolve the conflicts.
- With the current state of implementation, the configuration inside the production will be pushed to the devices. There are still some limitations where conflicts cannot fully be resolved, e.g. with unpaired mobile devices. Please see the list of Known Issues.
- We will continuously extend the “Matching” feature with upcoming releases, e.g. re-pairing or swapping unknown devices inside a production.

## Software version 0.9.3 (beta) - release date 2024-11-25

- Initial software release v0.9.3 (beta) for LinkDesk.