Help Guide

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 8.1
- Windows 10

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Wireless Microphone System Updater

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.

- 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.

Wireless Microphone System Updater

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].**

If the computer operating system is Windows 8.1 and the device uses a USB connection, install a USB driver as described in "Installing a USB Driver."

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.

Related Topic

- [Installing a USB Driver](#)

Wireless Microphone System Updater
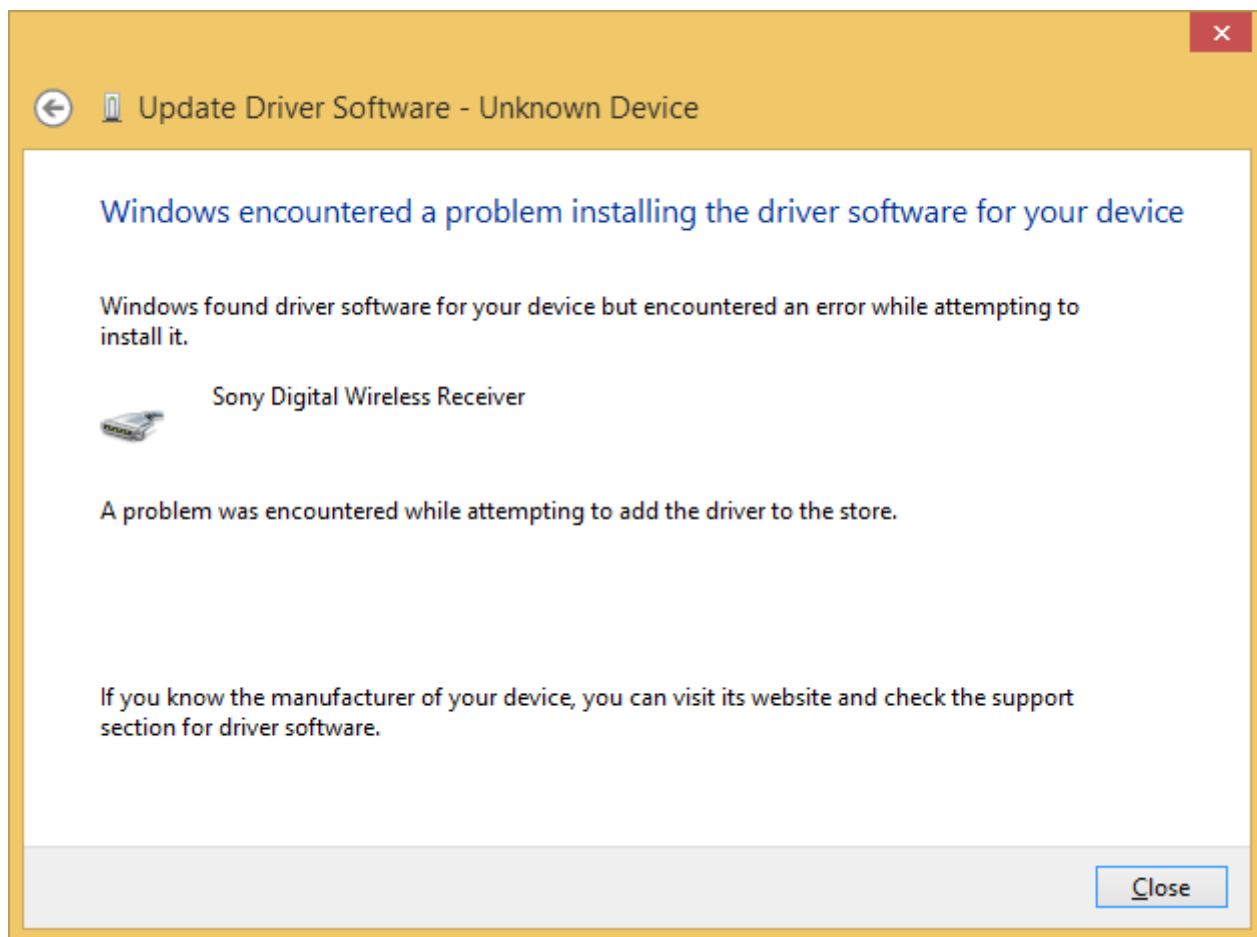
Installing a USB Driver

In Windows 8.1, install the USB driver for this software using the following procedure.
In Windows 10, the standard USB driver installed in the operating system is used. The USB driver is installed automatically when the computer and device are connected.

1 **Download the latest USB driver for this software from the following URL.**

https://pro.sony/ (search for "Wireless Microphone System Updater" on the website)

2 **Uncompress the downloaded file into a folder on your computer.**

3 **Connect a computer to the unit using a USB cable.**

4 **Open [Control Panel] > [Hardware and Sound] > [Device Manager].**

5 **Right-click [Unknown device] under [Other devices], and click [Update driver software] in the displayed menu.**

If [Unknown device] is not displayed, unplug and then reconnect the USB cable, and then immediately right-click the item added to [Other devices].

6 **Click [Browse my computer for driver software].**

7 **Click [Browse], specify the folder of the uncompressed file from step 2, and click [Next].**

8 **Click [Install].**

When the installation finishes, the device is registered in Device Manager.

If a problem occurs while installing a USB driver

If the following or similar message appears and installation fails, import a certificate as described in "Importing a Certificate" and try to install the USB driver again.

Update Driver Software - Unknown Device

Windows encountered a problem installing the driver software for your device

Windows found driver software for your device but encountered an error while attempting to install it.

Sony Digital Wireless Receiver

A problem was encountered while attempting to add the driver to the store.

If you know the manufacturer of your device, you can visit its website and check the support section for driver software.

Close

Related Topic

- Importing a Certificate

Importing a Certificate

If a problem occurs while installing a USB driver required for operation of this software on Windows 8.1, use the following procedure to import a certificate manually.

1 **Double-click the "digicert-trusted-root-g4.cer" file in the folder that appears after uncompressing the zip file for the latest USB driver downloaded as described in "Installing a USB Driver."**

2 **Click [Install Certificate].**

3 **Click [Local Machine] under [Store Location], and click [Next].**

4 **Click [Place all certificates in the following store], and click [Next].**

5 **Click [Finish] to complete importing the certificate.**

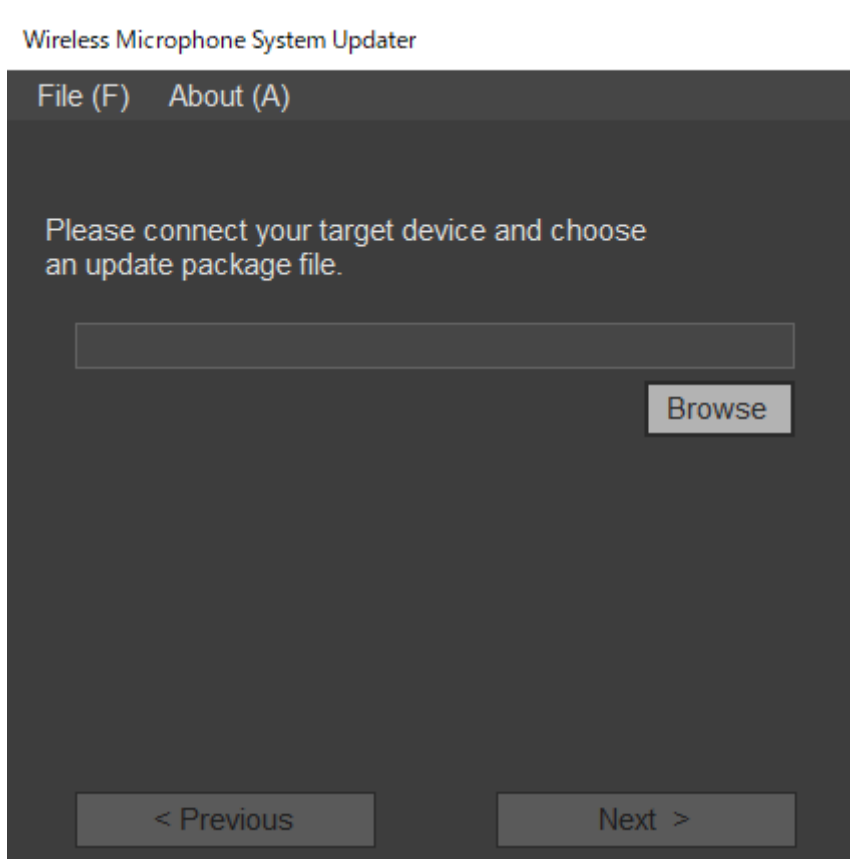Then, install a USB driver as described in "Installing a USB Driver."

Related Topic

- Installing a USB Driver

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.**

Wireless Microphone System Updater

File (F)   About (A)

Please connect your target device and choose an update package file.

Browse

< Previous   Next >

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

Wireless Microphone System Updater

File (F)   About (A)

File : C:\Temp\DWR-S03D_1.10_210929A.dwpkg
Model : DWR-S03D
Version : 1.10

Detected Devices   Search

☐ COM5   : S/N 00000 : 1.11
☐ COM4   : S/N 00010 : 1.11

< Previous   Next >

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.

Wireless Microphone System Updater

File (F)   About (A)

File : C:\Temp\DWR-R03D_1.30_210831A.dwpkg
Model : DWR-R03D
Version : 1.30

○ Detected Device   Search

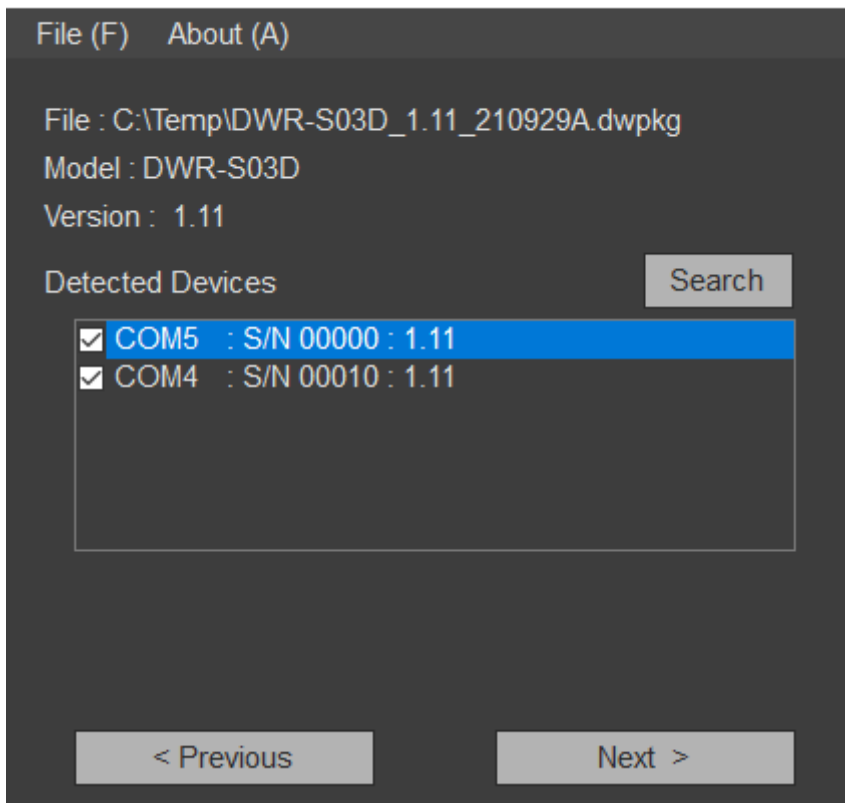☐ 192.168.0.1   : S/N 08801 : 1.21
☐ 192.168.0.55   : S/N 30002 : 1.21

● Direct IP   [   ]

< Previous   Next >

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

Wireless Microphone System Updater

File (F)   About (A)

File : C:\Temp\DWR-S03D_1.11_210929A.dwpkg
Model : DWR-S03D
Version : 1.11

Detected Devices   Search

☑ COM5   : S/N 00000 : 1.11
☑ COM4   : S/N 00010 : 1.11

< Previous   Next >
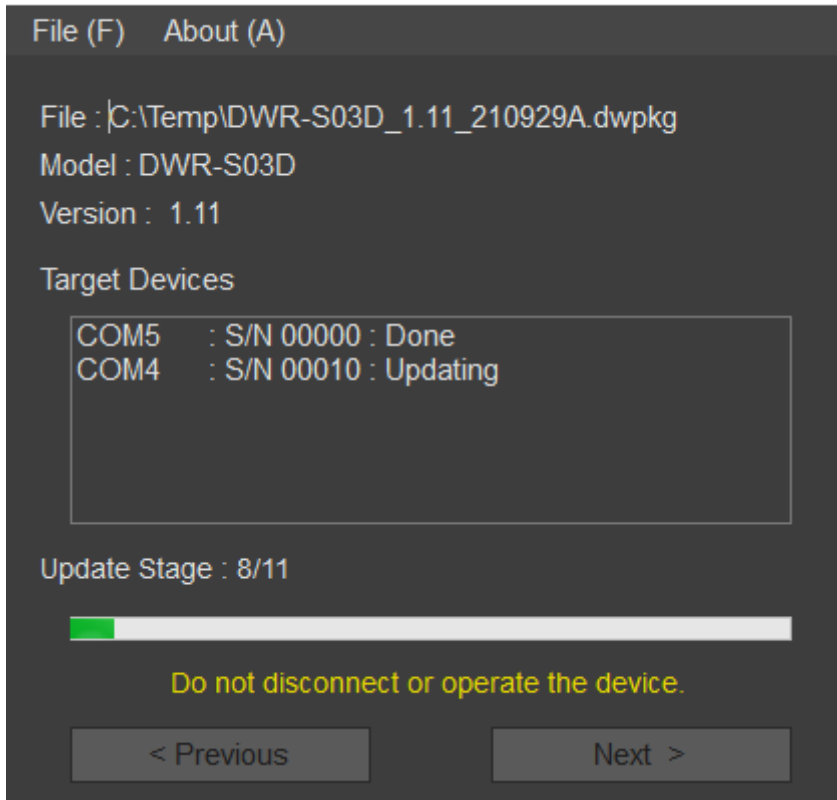
6 **Click [Next].**

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 updated 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."
>
> - 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.
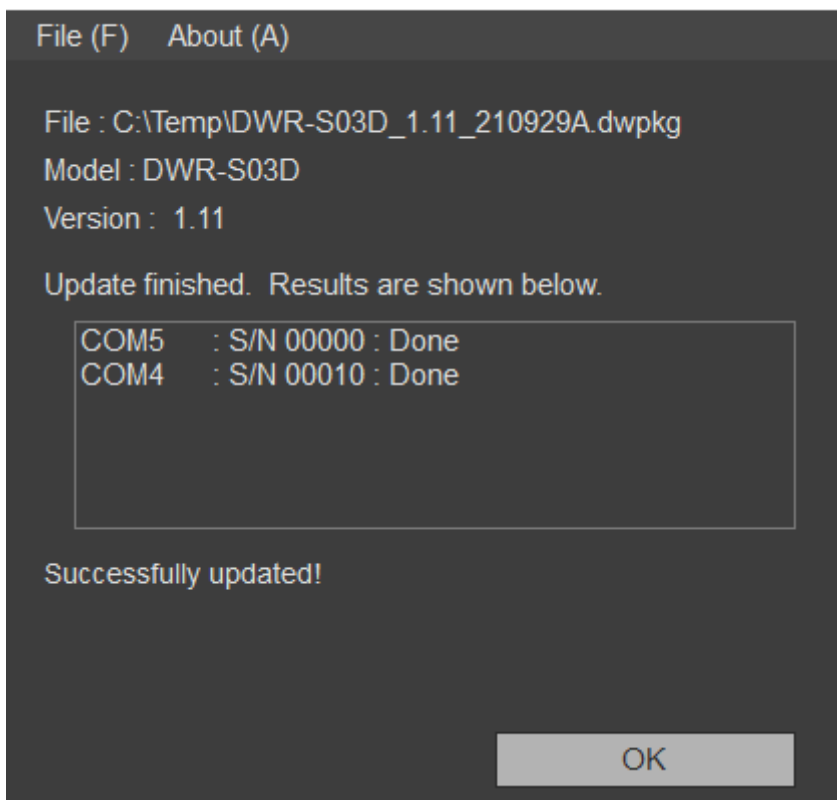
Wireless Microphone System Updater

File (F)   About (A)

File : C:\Temp\DWR-S03D_1.11_210929A.dwpkg

Model : DWR-S03D

Version : 1.11

Target Devices

COM5   : S/N 00000 : Done
COM4   : S/N 00010 : Updating

Update Stage : 8/11

Do not disconnect or operate the device.

< Previous   Next >

---

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
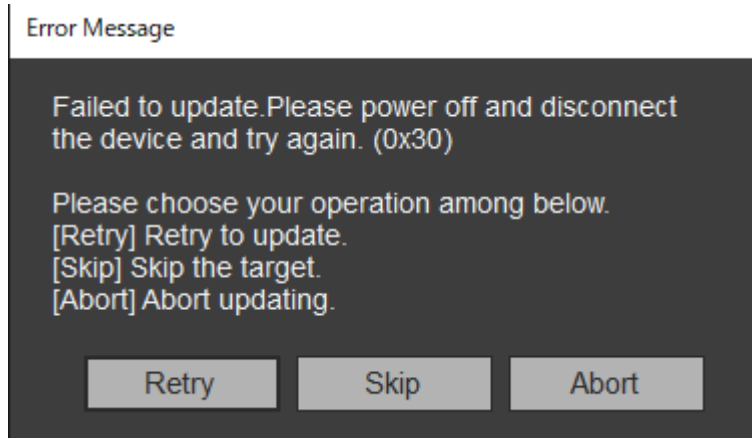
Wireless Microphone System Updater

File (F)   About (A)

File : C:\Temp\DWR-S03D_1.11_210929A.dwpkg

Model : DWR-S03D

Version : 1.11

Update finished. Results are shown below.

COM5   : S/N 00000 : Done
COM4   : S/N 00010 : Done

Successfully updated!

OK

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.

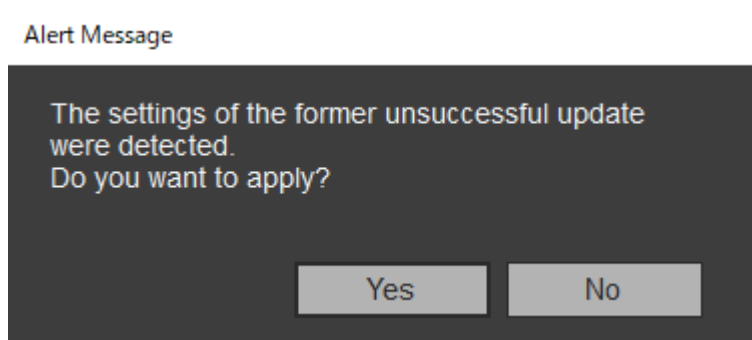## When multiple devices are selected for update

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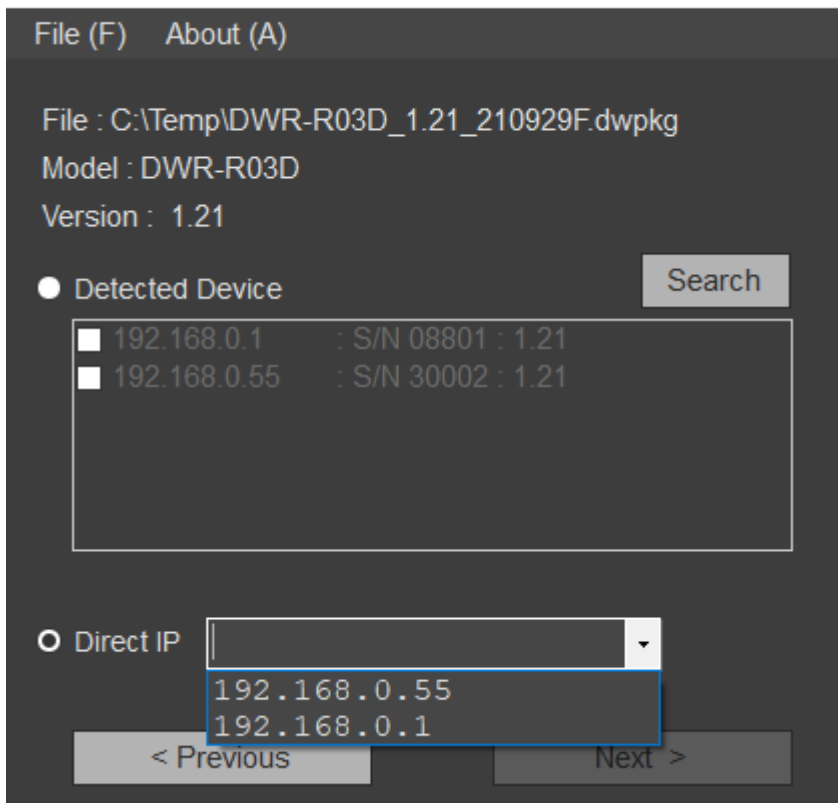

To attempt to update the device whose update failed, click [Retry]. To skip the device whose update failed and move to the update process for the next device, click [Skip]. To exit the update process, click [Abort].

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.

To run 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.

Wireless Microphone System Updater

File (F)　　About (A)

File : C:\Temp\DWR-R03D_1.21_210929F.dwpkg

Model : DWR-R03D

Version : 1.21

● Detected Device　　　　　　　　　　　Search

　■ 192.168.0.1　　: S/N 08801 : 1.21
　■ 192.168.0.55　　: S/N 30002 : 1.21

○ Direct IP

192.168.0.55
192.168.0.1

< Previous　　　　　　　　　Next >

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 to 0x12	A problem was found with the selected update package. Download the update package again.
0x13	Update could not be executed using the selected update package (version rollback is not supported).
0x20 to 0x23	An applicable device for the selected update package could not be found. Check the device status and connection, and execute the update again.
0x24	An IP address on a different network segment was configured. Connect the computer on which this software is installed to the same network segment as the target device to be updated.
0x30 to 0x40	Update could not finish successfully. Turn the device off and on again, check the connection, and execute the update again.

Wireless Microphone System Updater

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.