



Firmware Updater

Devices Settings

Devices

Manage your devices

Filter Devices

Device Inventory (4)
4 Online

Scan Network Refresh Add by IP

Last Scan: 16:13:40

Search devices...

Auto-refresh: Total devices: 4

NAME	MODEL	STATUS	IP ADDRESS	FIRMWARE VERSION	Actions
EM6000	Em6000	Online	192.168.178.144	3.2.1.155 N/A	Details
Ewdx2ch	Ewdx2chd	Online	192.168.178.143	2.0.0-rc5. Update	Details
Ewdxem2	Ewdx2chs	Online	192.168.178.145	4.0.0 Current	Details
Ewdxem4d	Ewdx4chds	Online	192.168.178.146	4.0.0-rc5 Update	Details

Showing 1 to 4 of 4 devices

Show: 20 ▾ << < 1 > >>

Sennheiser Firmware Updater

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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

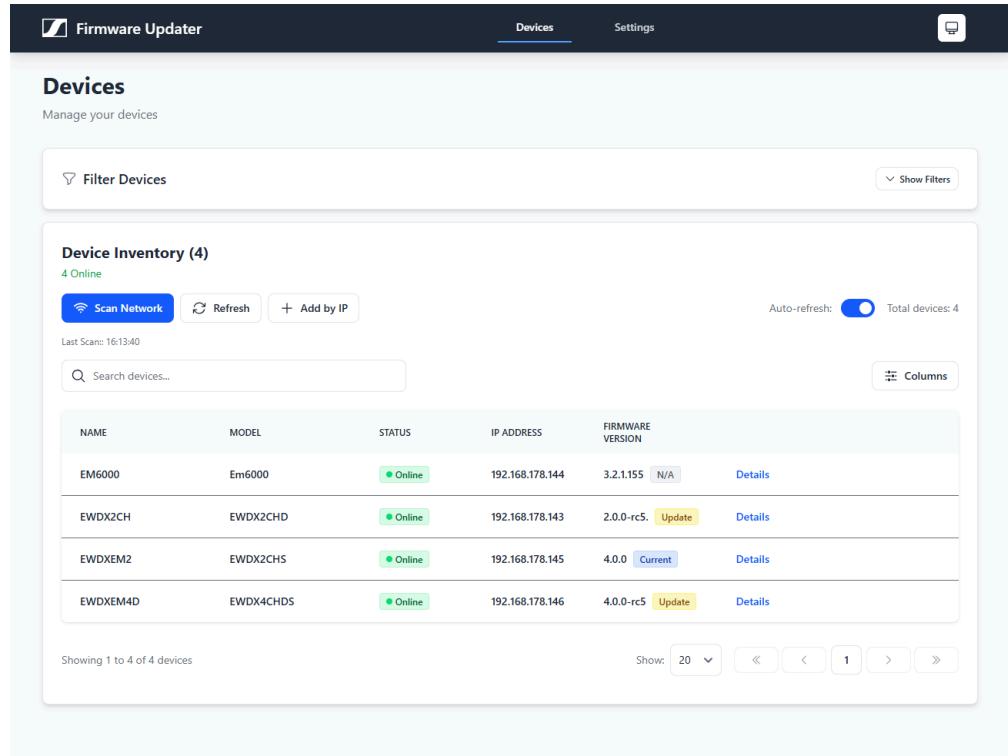
- IPv4 network connectivity
- DHCP support (recommended)
- Multicast DNS (mDNS) support for automatic discovery
- Standard network ports: HTTP/HTTPS (80/443), mDNS (5353)

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 configurate the devices.



The screenshot shows the 'Firmware Updater' software interface. The top navigation bar has 'Firmware Updater' on the left, 'Devices' (which is underlined) and 'Settings' in the center, and a help icon on the right. Below the navigation is a 'Devices' section with the sub-instruction 'Manage your devices'. A 'Filter Devices' search bar is present. The main content area is titled 'Device Inventory (4)' and shows '4 Online' devices. It includes buttons for 'Scan Network', 'Refresh', and 'Add by IP'. A status bar at the bottom indicates 'Last Scan: 16:13:40'. The table lists four devices with columns: NAME, MODEL, STATUS, IP ADDRESS, FIRMWARE VERSION, and DETAILS. The devices listed are: EM6000 (Em6000, Online, 192.168.178.144, 3.2.1.155, N/A, Details); Ewdx2ch (Ewdx2chd, Online, 192.168.178.143, 2.0.0-rc5, Update, Details); Ewdxem2 (Ewdx2chs, Online, 192.168.178.145, 4.0.0, Current, Details); and Ewdxem4d (Ewdx4chds, Online, 192.168.178.146, 4.0.0-rc5, Update, Details). The bottom of the table shows 'Showing 1 to 4 of 4 devices' and a pagination area with 'Show: 20' and navigation icons.

NAME	MODEL	STATUS	IP ADDRESS	FIRMWARE VERSION	DETAILS
EM6000	Em6000	Online	192.168.178.144	3.2.1.155 N/A	Details
Ewdx2ch	Ewdx2chd	Online	192.168.178.143	2.0.0-rc5. Update	Details
Ewdxem2	Ewdx2chs	Online	192.168.178.145	4.0.0 Current	Details
Ewdxem4d	Ewdx4chds	Online	192.168.178.146	4.0.0-rc5 Update	Details

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.

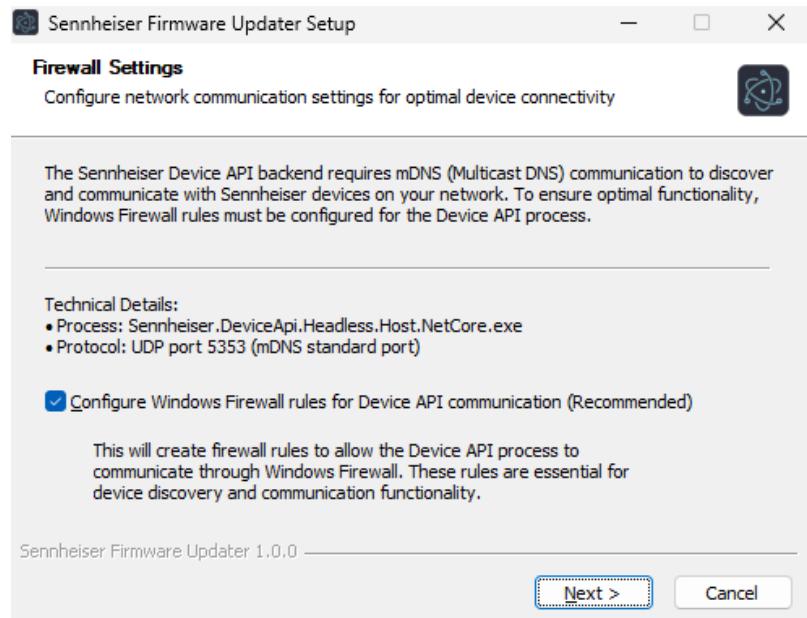
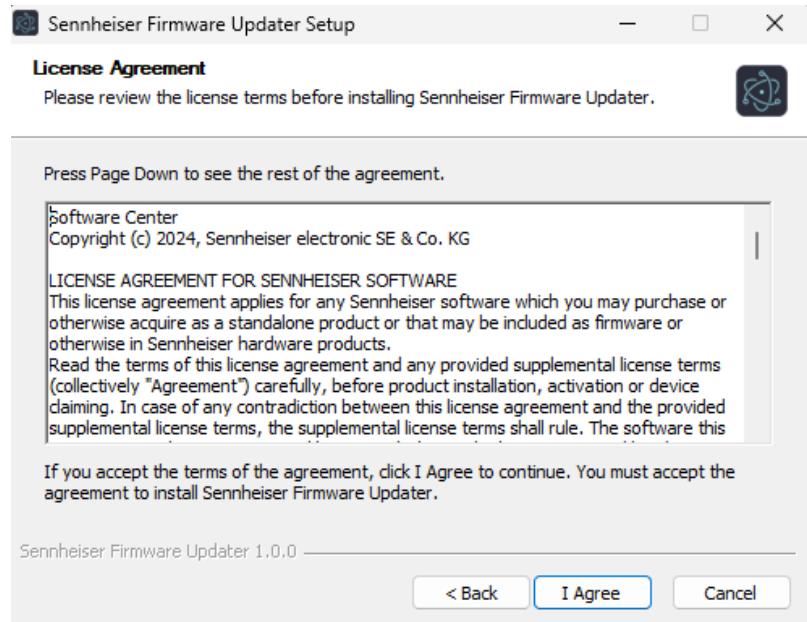
Installing the software

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.

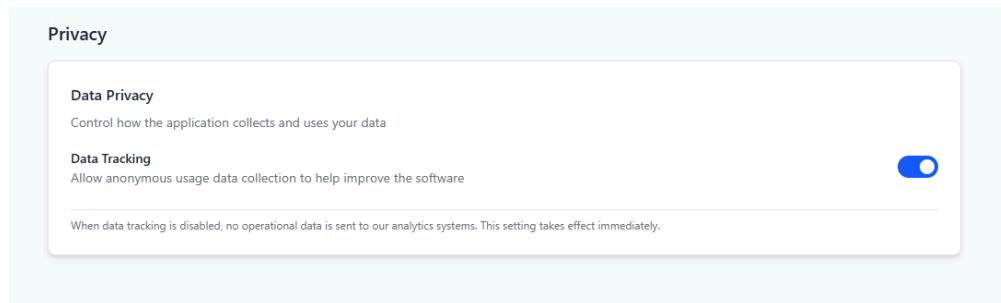
When data collecting is blocked:

- 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](#)

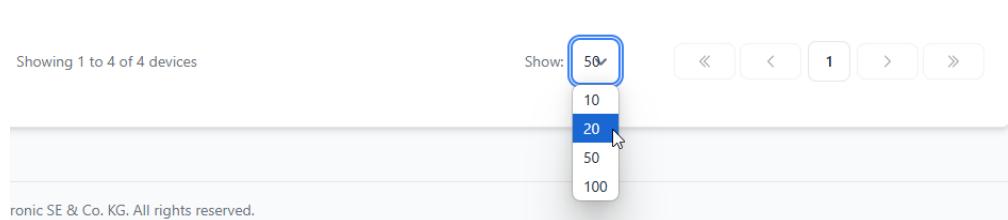
Filter Devices Hide Filters

Device Name	IP Address:	
<input type="text" value="Search by name..."/>	<input type="text" value="Filter by IP..."/>	
Product family	Firmware Version	Connection Status
<input type="button" value="Select Product family ▾"/>	<input type="button" value="Select Firmware ▾"/>	<input type="button" value="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 configurate 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 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.

NAME	MODEL	STATUS	IP ADDRESS	FIRMWARE VERSION	ACTIONS
EWDXEM4D	EWDX4CHDS	Online	192.168.178.146	N/A	Claim Device
EM6000	Em6000	Online	192.168.178.144	3.2.1.155 Current	Details
EWDX2CH	EWDX2CHD	Online	192.168.178.143	2.0.0-rc5. Current	Details
EWDXEM2	EWDX2CHS	Online	192.168.178.145	4.0.0-rc5 Current	Details

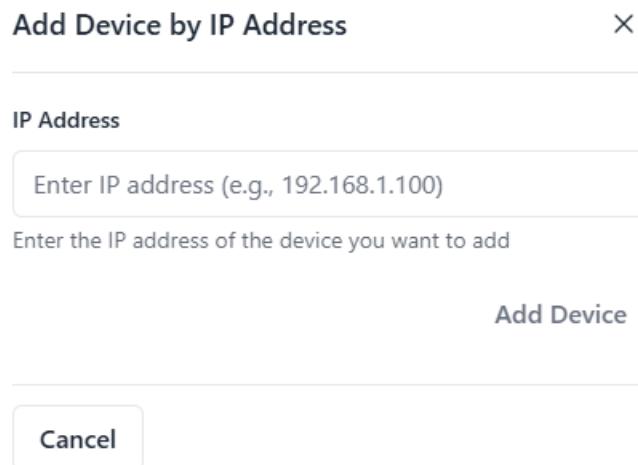
If no devices are found:

- 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**.



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



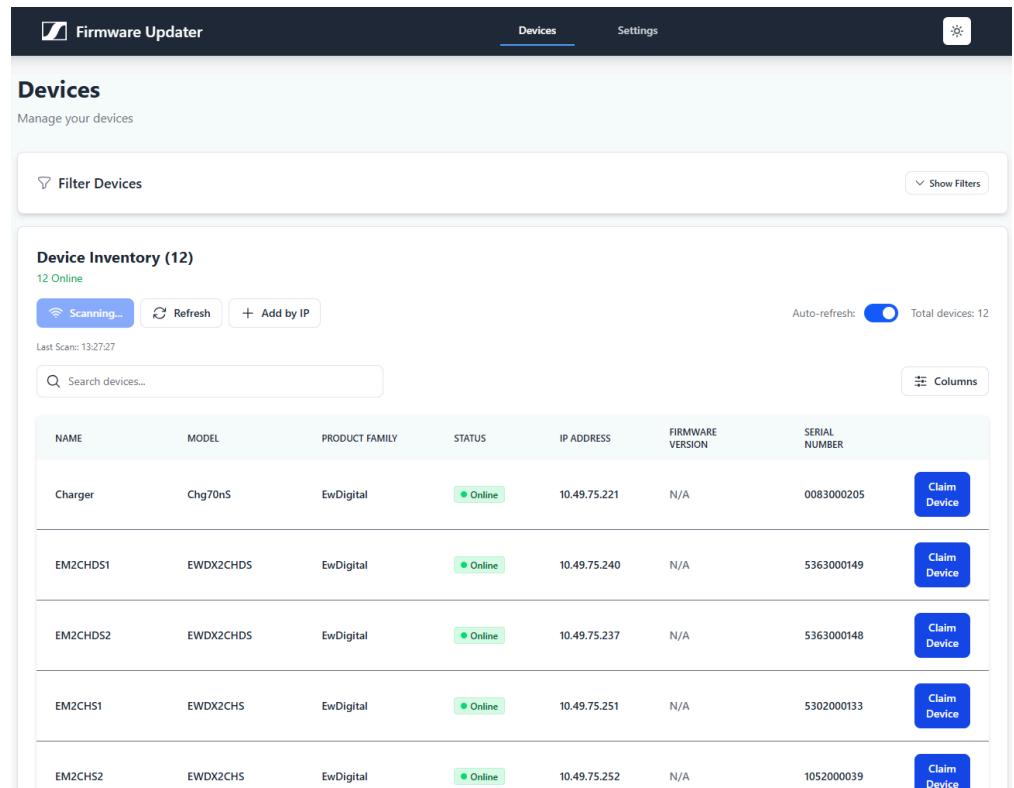
The device has been added.

Claiming devices

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

To claim a device:

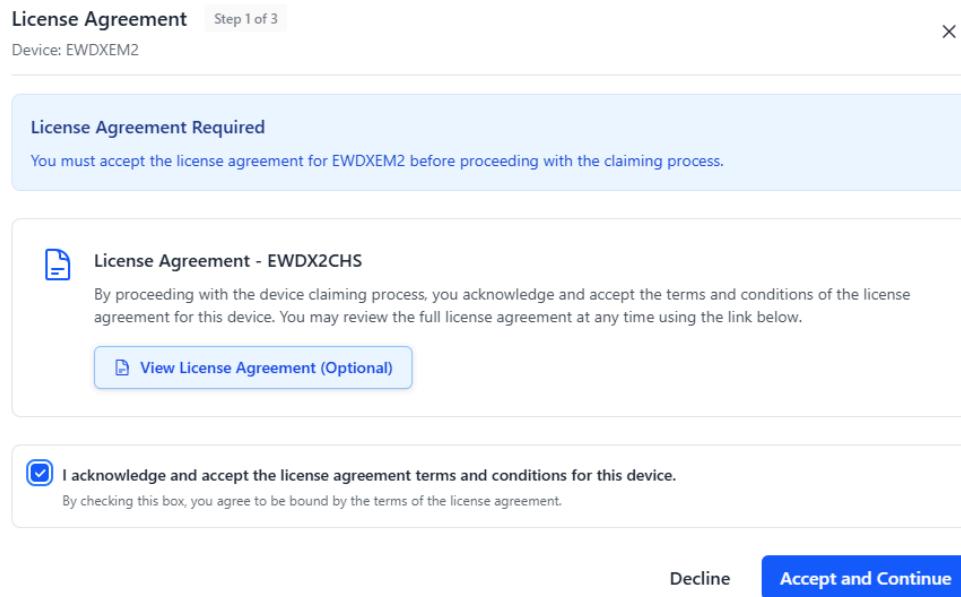
- ▶ Find the unclaimed device in the discovery list.
- ▶ Click on **Claim Device**.



Device Inventory (12)
12 Online

NAME	MODEL	PRODUCT FAMILY	STATUS	IP ADDRESS	FIRMWARE VERSION	SERIAL NUMBER	CLAIM DEVICE
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.



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

- Enter and confirm your password.

Set New Password Step 2 of 3

Device: EWDXEM2 X

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 *

 (i)

Password Strength Good

Confirm Password *

 (i)

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.

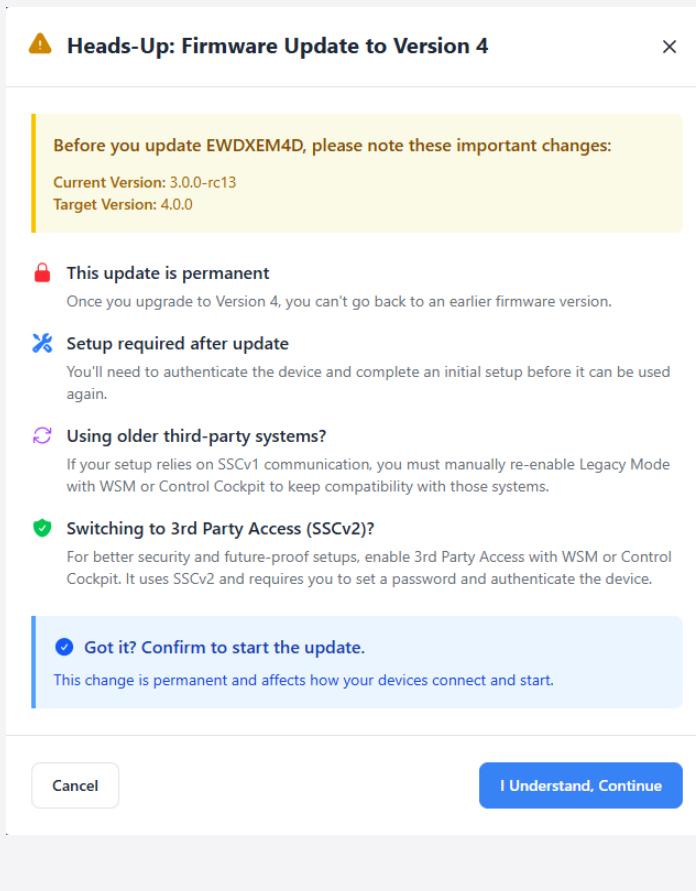
The device has been claimed.

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.

- Click on **Update Firmware**.

- ▶ Accept the license agreement when prompted.

Firmware Update Confirmation

X

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?

Cancel

Update 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

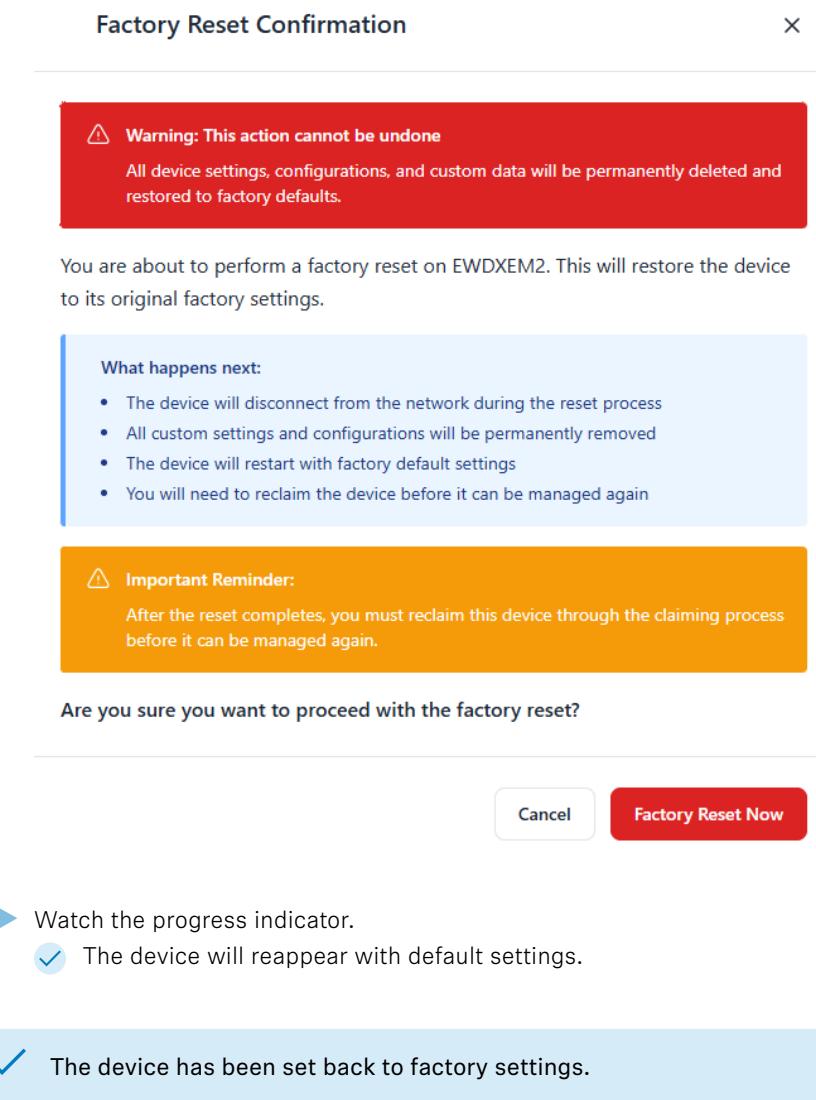
Reset devices to factory settings for rental turnaround.

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.



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 manual 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.



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