

Sennheiser Firmware Updater

Contents

1. Product information.....	3
2. User manual.....	4
Get started.....	4
Installing the software.....	4
Starting the software.....	6
Enabling/disabling data collection.....	7
Toggle themes.....	8
Device inventory.....	9
Device configuration.....	13
Adding devices.....	13
Claiming devices.....	15
Updating devices.....	18
Changing the password.....	21
Factory reset.....	23
3. FAQ.....	24

1. Product information

Information about supported devices, requirements and the main features of the software at a glance.

Key features

The Firmware Updater is a comprehensive device management solution designed for audio professionals who need efficient, reliable equipment management. This MVP release delivers essential functionality for discovering, managing, and updating audio devices in professional environments. The Firmware Updater provides four core capabilities: updating device firmware, claiming devices for management, changing device passwords, and performing factory resets. These functions form the foundation for efficient device lifecycle management in professional audio environments.

Technical requirements

System requirements

- Operating systems: Windows 10+
- Memory: 4 GB RAM minimum, 8 GB recommended
- Network: Ethernet or Wi-Fi connectivity, same subnet as managed devices
- Browser: Modern web browser for web-based interface (Chrome 90+, Firefox 88+)

Network requirements

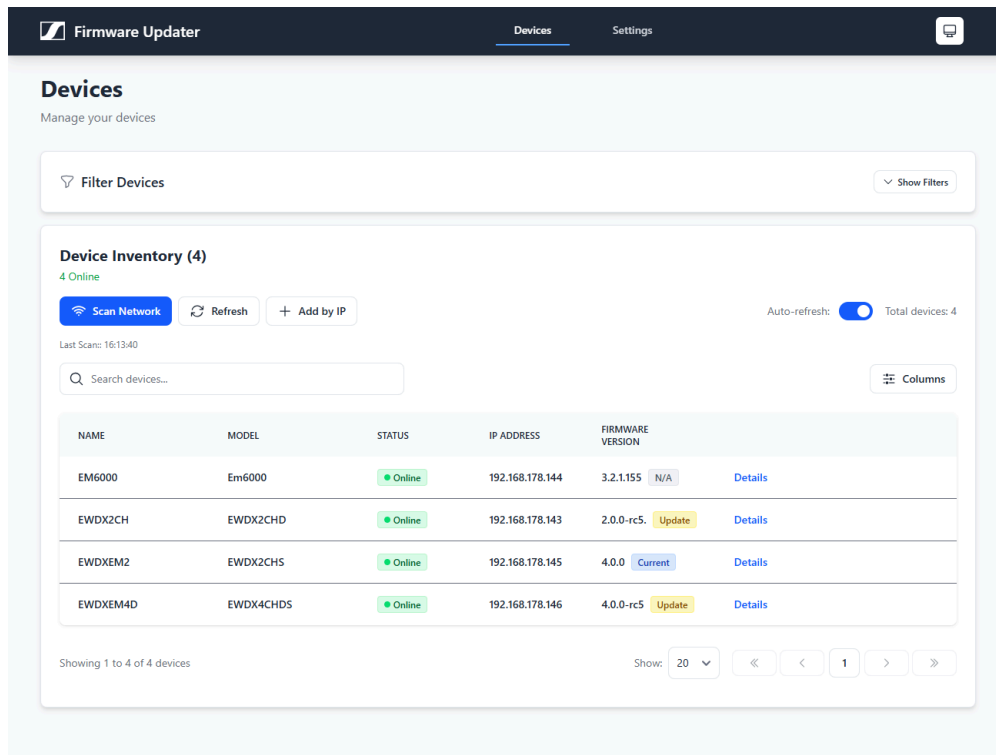
- IPv4 network connectivity
- DHCP support (recommended)
- Multicast DNS (mDNS) support for automatic discovery
- Standard network ports: HTTP/HTTPS (80/443), mDNS (5353)

Supported devices

- EW-DX series devices with network management capabilities
- Devices supporting the standard device management API
- Both DHCP and static IP configured devices

2. User manual

Detailed description to start-up the software and configure the devices.



This manual covers all functionality available in the MVP release. For additional support, please contact our technical support team or submit a request at help.sennheiser.com/request.

Get started

Detailed description of the installation, start-up and an overview of the software.

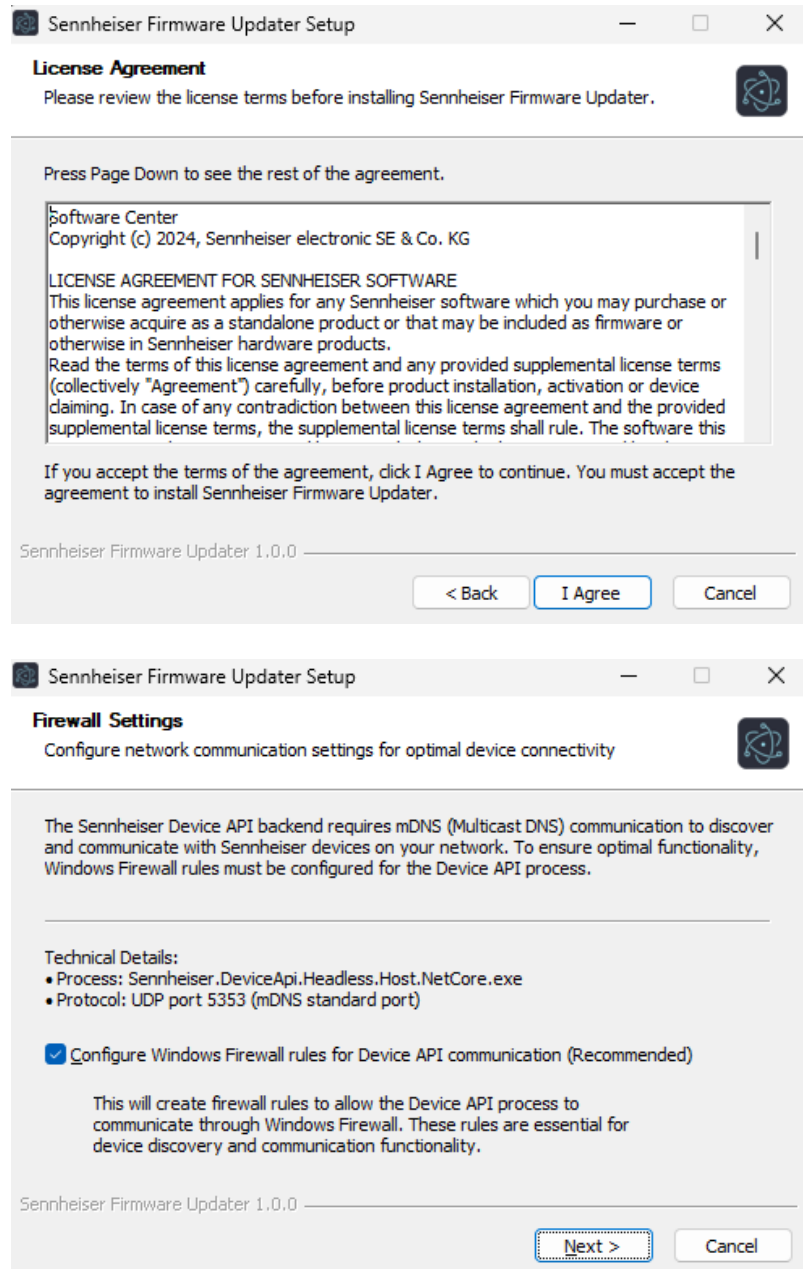
Installing the software

To download the Firmware Updater:

- ▶ Navigate to the product page.
- ▶ Accept the terms and conditions.
- ▶ Click on **Download**.

To install the Firmware Updater:

- ▶ Double-click on the downloaded software.
 - ✓ The installer is digitally signed - you won't see security warnings during installation.
- ▶ When prompted, accept the license agreement to proceed with installation.



- ✓ The software has been downloaded and installed.

Starting the software

When you first open the Firmware Updater:

- ▶ A pop-up will inform you that we collect operational data to improve software stability and functionality.
- ▶ The data is pseudonymized so there is no direct personal reference.
- ▶ You can block tracking anytime in the settings (see [Enabling/disabling data collection](#)).
- ▶ Close the pop-up to continue to the main interface.

Data Tracking Information

We collect operational data to continually improve the stability and functionality of the software.

We pseudonymize the data so that there is no direct personal reference.

You can block tracking anytime in the settings.

I understand

✓ You have successfully started the software.

Enabling/disabling data collection

The Firmware Updater collects operational data to improve stability and functionality.

What we collect:

- Anonymized usage information.
- No personally identifiable information.
- Data is pseudonymized (no direct personal reference).
- Used only for software improvement.

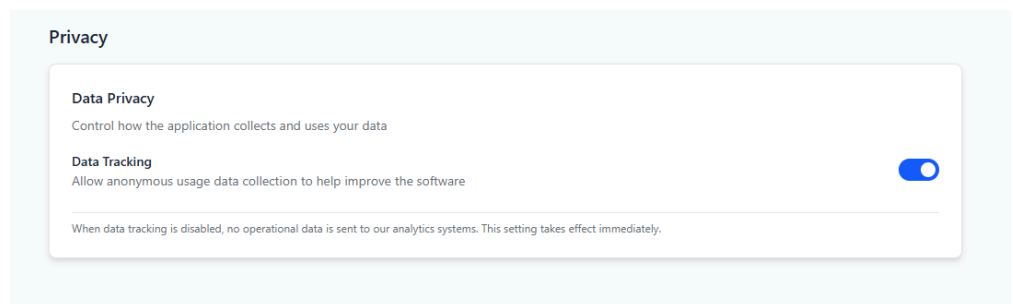
When data collecting is blocked:

- No operational data is sent to our systems.
- All software functionality remains available.
- Your choice is respected and maintained.

You have complete control over data collecting.

To enable/disable data collection:

- ▶ Go to **Settings > Privacy**.
- ▶ Toggle **Data Tracking**.



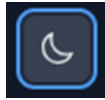
- ✓ The changes apply immediately and remain after restarting the application.

✓ Data collection has been enabled/disabled.

Toggle themes

You can switch between light and dark themes, using the toggle located in the top right corner.

The following options are available:



Dark Mode

- Reduces eye strain in low-light environments.
- Optimized for nighttime and dimly lit work areas.



Bright Mode



System Settings

The changes apply immediately and remain after restarting the application.

Device inventory

The main device inventory view shows all your discovered and manually added devices in one place.

Information displayed

- Device name and type
- Connection status
- Current IP address
- Firmware version

NAME	MODEL	STATUS	IP ADDRESS	FIRMWARE VERSION	
EM6000	Em6000	Online	192.168.178.144	3.2.1.155	Current Details
EWDXEM2D	EWDX2CHD	Online	192.168.178.143	2.0.0-rc5	Current Details
EWDXEM2	EWDX2CHS	Online	192.168.178.145	4.0.0-rc5	Current Claim Device
EWDXEM4D	EWDX4CHDS	Online	192.168.178.146	N/A	Claim Device

Showing 1 to 4 of 4 devices

Show: 50

« < 1 > »

i The view updates in real-time when device states change.

Search and filter

Find specific devices quickly by using search and/or filters:

- Search, see [Using search](#)
- Filters, see [Using filters](#)

Filter Devices

^ Hide Filters

Device Name

Search by name...

IP Address:

Filter by IP...

Product family

Select Product family

Firmware Version

Select Firmware

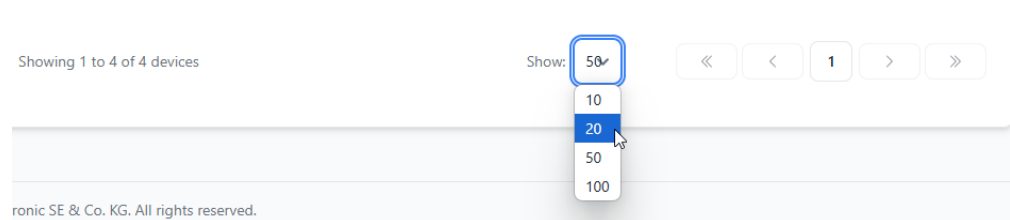
Connection Status

Select Status

Pagination

For large device inventories:

- Page sizes, see [Setting the page size](#)
 - You can change the number of devices shown in the inventory.
- Navigation
 - Use Next/Previous buttons to navigate pages
 - Jump to first or last page directly
 - Changing page size takes you back to the first page



Using search

You can search for added devices.

You can use partial keywords - e.g., entering **RX** finds all receivers.

The search is case-insensitive.

To find a device:

- ▶ Type in the name or the ID.

✓ The search result is shown.

Using filters

You can filter the displayed devices.

The following filters are available:

- Product family
- Firmware version
- IP address
- Connection status

To use filters:

- ▶ You can select multiple filters at once (e.g., Type: Transmitter AND Firmware: v1.3).
 - ✓ The Results update instantly as you apply the filters.

To clear the filters:

- ▶ Click **Clear All** to reset all filters.
 - ✓ All filters have been cleared.

✓ The devices have been filtered.

Setting the page size

- Default: 20 devices per page
- Options: 10, 20, 50, or 100 devices per page

The changes remain after restarting the application.

To change the page size:

- ▶ Choose your preferred page size.
- ✓ The setting is saved automatically.

Changing the page size will take you back to the first page.

✓ The page size has been changed.

Device configuration

Detailed description how to configure your devices.

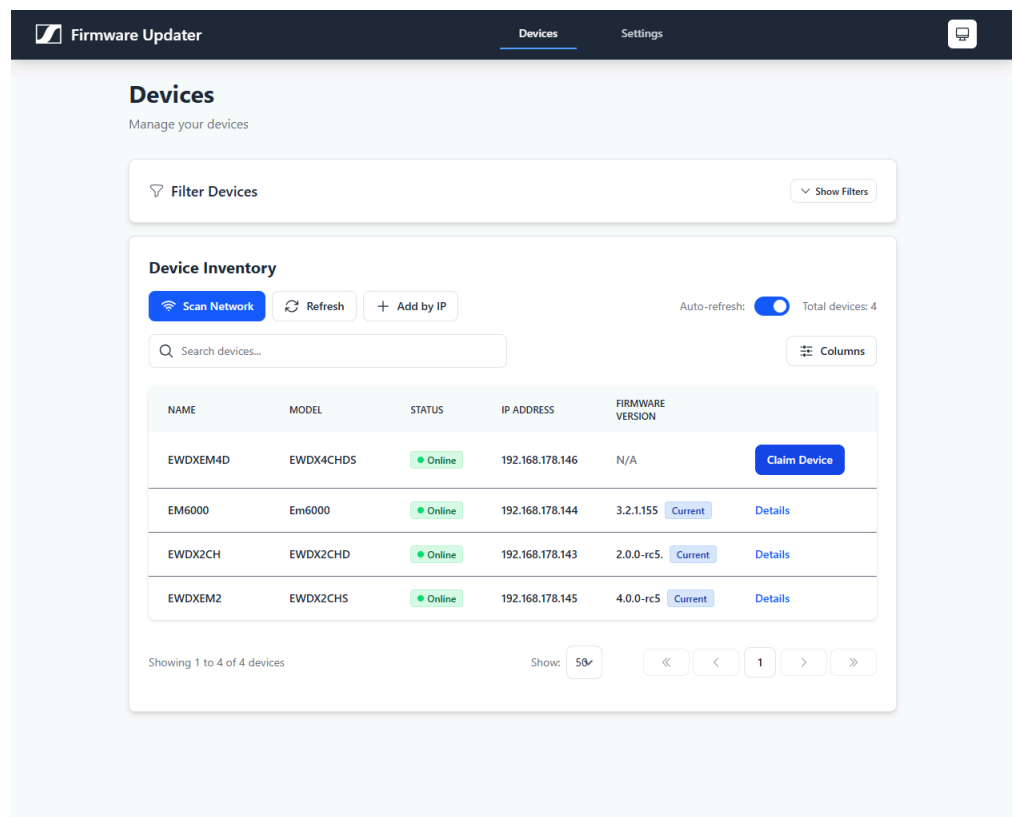
Adding devices

You can add devices automatically or manually.

The Firmware Updater automatically discovers devices in your network when you open the application.

To add a new device with Automatic Device Discovery:

- ▶ All discoverable devices are listed within 10 seconds of scanning.
- ▶ Devices show name, type, and IP address.
- ▶ The list updates automatically when devices join or leave the network.
- ▶ A manual refresh option is available if needed.



If no devices are found:

- A message will indicate no devices were found.
- Check that devices are powered on and connected to the same network.
- Try adding devices manually using their IP address.

To add a new device manually:

i If devices don't appear automatically, you can add them manually.

- ▶ Click on **Add by IP**.
- ▶ Enter the device's IP address (e.g., 192.168.1.100).
- ▶ Click on **Add Device**.

Add Device by IP Address



IP Address

Enter IP address (e.g., 192.168.1.100)

Enter the IP address of the device you want to add

Add Device

Cancel

What the system checks:

- Valid IP address format
- No duplicate IP addresses already in your list
- Device is reachable on the network

Error messages you might see:

- Device with this IP already exists
- Invalid IP format
- Device not reachable
- Connection timed out – please check the device or network



The device has been added.

Claiming devices

Before you can manage an EW-DX device, you need to claim it.

To claim a device:

- ▶ Find the unclaimed device in the discovery list.
- ▶ Click on **Claim Device**.

The screenshot shows the 'Firmware Updater' interface with the 'Devices' tab selected. The page title is 'Devices' with the subtitle 'Manage your devices'. There is a 'Filter Devices' search bar and a 'Show Filters' button. Below this, the 'Device Inventory (12)' section shows '12 Online' devices. It includes buttons for 'Scanning...', 'Refresh', and 'Add by IP', along with an 'Auto-refresh' toggle and 'Total devices: 12'. A search bar for devices is also present. The main table lists devices with columns for Name, Model, Product Family, Status, IP Address, Firmware Version, and Serial Number. Each row has a 'Claim Device' button.

NAME	MODEL	PRODUCT FAMILY	STATUS	IP ADDRESS	FIRMWARE VERSION	SERIAL NUMBER	
Charger	Chg70nS	EwDigital	Online	10.49.75.221	N/A	0083000205	Claim Device
EM2CHDS1	EWDX2CHDS	EwDigital	Online	10.49.75.240	N/A	5363000149	Claim Device
EM2CHDS2	EWDX2CHDS	EwDigital	Online	10.49.75.237	N/A	5363000148	Claim Device
EM2CHS1	EWDX2CHS	EwDigital	Online	10.49.75.251	N/A	5302000133	Claim Device
EM2CHS2	EWDX2CHS	EwDigital	Online	10.49.75.252	N/A	1052000039	Claim Device

- ▶ A modal will open asking to accept the license agreement terms and conditions for this device.

License Agreement


Step 1 of 3

×

Device: EWDXEM2


License Agreement Required

You must accept the license agreement for EWDXEM2 before proceeding with the claiming process.



License Agreement - EWDX2CHS

By proceeding with the device claiming process, you acknowledge and accept the terms and conditions of the license agreement for this device. You may review the full license agreement at any time using the link below.

 [View License Agreement \(Optional\)](#)

☒

I acknowledge and accept the license agreement terms and conditions for this device.

By checking this box, you agree to be bound by the terms of the license agreement.

Decline

Accept and Continue

- ▶ After accepting click **Accept and Continue**.

- Enter and confirm your password.

Set New Password

Step 2 of 3

×

Device: EWDXEM2

✔ **License Accepted**
Now set a secure password for EWDXEM2

Password Requirements

- Between 10 and 64 characters long
- Must contain at least one of each:
 - Lowercase letter (a-z)
 - Uppercase letter (A-Z)
 - Digit (0-9)
 - Special character: !#\$%&()*+,-./:;<=>?@[^_`{}~

New Password *

.....

○

Password Strength

Good

Confirm Password *

.....

○

Security Notice: This password will be used to authenticate and access the device. Keep it secure and do not share it.

Claim Device

- Click to claim the device.
- ✔ The device will then appear in your managed device list and you can configure it for your production.

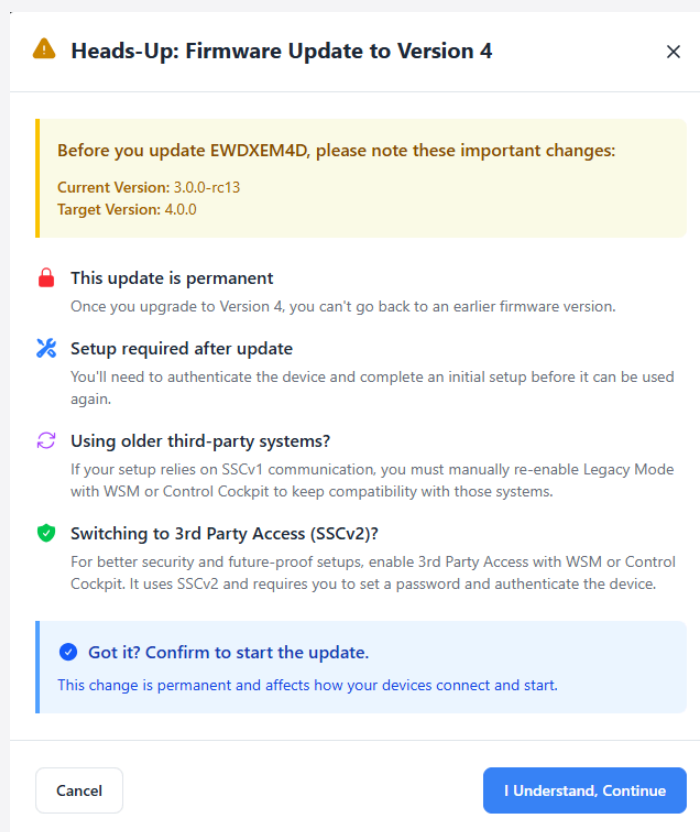
✔ The device has been claimed.

Updating devices

i Updating from version 3.x to version 4.x

When updating a device from firmware version 3.x to version 4.x, you'll see a special warning modal explaining:

- This update is irreversible.
- You'll need to complete a required setup after the update.
- Legacy mode will be available for older protocol compatibility.
- SSCv2 will be activated for enhanced security.



- ▶ You must acknowledge these points before the update can proceed.

i License Agreements

Every firmware update requires you to accept a license agreement.

The license is shown before the update begins.

- You must click **Accept** to proceed.
- Click on **Cancel** cancels the update.

The update cannot start without license acceptance.

To update a single device firmware:

- ▶ Open the device detail view.

The screenshot shows the 'Firmware Updater' application interface. At the top, there is a dark blue header with the 'Firmware Updater' logo and two tabs: 'Devices' (selected) and 'Settings'. A chat icon is visible in the top right corner. Below the header, the 'Device Details' section is displayed. It includes a 'Back to Devices' link, the device name 'EWDXEM2D' with an 'Online' status indicator, and two buttons: 'Factory Reset' (red) and 'Update Firmware' (blue). The main content area is divided into three sections: 'Device Information', 'Connection Details', and 'Network Configuration'. The 'Device Information' section lists: Serial Number (5363000132), Location, State (Normal), Firmware Interface (1.8), Firmware Version (2.0.0-rc5), and Firmware Update State (Idle). The 'Connection Details' section lists: Last Online (01/01/1970, 00:00:00) and Data Valid (Yes). The 'Network Configuration' section lists: Control (Ethernet), MAC Address (00:18:66:37:9C:B0), IP Address (192.168.178.143), Subnet Mask (255.255.255.0), Gateway (192.168.178.1), Mode (Auto), and Auto Discovery (Enabled).

- ▶ Click on **Update Firmware**.

- ▶ Accept the license agreement when prompted.

Firmware Update Confirmation

×

You are about to update the firmware on EWDXEM2D to the latest version.

Current firmware version: **2.0.0-rc5.**

The device will be updated with the latest available firmware. This process may take several minutes to complete.

☒ I accept the [License Agreement](#) for this firmware update.

Do you want to proceed with the update?

CancelUpdate Now

- ✓ The update begins with a progress indicator.

You'll see a success or failure message when complete.

- ✓ The device has been updated.

Changing the password

Change the device password quickly and securely.

To change the devices password:

- ▶ Open the device detail view.
- ▶ Click on **Change Password**.
- ▶ Enter your new password.

- i** Password requirements:
- The system validates password strength in real-time
 - Weak passwords are not accepted
 - Success or failure feedback appears immediately
 - Changes take effect within seconds

- ▶ Confirm the password.
- ▶ Click on **Change Password** to save the change.

Change Device Password
×

Password Change Information

You are about to change the password for EWDXEM2.

Current Password

.....
👁

New Password

.....
👁

Password Strength

Good

Confirm New Password

.....
👁

Password Requirements 5/5

- ✓ Between 10 and 64 characters long
- ✓ Lowercase letter (a-z)
- ✓ Uppercase letter (A-Z)
- ✓ Digit (0-9)
- ✓ Special character

🕒 Success - password requirements

Do you want to proceed with the password change?

Cancel
Change Password



The password has been changed.

Factory reset

Reset devices to factory settings for rental turnaround.

Safety features:

- Confirmation required to prevent accidental resets.
- Reset button is disabled during firmware updates.
- Clear error messages if the reset fails.
- Progress tracking shows reset status.

To reset the device to the factory settings:

- ▶ Go to the device detail page.
- ▶ Click on **Factory Reset**.
- ▶ Confirm the reset in the dialog box.

Factory Reset Confirmation

×

⚠

Warning: This action cannot be undone

All device settings, configurations, and custom data will be permanently deleted and restored to factory defaults.

You are about to perform a factory reset on EWDXEM2. This will restore the device to its original factory settings.

What happens next:

- The device will disconnect from the network during the reset process
- All custom settings and configurations will be permanently removed
- The device will restart with factory default settings
- You will need to reclaim the device before it can be managed again

⚠

Important Reminder:

After the reset completes, you must reclaim this device through the claiming process before it can be managed again.

Are you sure you want to proceed with the factory reset?

Cancel

Factory Reset Now

- ▶ Watch the progress indicator.
 - ✓ The device will reappear with default settings.

✓ The device has been set back to factory settings.

3. FAQ

This section contains answers to frequently asked questions and further information.

If the devices are not discovered

When the devices are not appearing:

- Check that the devices are powered on.
- Ensure the devices are connected to the same network.
- Try refreshing the device list.
- Attempt to add the device manually by using the IP address, see [Adding devices](#).

Check the network connectivity:

- Verify the network connections.
- Check the Firmware Updater and devices are on the same network subnet.
- Test device reachability with manual IP addition.

If the firmware update failed

The update failed:

- Check device connectivity before starting updates.
- Ensure devices are not busy with other operations.
- Verify stable network connection during updates.
- Look for specific error messages and suggested solutions.

A common error message appears:

- **Update failed due to network interruption**
 - Check the network and retry.
- **Device powered off during update**
 - Check the power source and restart the process.
- **Incompatible firmware file**
 - The firmware prevented the update from starting.

If you have password and security issues

Changing the password failed:

- Verify the device is online and reachable.
- Check that the password complies with the complexity requirements.
- Ensure the device is not busy with other operations.
- Try again after a brief wait.

The device can not be claimed:

- Check the network connectivity to the device.
- Verify the device is powered on and responsive.
- Ensure the device hasn't already been claimed.
- Try refreshing the device list and attempting again.

If you have performance issues

The response is slow:

- Use smaller page sizes for better performance.
- Apply filters to reduce the number of visible devices.
- Close other applications if experiencing slowdowns.
- Refresh the application if data seems outdated.

If you have large inventories:

- Use pagination effectively (recommended: 50 devices or less per page).
- Apply filters to focus on relevant devices.
- Use search to quickly locate specific equipment.

If you have interface issues

The display has problems:

- Try toggling dark mode on/off to refresh interface.
- Check that your browser supports the application.
- Clear browser cache if interface elements aren't loading properly.
- Ensure adequate screen resolution for an optimal display.

Other problems

This manual covers all functionality available in the MVP release. For additional support, please contact our technical support team or submit a request at help.sennheiser.com/request.

