

Wireless Microphone System Updater

This Help Guide describes how to use Wireless Microphone System Updater.

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Wireless Microphone System Updater

Features

Wireless Microphone System Updater is software for updating the firmware of wireless microphone devices.

Operating conditions

This software is designed to run on computers that satisfy the following criteria.

- Windows 10
- Windows 11

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Preparation

Downloading a package file

Before updating firmware using this software, download the applicable package file for the device you want to update from the following site and save it on your computer.

Sony Professional Products homepage:

<https://pro.sony/> (search for the product you want to update on the website)

Connecting devices

Ethernet connection devices

For update target devices that use an Ethernet connection, connect the devices so that they are on same network segment as the computer on which this software is installed. For details about connecting, refer to the operating instructions of the device.

Note

- Set unique IP addresses for all the devices on the network. If the settings are duplicated between devices, they will not be recognized correctly on the network.
- Configure the network settings of the update target device so that the device is on the same network segment as the computer running this software.
- When updating a DWR-R03D or other device that has a function to obtain an IP address automatically, do not execute the update if "0" or "255" is assigned to the 4th octet (D part in A.B.C.D) of the IP address when set to auto configuration (IP MODE=AUTO). If "0" or "255" is assigned to the 4th octet, change IP MODE to MANUAL and configure IP ADDRESS (and SUBNET MASK, if required) manually. For details about displaying, checking, and setting IP MODE, IP ADDRESS, and SUBNET MASK, refer to the UTILITY menu items in the operating instructions of the target device.
- This software may be blocked by your firewall, depending on your computer operating environment. If software blocking is active, the LAN communication required for operation may be interrupted and will not operate normally. Remove the firewall block to allow the software.
- When updating a DWR-R03D, connect the computer on which this software is installed to the same network segment that is configured in the "RECEIVER IP" menu of the DWR-R03D.

USB connection devices

For update target devices that use a USB connection, connect to a USB port of your computer. For details about the locations of USB ports, refer to the operating instructions of the device.

Note

- Do not connect using a USB hub.

Installing

Note

- Sign in to the computer as a user with Administrator privileges.
- If this software has already been installed, uninstall the older version and then install. For details, see the “To uninstall” section below.
- Exit all applications before installing.

The following describes the operating procedure on Windows 10.

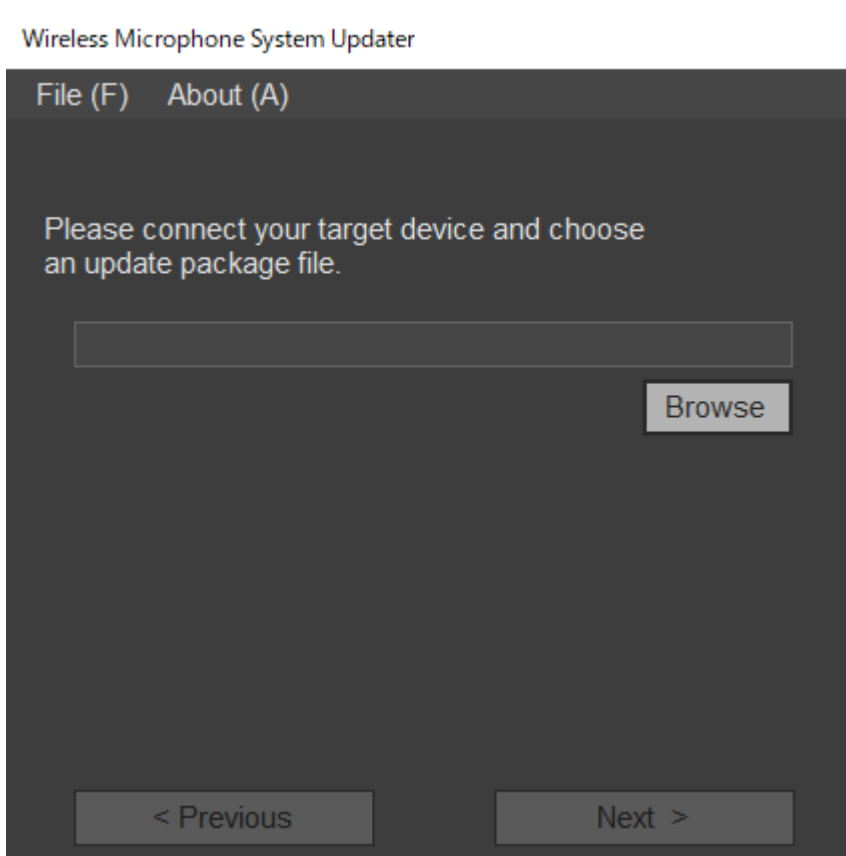
- 1 Download the latest version of this software from the following URL.**
https://pro.sony/ (search for “Wireless Microphone System Updater” on the website)
- 2 Uncompress the downloaded file and then double-click the “WSU_xxxx_setup.exe” file (where “xxxx” is a character string indicating the version name).**
- 3 Select your language and click the [OK] button.**
If .NET Framework 4.8 is not installed, a dialog prompting you to install it appears. Follow the on-screen instructions for installation.
- 4 Click [Next].**
- 5 Read the software license agreement, select [I accept the terms in the license agreement], and click [Next].**
If you do not accept the terms of the license agreement, the installation cannot proceed. Click [Cancel] or [Back].
- 6 Click [Next].**
- 7 Follow the displayed message to proceed with the installation.**
- 8 A notification message appears when the installation is finished. Click [Finish].**

To uninstall

Uninstall using the Control Panel. For example, in Windows 10, select [Start] – [Windows System] – [Control Panel], select [Uninstall a program], select [Wireless Microphone System Updater] from the list, and uninstall the program.

Updating Firmware

- 1 Download the applicable package file for the update target device as described in “[Preparation](#),” and connect the device to your computer.
- 2 Launch this software.
- 3 Click [Browse] and select the package file saved previously from the displayed screen.



A message may appear if the previous update process did not finish successfully. In that case, apply the update again for the displayed device, check that the device is updated successfully, and then use the device. Do not use a device for which the update was not successful.

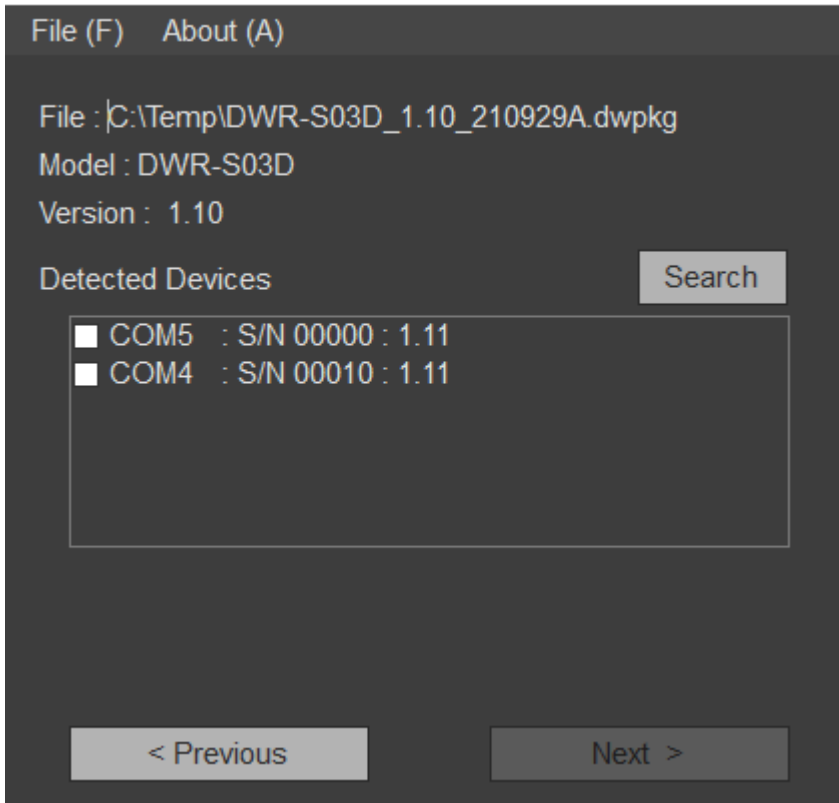
- 4 Click [Next].

The devices that are compatible with the selected package file are detected automatically, from among the devices connected to the computer, and are displayed on the screen. If your device is not displayed, check the connection between the device and the computer, and then click [Search] to scan for the device. “Not Found” is displayed if the device cannot be detected.

If the firmware version of a connected device is not an update target of the selected package file, the update cannot proceed (an error will appear).

For USB connection devices

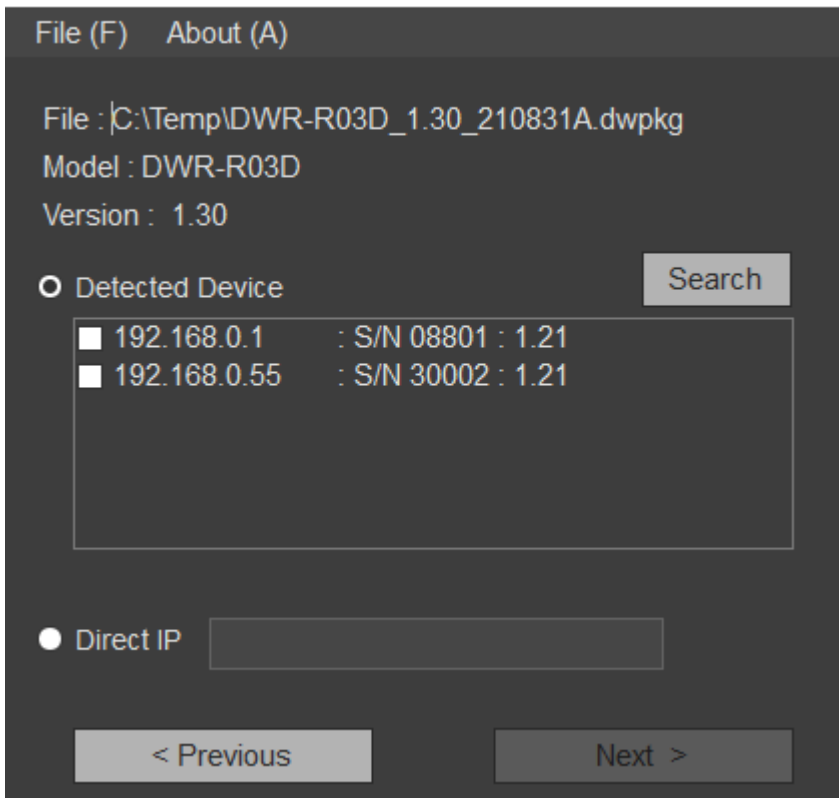
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For Ethernet connection devices

To enter an IP address directly, click [Direct IP] and enter the address in the text box. You can also select an IP address of a device for which a previous update failed from the drop-down list.

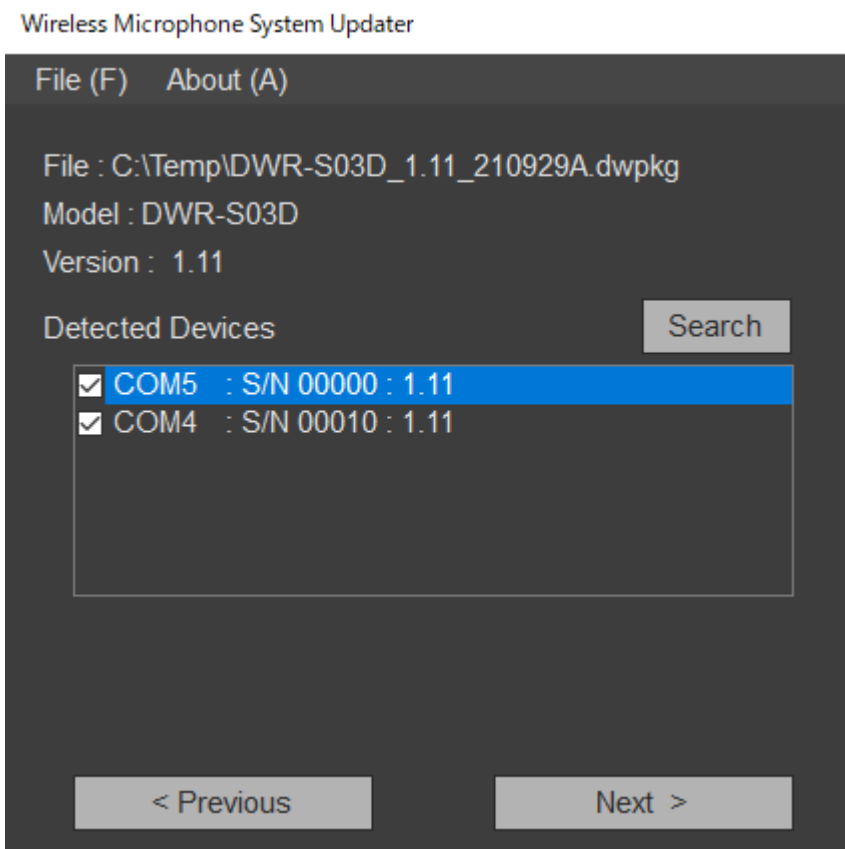
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Note

- If the 4th octet (D part in A.B.C.D) of the IP address of a detected target device to update or the IP address entered in [Direct IP] is set to "0" or "255," do not execute the update. Change the IP address of the target device as described in the Note in "Connecting devices" in the "Preparation" topic.

5 Place a check mark in the checkbox for the device you want to update.



Note

- Limit the number of devices updated at the same time to 10 or lower.
- The version cannot be downgraded.

6 Click [Next].

The update starts.

Note

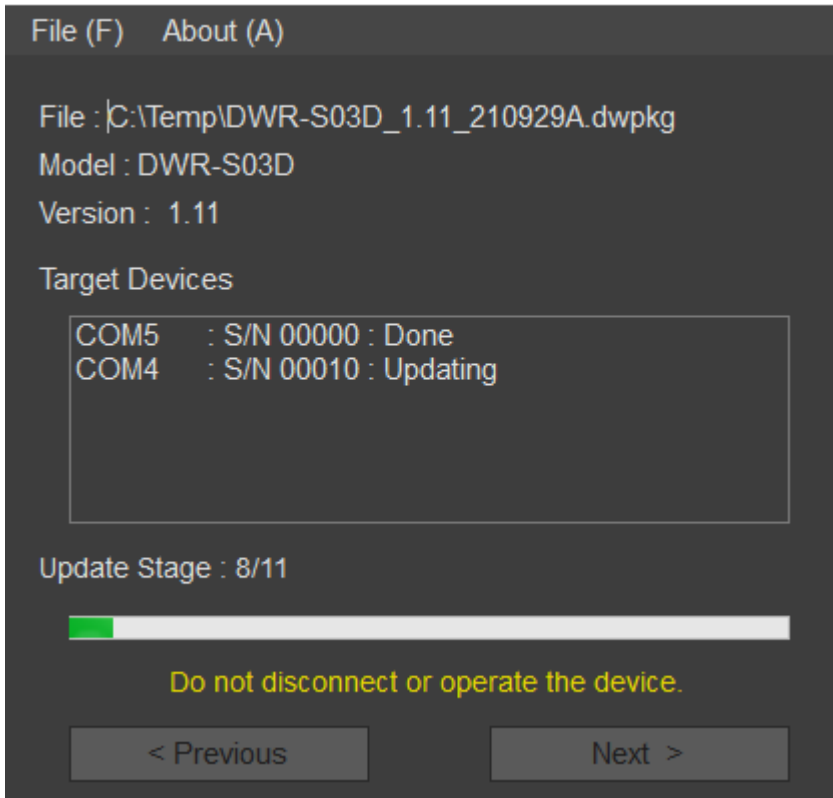
- While the update is in progress, do not disconnect the cable connecting the device and the computer, and do not operate the device.
- Do not turn off the device while updating.
- If the update is unsuccessful due to the cable being disconnected or other cause while updating, turn the device off and then on again, and then start the update again. In this case, nothing may be displayed on the display of the device, depending on the state where the previous update stopped. Depending on the device, the cable and battery may need to be removed to turn off the device. If an error message appears, see "Error Messages."
- If the update of an Ethernet connection device fails with error code (0x40) or (0x21), nothing is displayed on the display of the device, and the target device cannot be detected by clicking [Search], enter the IP address that failed in [Direct IP] and execute the update again. If the update does not start when executed again, perform the update using the following procedure.
 1. Make sure that your computer and the target device to update are the only devices on the same network segment of the same network (disconnect the network cable or turn off the power of other devices).
 2. Set the IP address of the computer to "192.168.0.X" (where X is a value in the range 2 to 254).
 3. Set the subnet mask of the computer to "255.255.255.0".
 4. Enter "192.168.0.1" in [Direct IP].

5. Click [Next].

- For devices for which an update failed, apply the update again, and check that the update is successful before use.
- For USB connection devices, it takes some time to establish the connection with a device after [Next] or [Search] is clicked. You may have to wait about 30 seconds before proceeding to the next screen.

When the update finishes successfully, a confirmation message appears.

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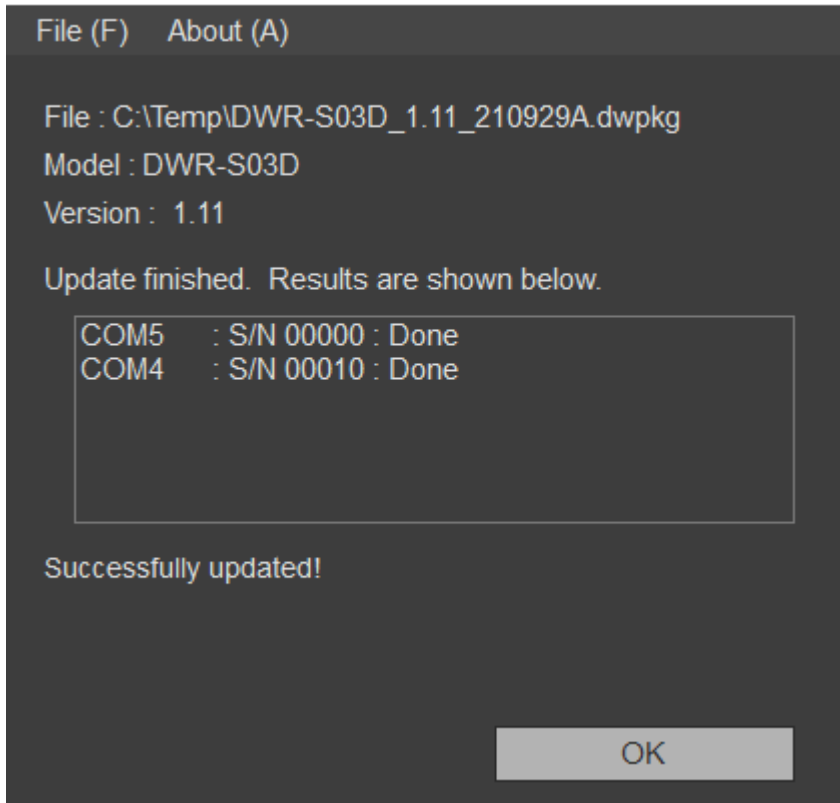


7 Click [OK].

When the update process finishes, the result is displayed as follows.

- [Done]: Update succeeded
- [Failed]: Update failed
- [Not Updated]: Update process not applied
- [Not Found]: Device could not be detected when executing an update

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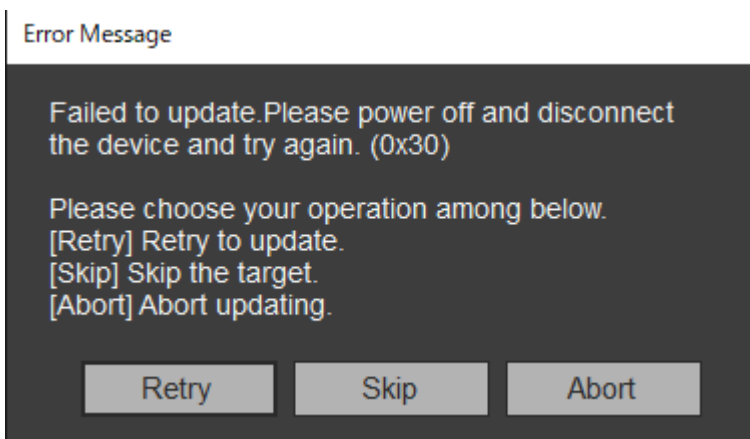
8 Turn off the connected device, turn the device on again, and check the version of the device.

For details about checking the version, refer to the operating instructions of the device.

For devices for which an update failed, apply the update again, and check that the update is successful before use.

When multiple devices are selected for update

If a device update fails during the process, the following message may appear.

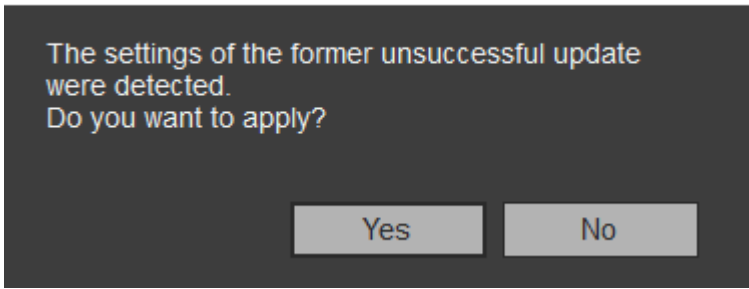


To attempt to update the device whose update failed, click [Retry]. To skip the device whose update failed and move to the update process for the next device, click [Skip]. To exit the update process, click [Abort].

When a message is displayed after an unsuccessful update

If a previous attempt to update an Ethernet connection device was unsuccessful, the following message may appear after selecting a package file.

Alert Message

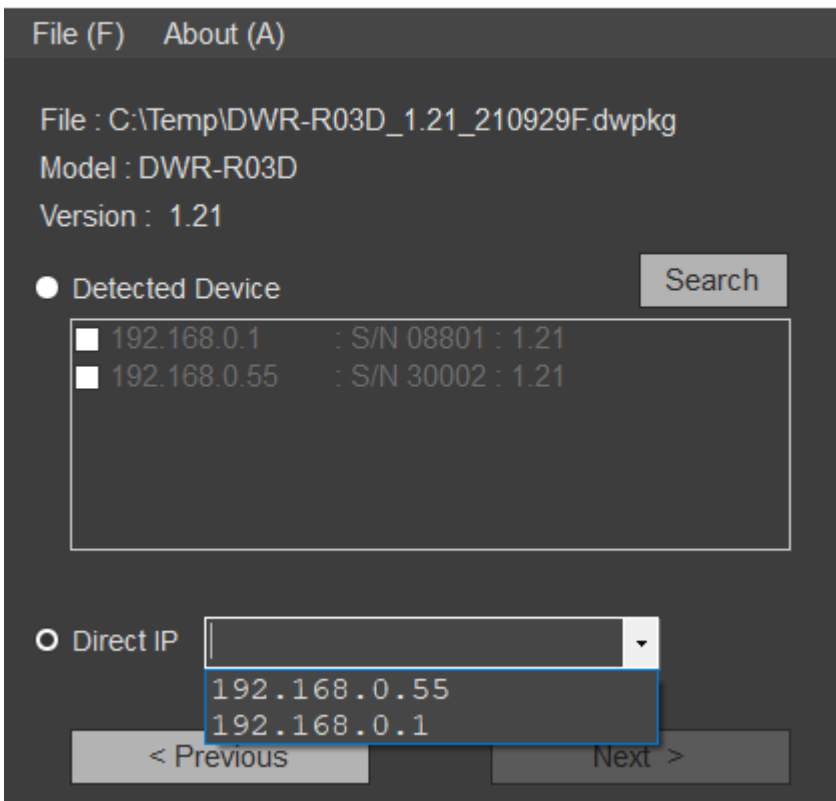


To execute the update process using the IP address specified during the unsuccessful update attempt, click [Yes]. The information for the previous update attempt is deleted if you click [No]. In this case, click [Direct IP], specify the IP address directly or select the IP address of the target device from the pull-down list, and then apply the update. For USB connection devices, only a message appears.

Note

- If the 4th octet (D part in A.B.C.D) of the IP address entered in [Direct IP] is set to "0" or "255," do not execute the update. Change the IP address of the device as described in the Note in "Connecting devices" in the "[Preparation](#)" topic.

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To exit the application

Click [Exit] in the [File] menu of the menu bar to exit the application.

Related Topic

- [Preparation](#)
- [Error Messages](#)

Error Messages

Note

- Error codes are subject to change or addition.

Error codes	Description
0x10	Invalid update package file. Select an appropriate file.
0x11	File not found. Select an appropriate file.
0x13	Confirm the version of the current firmware and the new one. Check that the file is the latest version. Version down is not allowed.
0x14	Unsupported update package file. Update this software before applying the package file you chose.
0x20 to 0x24	Confirm the IP address or COM port as well as the connectivity with the device.*
0x25	The IP address of the target device is not allowed. Change the IP address of the target and try again. Avoid 0 and 255 as the 4th octet (D part in A.B.C.D) of the IP address.*
0x30 to 0x40	Update could not finish successfully. Turn the device off and on again, check the connection, and execute the update again.

* For details about connecting, see "Connecting devices" in "[Preparation](#)."

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Usage Precautions

Depending on the operating environment, unauthorized third parties on the network may be able to gain access. When connecting the unit to the network, be sure to confirm that the network is protected securely. SONY WILL NOT BE LIABLE FOR DAMAGES OF ANY KIND RESULTING FROM DATA LEAKS RESULTING FROM ACCESS BY A THIRD PARTY OR SECURITY PROBLEMS OF ANY KIND.