

Updating ListenWiFi Products

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Overview

The purpose of this tech note is to assist users with updating their ListenWiFi system. This document assumes that a ListenWiFi system has already been successfully deployed and/or the components in need of updating have already been added to a Venue through the ListenWiFi Manager software. To ensure continued compatibility, it is required to update all system components to the latest available versions. The components that are able to be updated and that this document will review are as follows:

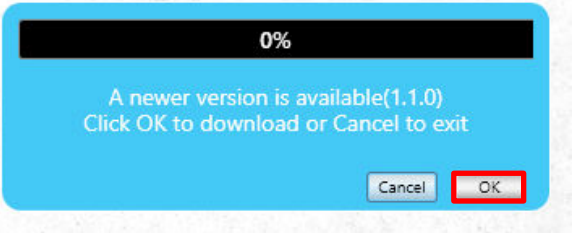
- ListenWiFi Manager Software
- ListenWiFi Server (LW-110-02, LW-160-02-D, LW-210)
- ListenWiFi Docking Station (LA-480, LA-482)
- ListenWiFi Receiver (LWR-1050, LWR-1050-MH)
- ListenWiFi Beacon (LA-490)

Note: It is important to first update the ListenWiFi Manager Software before proceeding with ListenWiFi system updates.

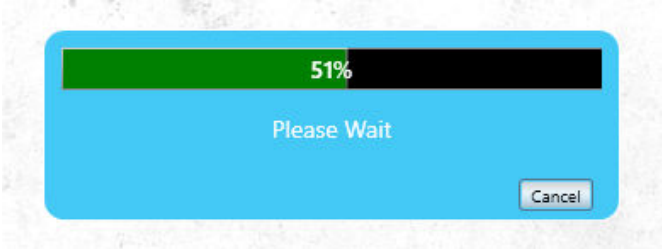
Updating the ListenWiFi Manager Software

If “Check for updates on start” is enabled (default setting)

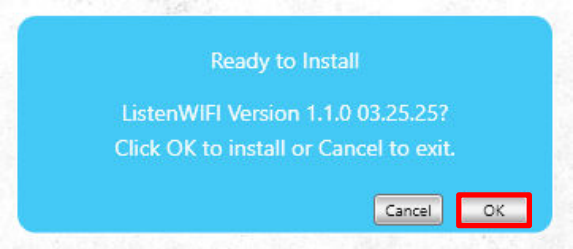
1. Launch the ListenWiFi Manager Software.
2. An update message will appear if an update is available. Select OK.



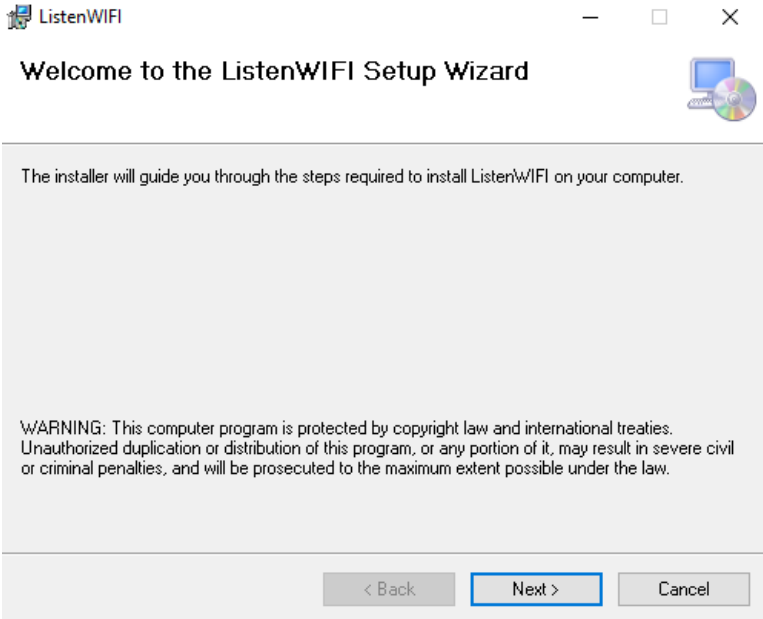
3. The next screen will show the update files being transferred.



4. When the software is ready to install, select **OK**.

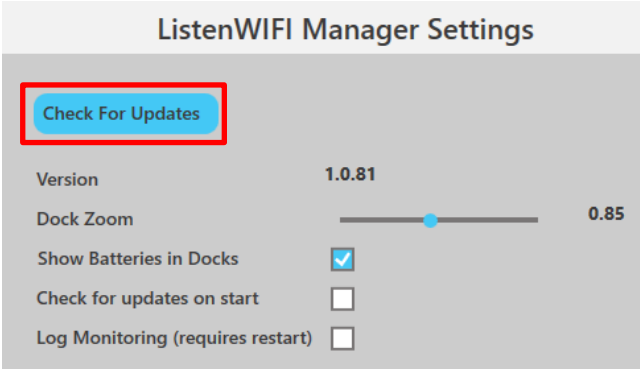


5. Following the ListenWIFI Setup Wizard to complete the installation.

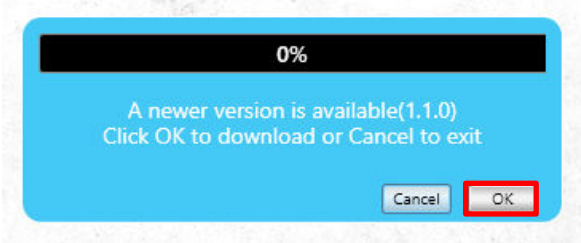


If "Check for updates on start" is disabled

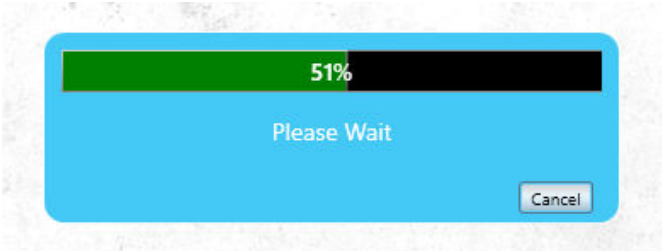
- 1. Launch the ListenWIFI Manager.
- 2. Select **Settings**.
- 3. Select **Check For Updates**.



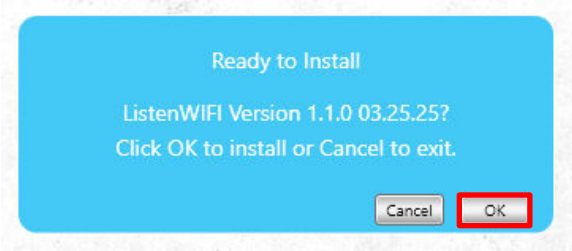
6. An update message will appear if an update is available. Select **OK**.



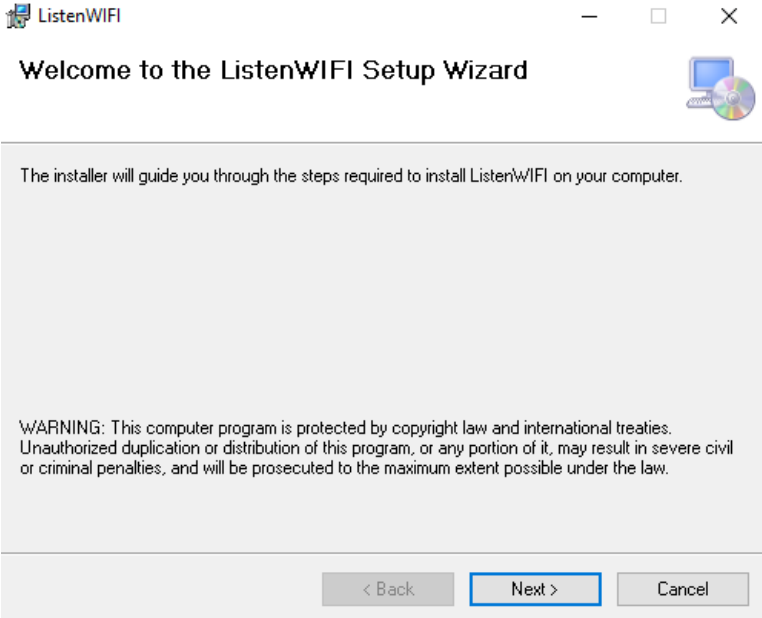
7. The next screen will show the update files being transferred.



8. When the software is ready to install, select **OK**.



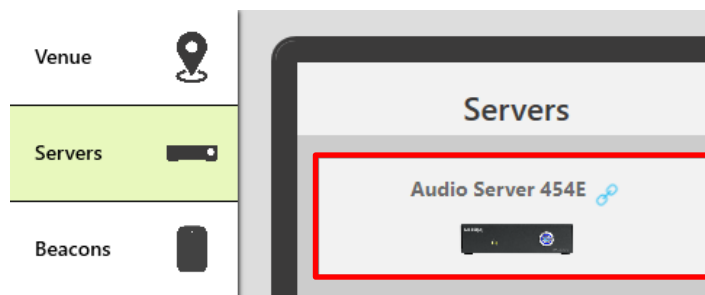
9. Following the ListenWIFI Setup Wizard to complete the installation.



Updating the ListenWIFI Server

Note: It is important to first update the ListenWIFI Manager Software before proceeding with ListenWIFI server updates.

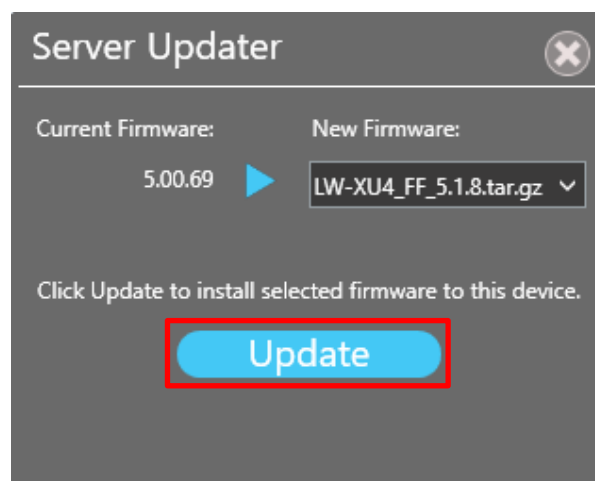
1. Launch the ListenWIFI Manager Software.
2. Log into your account.
3. Ensure that your ListenWIFI is powered on and connected to the network successfully.
4. Ensure that your computer is connected to the same network as the ListenWIFI server.
5. Select **Servers**.
6. Select the server you would like to update (e.g. Audio Server 454E).



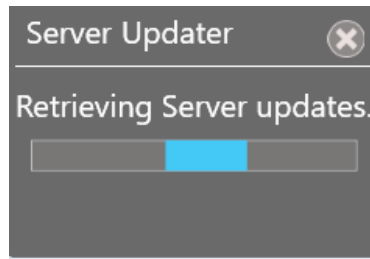
7. From the server details view, select the **version firmware** button. The software will check for available updates.



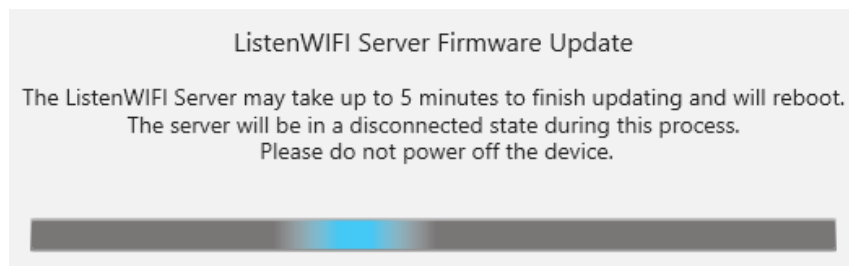
8. On the next screen, verify the from/to firmware versions. Select **Update**.



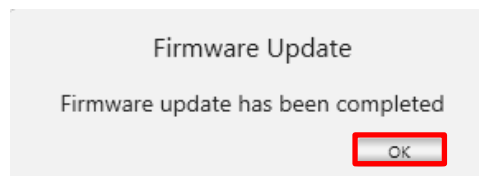
9. The next screen will show the update files being transferred.



10. Subsequently, the ListenWIFI Manager will display the following screen as the server is updating. Please allow approximately 5 minutes to complete the update process.



11. Once the update is complete, you will receive the message below. Select **OK**.



12. Repeat this process for any additional servers at your venue.

Updating the ListenWIFI Docking Station

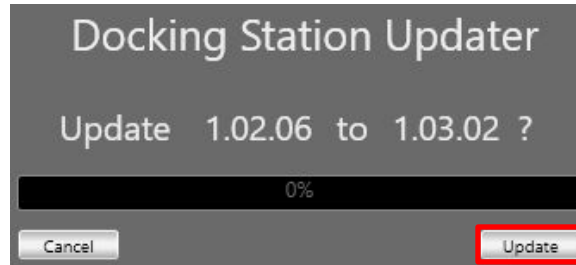
1. Launch the ListenWIFI Manager Software.
2. Log into your account.
3. Connect the docking station to your computer with its included USB Computer Interface Cable.
4. Select **Receivers**.
5. Select the **Gear Icon** on the docking station.



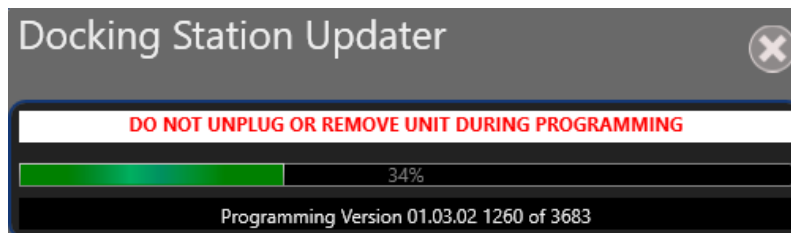
6. From the dock's details view, select the **firmware** button. The software will check for available updates.



- The Docking Station Updater will launch, displaying the from/to firmware versions. Select **Update**.



- The docking station will proceed through the "Docking Station Updater".



- Once completed, the docking station will be accessible again in the software.



Updating the ListenWIFI Receiver

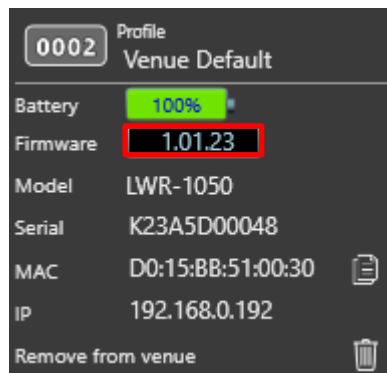
Updating all units via Docking Station

Note: Ensure that the docking station firmware is up to date before proceeding with receiver updates through the docking station.

1. Launch the ListenWIFI Manager Software.
2. Log into your account.
3. Connect the docking station to your computer with its included USB Computer Interface Cable. The LWR-1050 units should be docked.
4. Select **Receivers**.
5. Select the **Gear Icon** from any receiver in the docking station.



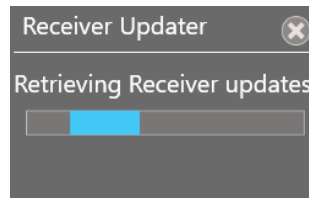
6. From the receiver's details view, select the **firmware** button. The software will check for available updates.



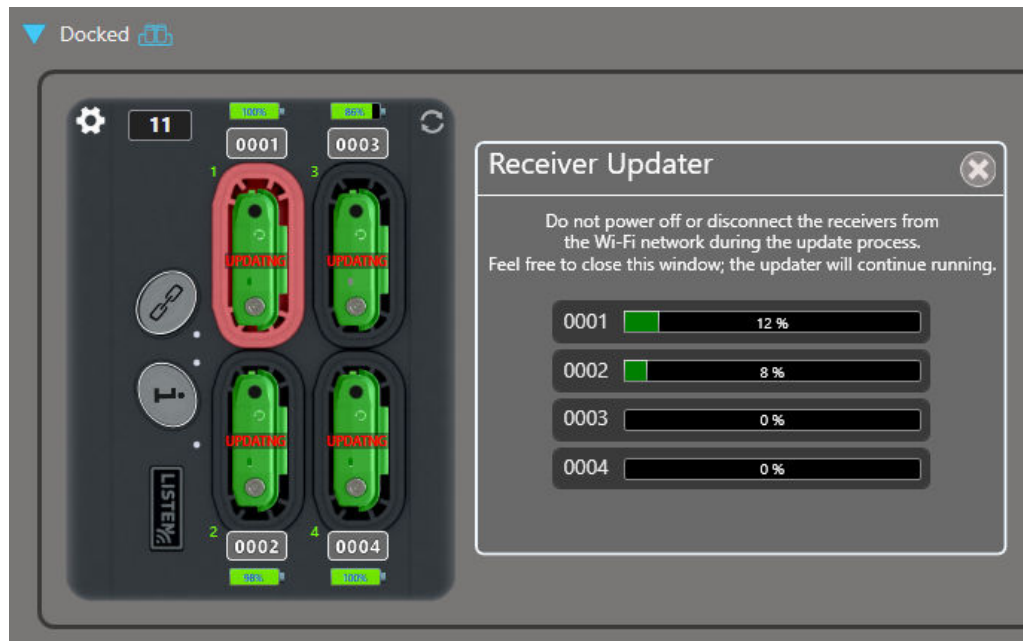
- The Receiver Updater will launch, displaying the from/to firmware versions. Select **Update All**.



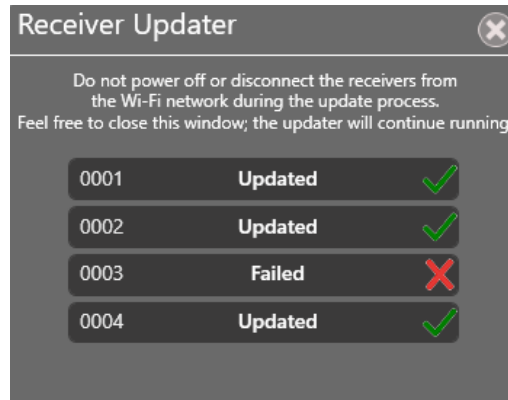
- The Receiver Updater will display the progress of the update file transfer.



- The Receiver Updater will proceed to update units in succession, starting with Pocket 1. Up to two units will be updated at a time.



- After the update is complete, a summary page will be provided. If any receiver has failed the update process, be sure to check your connections and try again. If you need to update individual receivers, you can select "Update" on Step 7 instead, or by updating via direct USB connection using the steps in the next section.

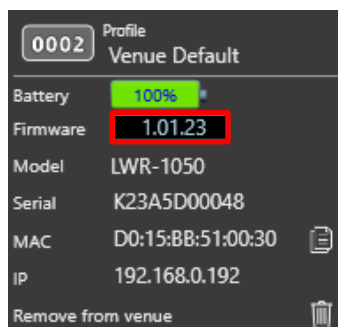


Updating a single unit via Micro-USB Cable

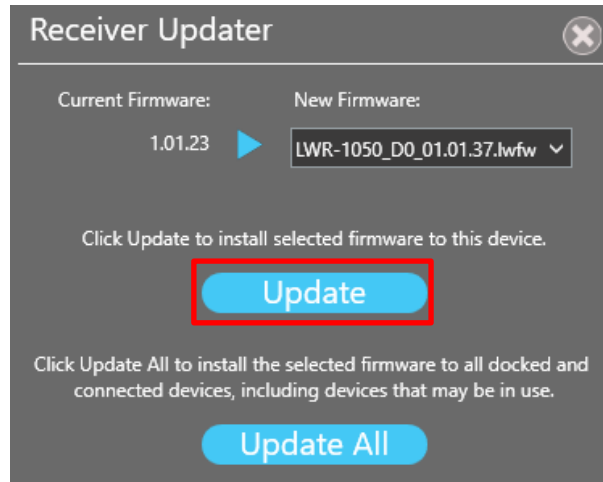
- Launch the ListenWiFi Manager Software.
- Log into your account.
- Connect the receiver with a compatible micro-USB data cable.
- Select **Receivers**.
- Select the **Gear Icon** next to the receiver you would like to update.



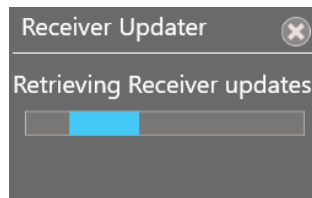
- From the receiver's details view, select the **firmware** button. The software will check for available updates.



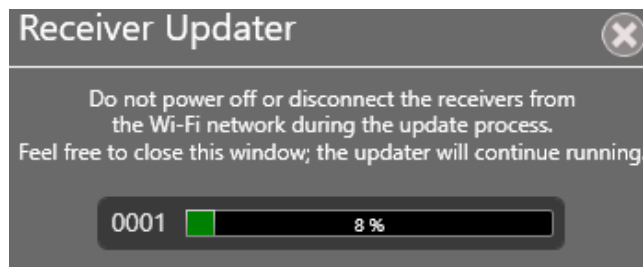
- The Receiver Updater will launch, displaying the from/to firmware versions. Select **Update**.



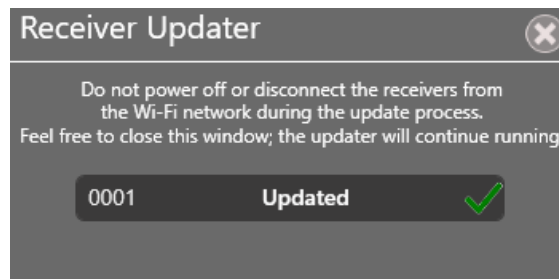
- The Receiver Updater will display the progress of the update file transfer.



- The Receiver Updater will proceed to update the unit.

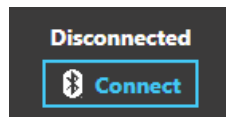


- After the update is complete, a summary will be provided. If any receiver has failed the update process, be sure to check your connections and try again.



Updating the ListenWIFI Beacon

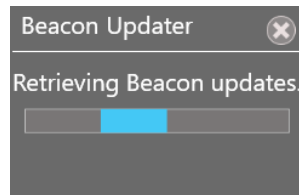
1. Launch the ListenWIFI Manager Software.
2. Log into your account.
3. If you are configuring/updating beacons over the air (OTA), proceed to Step 4. If not, connect the beacon to the computer with a compatible micro-USB data cable.
4. Select **Beacons**.
5. Select the Beacon you would like to update.
6. If you are configuring the Beacon OTA, select the **Bluetooth® Connect** button. If not, proceed to Step 7.



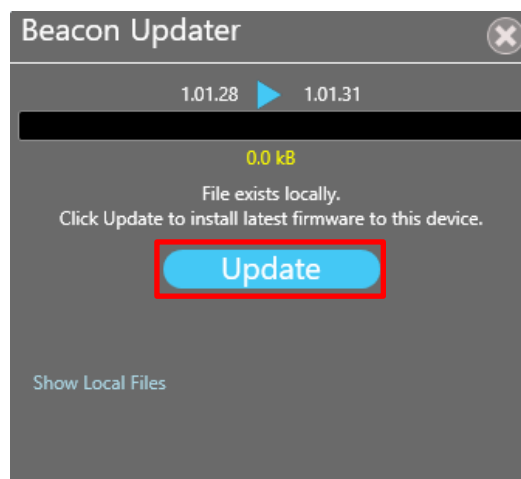
7. From the beacon's details view, select the **firmware** button. The software will check for available updates.



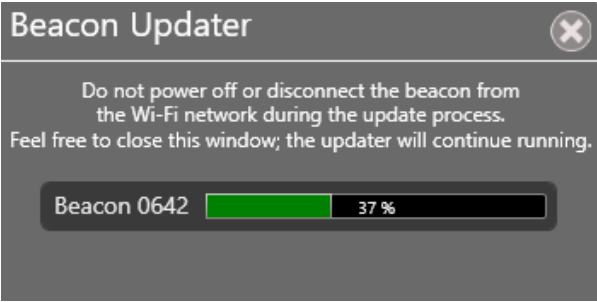
8. The Beacon Updater will display the progress of the update file transfer.



9. The Receiver Updater will launch, displaying the from/to firmware versions. Select **Update**.



10. The Beacon Updater will proceed to update the unit.



11. After the update is complete, a summary will be provided. If any beacon has failed the update process, be sure to check your connections and try again.

