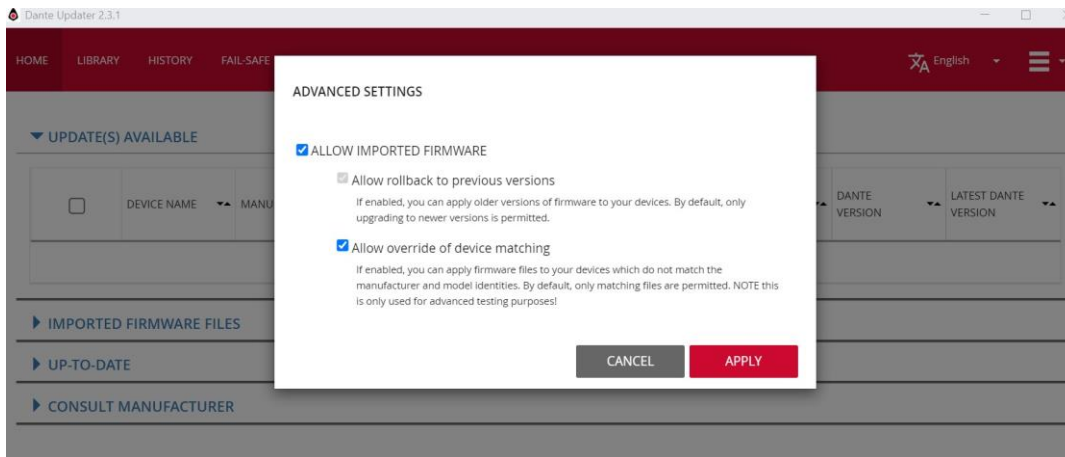


IYO Dante wrong model after firmware update

When updating the IYO Dante firmware using the new Dante Updater built into Dante Controller it is possible to load the incorrect model number to the unit, causing it to misbehave. This is due to a restriction in the new updater that does not allow you to select the correct model number when “Allow override of device matching” is checked in the “Advanced setting” section of Dante Updater as shown below.



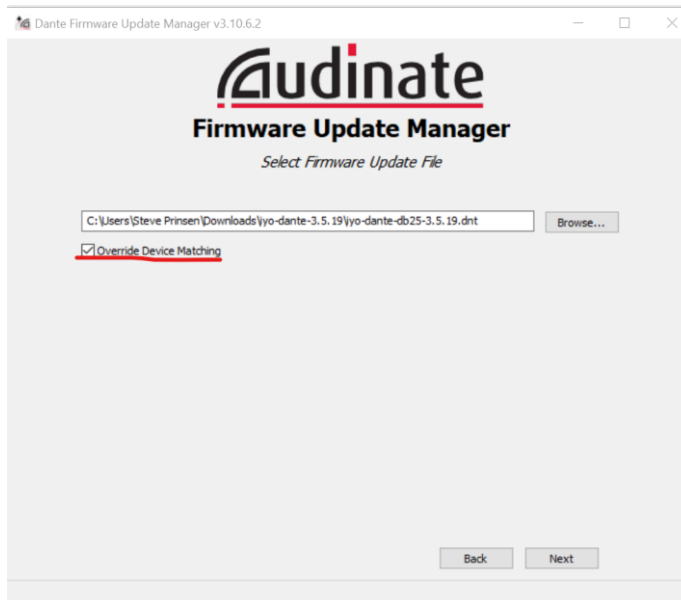
When the IYO Dante has a bad model number, you will usually see a Red SYS LED on the front panel and will see strange behavior in the Web GUI.

In order to correct this, follow these steps.

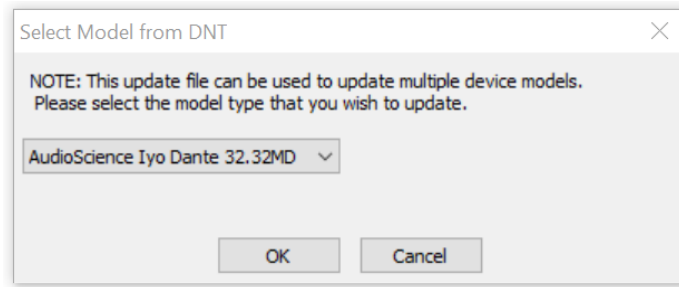
1. If you do not have it already, you need to download and run the old Dante Firmware Update Manager from Audinate. You should be able to find it here:

<https://my.audinate.com/latest-firmware-update-manager>

2. Run the DFUM and click “Update Dante Firmware”.
3. Click the Browse button and find the firmware you wish to load, check the “Override Device Matching” box and click next



4. You will then see a pop up with a dropdown box. Select the right option for your model number and click OK. It will ask you to confirm you wish to override the model number, click Yes.



5. The Dante Firmware Update Manager will search for your units on the network, select the unit you need to fix and click "Start". This should complete the update and restart the unit when it is done. Check to make sure it is now showing as the correct model and is functioning properly.

We recommend you disable the "Allow override of device matching in the Dante Updater to avoid the problem in the future.

Tech Support

If at any point you need help with this information please contact our Technical Support department at 585-271-8870 between the hours of 9AM and 5PM EST or by email at support@audioscience.com