



Shure Update Utility

Shure Update Utility

Firmware and software management tool
Version: 6 (2020-A)

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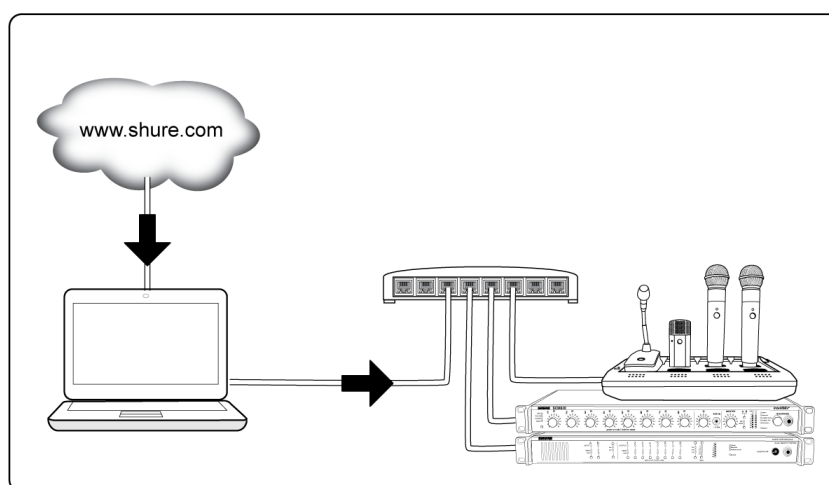
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Shure Update Utility

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The Shure Update Utility (SUU) is an application used to update firmware for Shure devices. The application downloads new firmware versions and stores them locally on the computer. The updated versions are then available to send to multiple networked devices at the same time.



Additionally, the Update Utility enables software updates from Shure software applications such as Wireless Workbench®.

About Firmware

Firmware is embedded software in each device that controls its functionality. Periodically, new versions of firmware are developed to incorporate additional features and enhancements. To take advantage of these improvements, new versions of the firmware can be downloaded and installed using the Shure Update Utility (SUU) application.

Firmware Versions and Compatibility

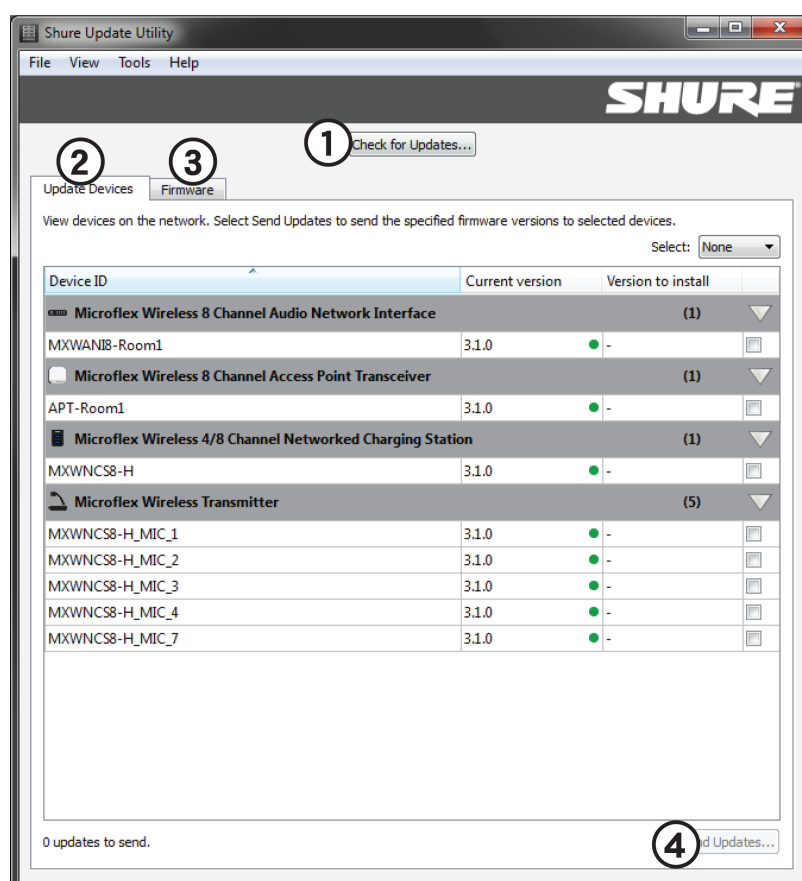
The firmware of all Shure devices has the form of MAJOR.MINOR.PATCH (e.g., 1.2.14). To ensure interoperability, all components from the same model family (including transmitters) should be updated to the same MAJOR and MINOR firmware version numbers (e.g., 1.2.x).

Quick Overview

The following is a quick overview of the SUU application interface. See Interface Description for more details on each .

| | |
|-----------------------------------|--|
| ① Check for Updates button | Download new firmware versions to your computer. |
|-----------------------------------|--|

| | |
|------------------------------|---|
| ② Update Devices Tab | <p>Displays connected Shure devices, their current firmware version, and the latest firmware on the computer. Use the colored dot in each row to quickly check firmware status of each device:</p> <ul style="list-style-type: none"> • Green: Device is up to date with latest version on the computer • Yellow: A newer version is available on the computer • Red: The device requires a firmware update to properly function |
| ③ Firmware Tab | Displays all firmware versions downloaded to the computer. |
| ④ Send Updates Button | Updates the selected devices with new firmware. |



Download the Application

Download the Shure Update Utility from the Shure website: https://www.shure.com/en-US/products/software/shure_update_utility.

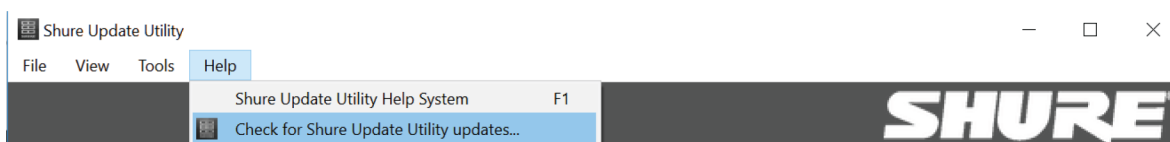
Background Updates for other Shure Applications

The SUU supports updates to other Shure software applications, such as Wireless Workbench®. When you check for updates from a Shure application, the SUU facilitates the update process in the background as it connects to the Shure server to find new releases.

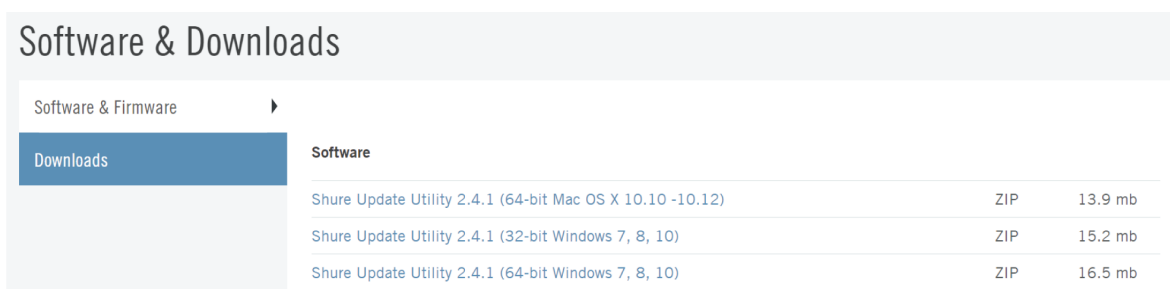
Updating the SUU Application

Important: Before updating the application, make sure all firmware updates have completed, as the update can interrupt the transfer of firmware to devices.

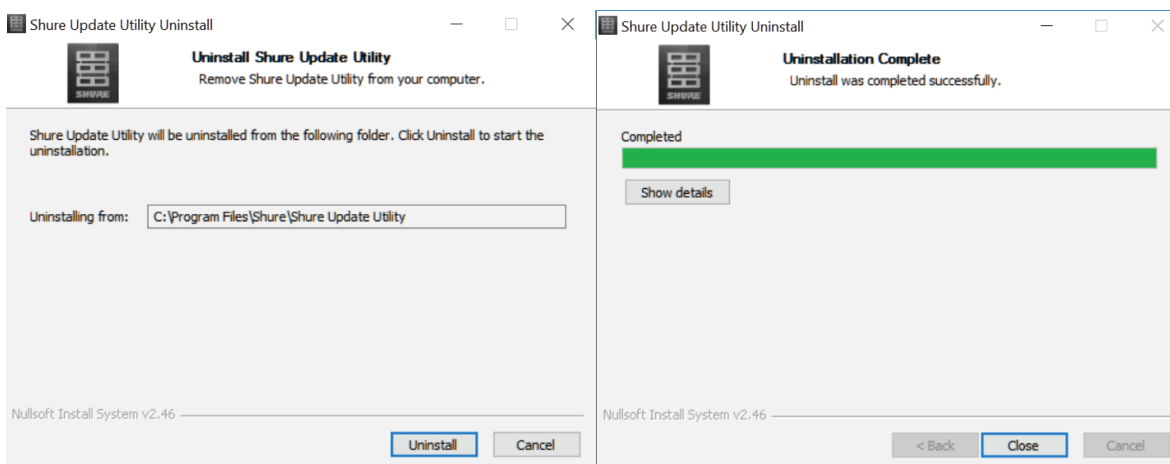
1. Open the Shure Update application on the computer that is connected to the Internet.
2. Go to the *Help* menu and select *Check for Shure Update Utility Updates*.

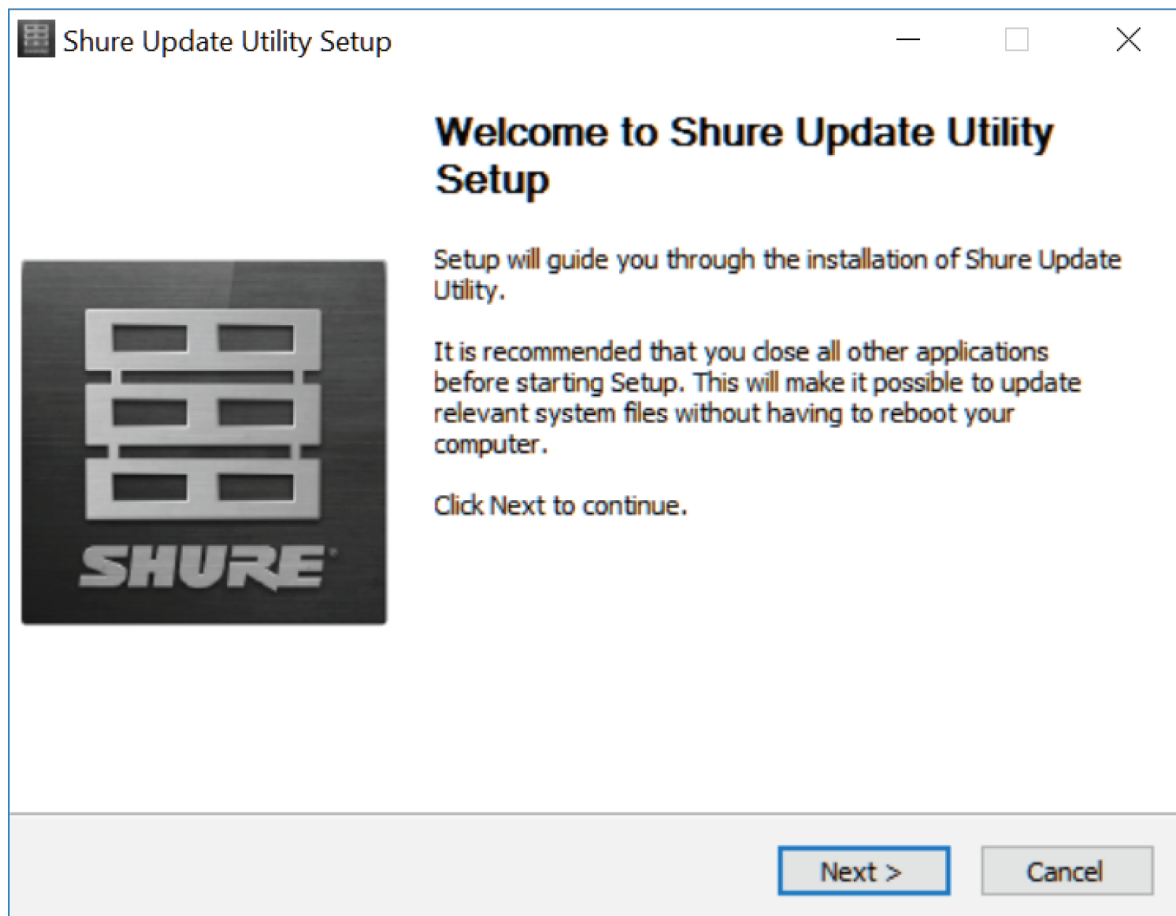


3. Your web browser will direct you to the Shure website where the latest version of the Shure Update Utility is hosted. Select the appropriate version for your computer. Your download will automatically start.



4. Find the .zip file in your computer's Downloads folder and extract the contents.
5. Open the file and follow the prompts to remove the existing application and install the latest version of the SUU.





Update Device Firmware

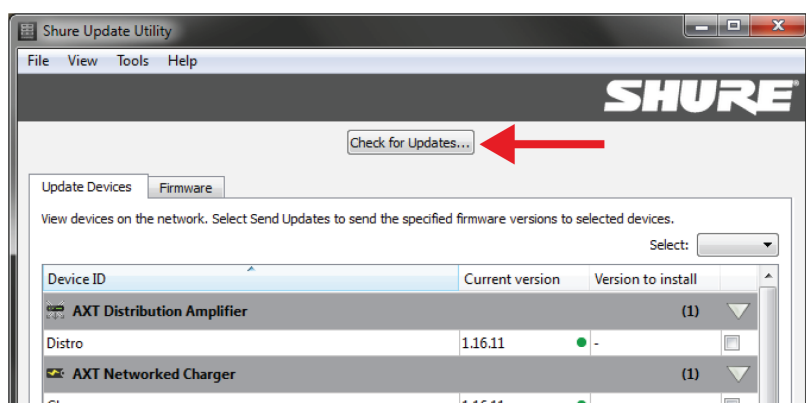
Use the Shure Update Utility (SUU) application to download new versions of firmware from the Shure web server and upload them to devices.

Note: See Updating Portable section for Shure devices that don't connect directly to a computer, such as a wireless handheld transmitter.

Download Firmware to the Computer

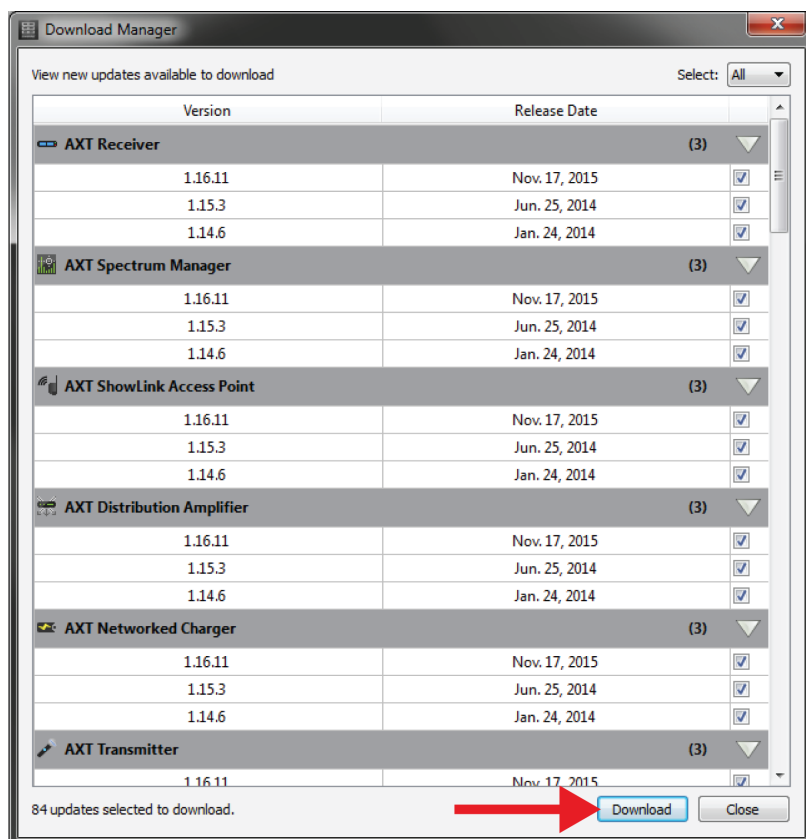
Download the latest firmware versions from Shure using the SUU.

1. Connect the computer to the internet.
2. Open the SUU application.
3. Click on the *Check for Updates...* button to view new firmware versions available to download. When the computer already has the latest versions, the *No Updates Found* message displays.



4. Select the desired versions and click the *Download* button. The new downloads will be added to the Firmware tab, making them available to install on the device hardware.

Tip: Select *All* to download all new firmware.



Connect Shure Devices to the Computer

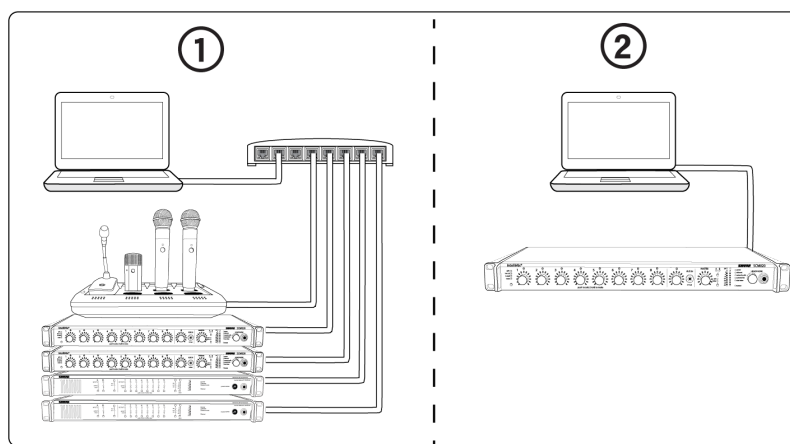
Shure devices connect to a computer using standard networking practices. Follow these guidelines for the most reliable connection:

- Connect devices in a "star" network topology (avoid daisy-chained connections)
- Devices must be set to same subnet mask
- Use only one DHCP server per network

- Turn off other computer network interfaces not used to connect to the Shure device (including WiFi)

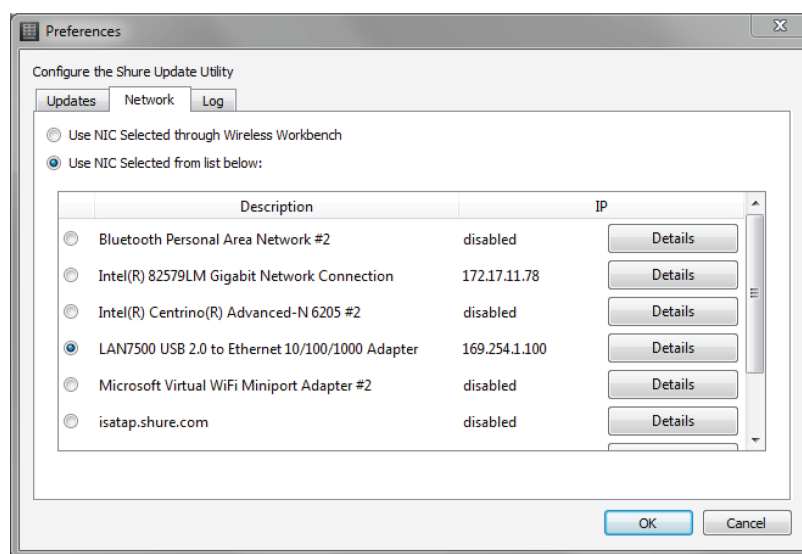
Connection Examples

| | |
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| ① Multiple Devices to a Switch | Use a DHCP-enabled switch to connect multiple devices in a star configuration |
| ② Device Directly to a Computer | Connect the Ethernet or USB port on the Shure device to the computer |



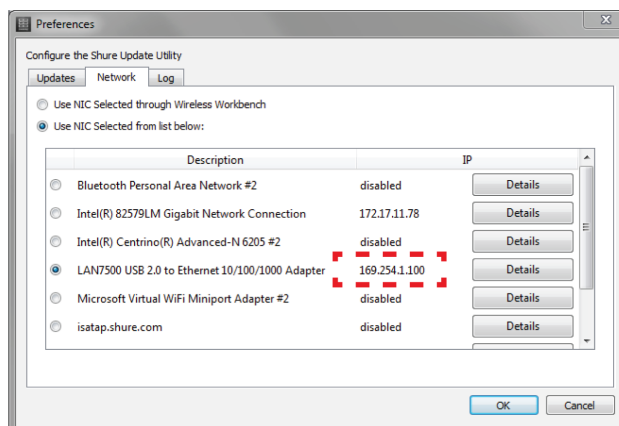
Select the Computer's Network Interface

Choose the computer's network interface card (NIC) that the application uses to communicate with Shure devices. A wired network connection is required when updating a device's firmware.

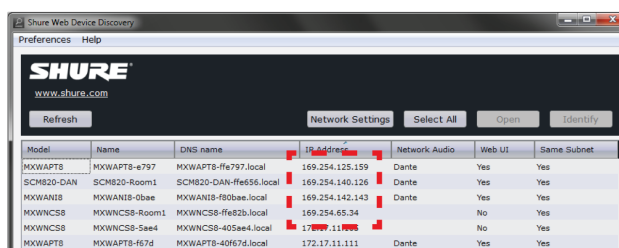


Select the network card that is on the same subnet as the devices connected to your computer. To verify they are the same, open the Shure Device Discovery application, which displays all Shure network devices connected to the computer. The IP addresses of the desired devices should match the NIC selection in the SUU.

169.254.1.100



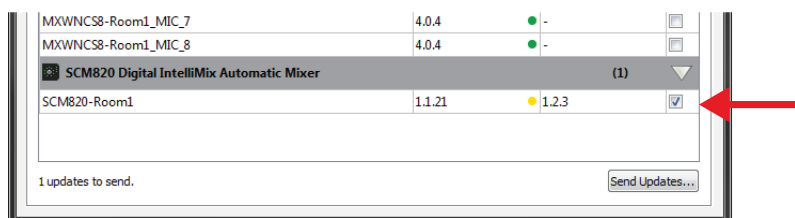
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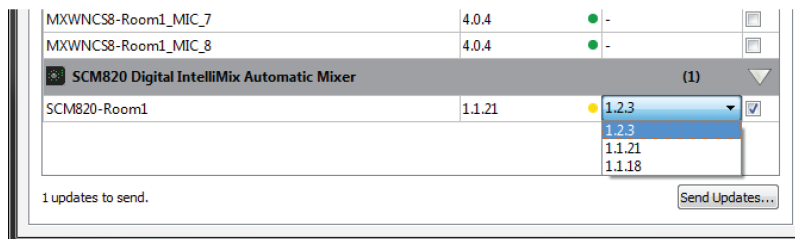
Upload New Firmware to the Devices

Push the updated firmware from the computer to the connected devices. Wait until the update processes is complete before turning off or disconnecting any devices.

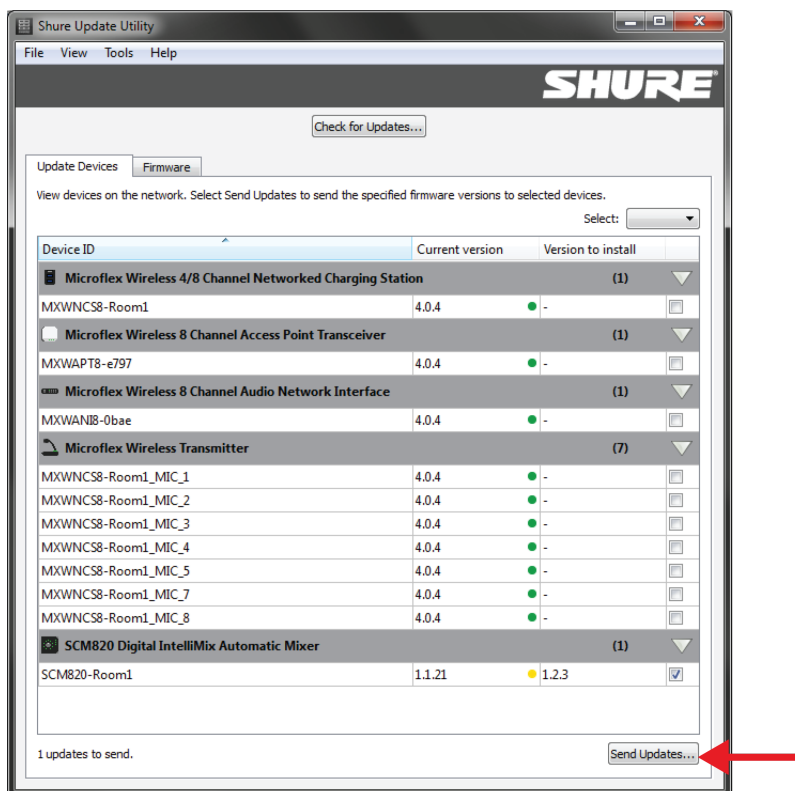
1. Open the *Update Devices* tab to view all Shure devices connected to the computer.
2. Select each device that will receive a firmware update.



3. Select a firmware version for each device under the *Version to Install* column. The newest version downloaded to the computer is selected for the update by default, though you can use an older version by double-clicking and selecting from the drop-down.



4. Begin the update by selecting the *Send Updates...* button. The devices are not available for use during the update process.



5. Close out of the window once the process is complete.

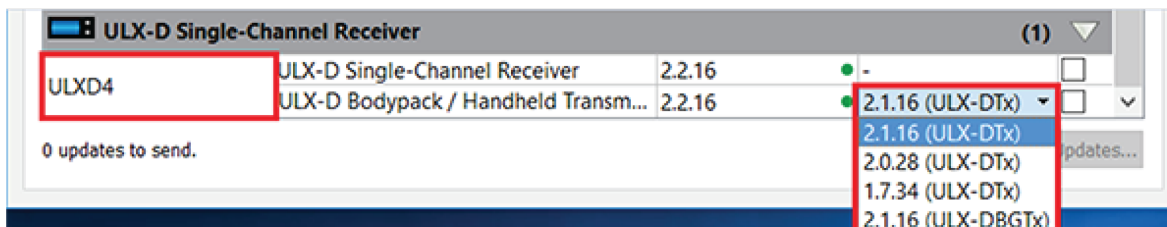
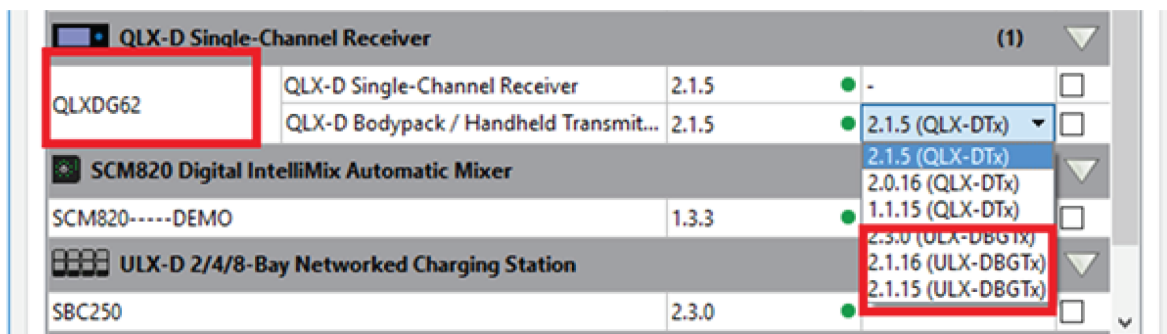
Updating a Portable Device

Firmware for portable Shure devices, such as transmitters or receivers, is either updated directly through the SUU, or via IR sync with a networked device. The networked device hosts a firmware package for the supported portable device, which is transferred over dedicated IR ports on both devices.

Note: Exact steps may vary per device, see the user manual for exact details.

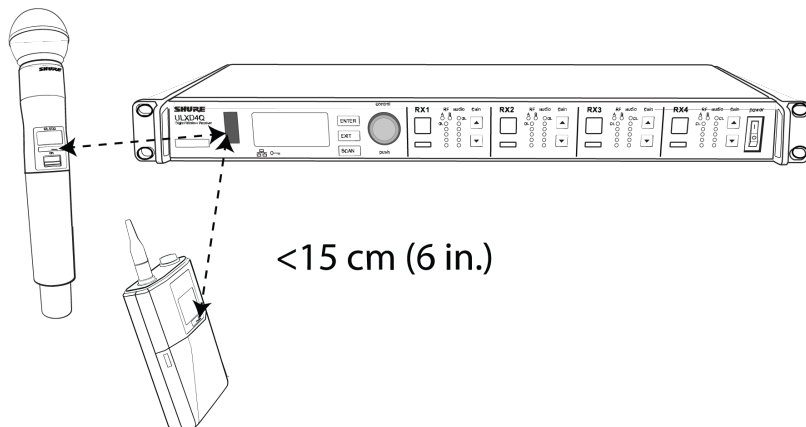
For best results, ensure the same firmware version is uploaded to all components of the system.

1. Connect the networked device to the computer. The networked device hosts a firmware package for the supported portable device.
2. Open the *Update Devices* tab in the Shure Update Utility.
3. Scroll to the networked device and select the firmware package for the portable device.

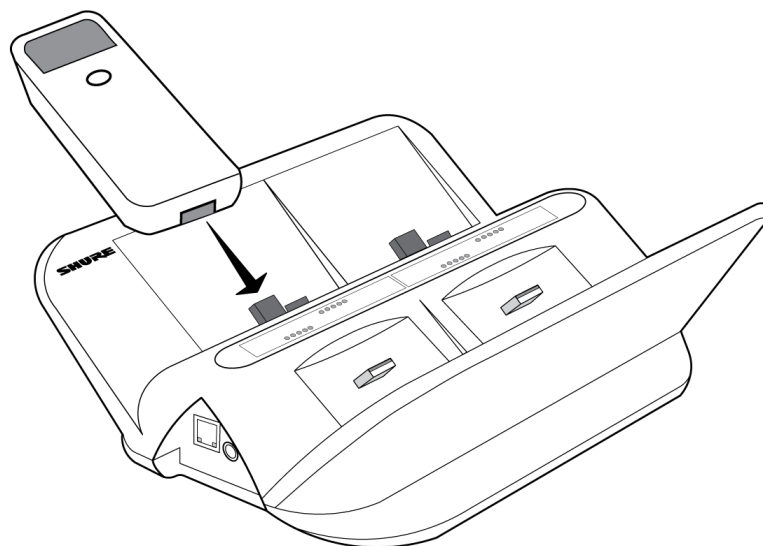


Tip: For best results, ensure the same firmware version is uploaded to all components of the system.

4. Select *Send Updates...* to send the update package to the host device.
5. Navigate to the portable firmware update screen on the host device. (Varies per model.)
6. To upload the new firmware, align the IR port of host device with the IR port of the portable device.



7. Start the firmware transfer and hold the portable device in front of the IR port of the host device. The progress will display on the front panel of the host device.
8. For updates sent through a networked charging station, ensure the station is connected to the computer, both are connected to the same network, and all portable devices are docked securely. Then, select the device in the SUU and click *Send Updates...* to deliver the firmware package through the host device to the portable device.



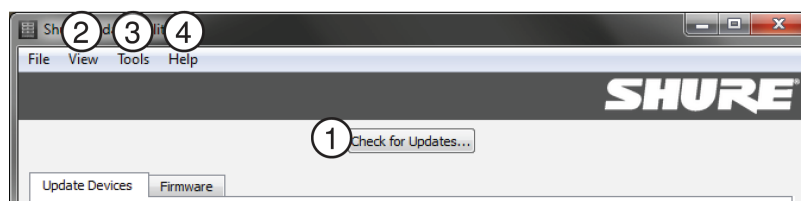
9. The portable device may reboot after receiving the new firmware.

CAUTION! Do not interrupt the power source from the device while it is rebooting.

Interface Description

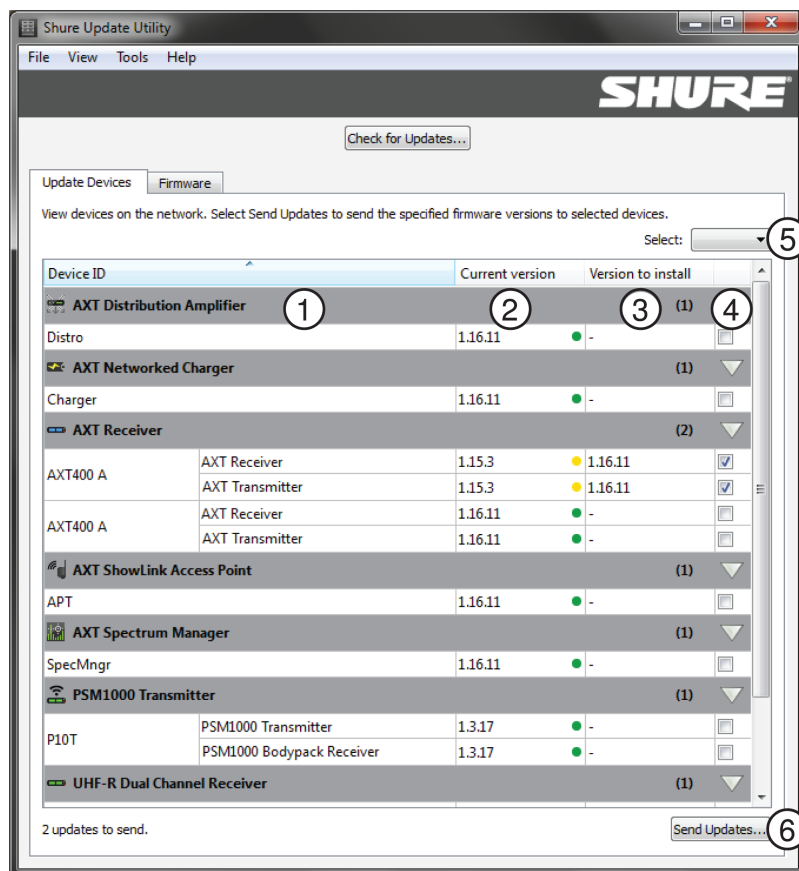
Control Bar

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| ① Check for Updates | Displays new firmware versions available to download to the computer. |
| ② View Menu | <ul style="list-style-type: none"> • Event Log: Displays time-stamped events regarding downloading firmware and updating devices. • Release Notes: Links to the Shure web site to provide details on new features, improvements and additional notes for each firmware version. |
| ③ Tools Menu | <ul style="list-style-type: none"> • Check for Updates: Displays new firmware versions available to download to the computer. • Preferences: Customize update settings and select the computer's network interface card (NIC) used to update the devices. |
| ④ Help Menu | <ul style="list-style-type: none"> • Launches the Help document for the application. • Download new versions of the SUU application. • View the current application version. |



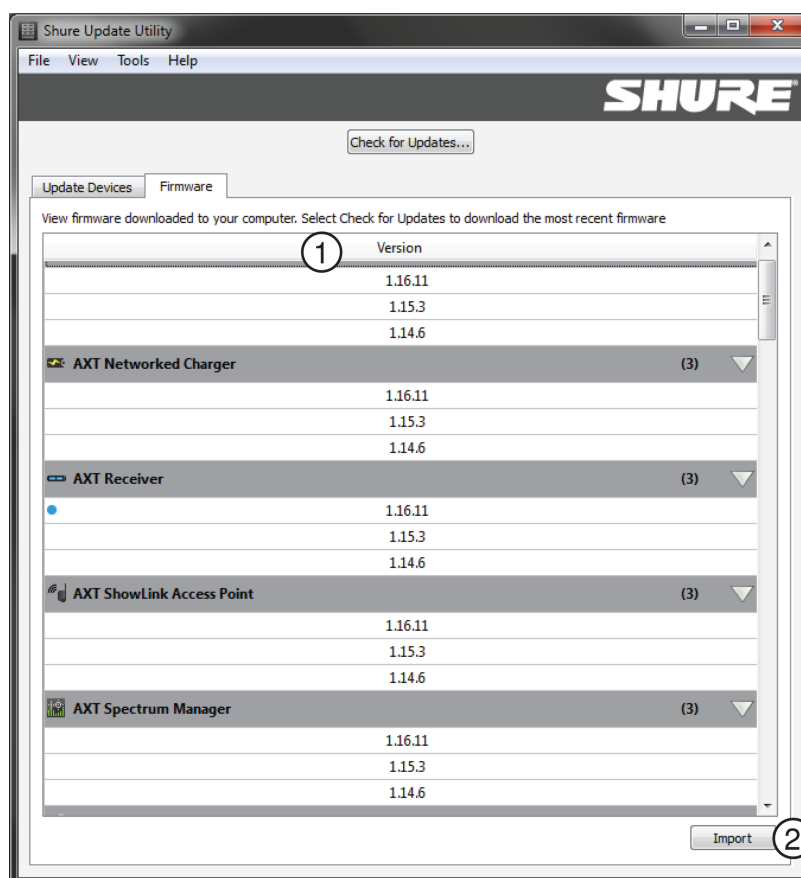
Update Devices Tab

| | |
|------------------------------|---|
| ① Device List | <p>Displays all Shure devices by model that are networked to the computer. Device IDs are customizable from the device's control software.</p> <p>Tip: Hover over a device's Device ID to view its IP address, and right-click to copy it.</p> |
| ② Current Version | <p>The firmware version currently installed on the device. The colored circle indicates the status of the firmware:</p> <ul style="list-style-type: none"> • Green: Device is up to date with the latest firmware version that is downloaded to the computer. • Yellow: A newer firmware version has been downloaded to the computer and is available to upload to the device. • Red: The device requires a firmware update for proper functionality. |
| ③ Version to Install | <p>Drop-down window enables the selection of any firmware version that has been downloaded to the computer. A dash (-) appears until the device is selected to receive an update.</p> |
| ④ Select Checkbox | <p>Selects or deselects the device to receive a firmware update.</p> |
| ⑤ Select All/None | <p>Selects or deselects all devices in the Device List to receive a firmware update.</p> |
| ⑥ Send Updates Button | <p>Updates the selected devices to the specified firmware versions.</p> |



Firmware Tab

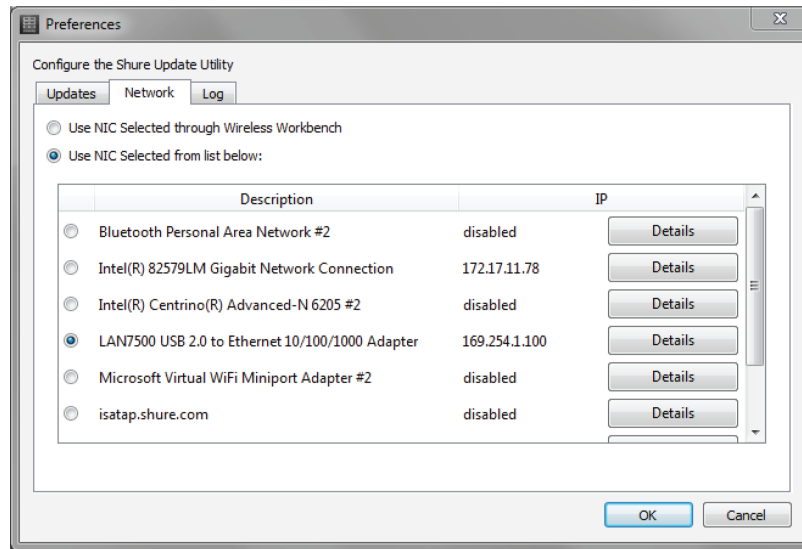
| | |
|-----------------|---|
| ① Firmware List | <p>Displays each firmware version downloaded to the computer. Right-click for the following options:</p> <ul style="list-style-type: none"> Export the firmware version as a .pack file Delete the firmware version from the computer View version release notes on the Shure website <p><i>Tip: A blue dot indicates that the version has been recently downloaded.</i></p> |
| ② Import Button | Imports firmware versions from a local file or an external hard drive to the SUU firmware tab. |



Preferences

Go to *Tools > Preferences* to adjust application settings.

| | |
|---------------------|---|
| Updates | <p>Use the Updates tab to customize the workflow of the application:</p> <ul style="list-style-type: none"> • Enable background check to automatically find new firmware updates from the Shure web server • Select all new firmware versions when checking for updates • Select all discovered devices when sending updates |
| Network | <p>Use the Network tab to select the computer's network interface controller (NIC) to be used by the Update Utility. Firmware updates are only supported via a wired interface connection.</p> |
| Log Rotation | <p>Adjust the number of event log files stored by the computer.</p> |



Troubleshooting

Before troubleshooting, ensure a reliable network connection and constant power supply. Follow these guidelines when troubleshooting an issue:

- Power on all devices
- Connect the computer and devices to the same network and set to the same subnet
- Turn off other network interfaces not used to connect to the device (including WiFi)
- Check that firewall settings are not blocking the Shure Update Utility
- Check that DHCP server is functioning (if applicable)

Additional Resources

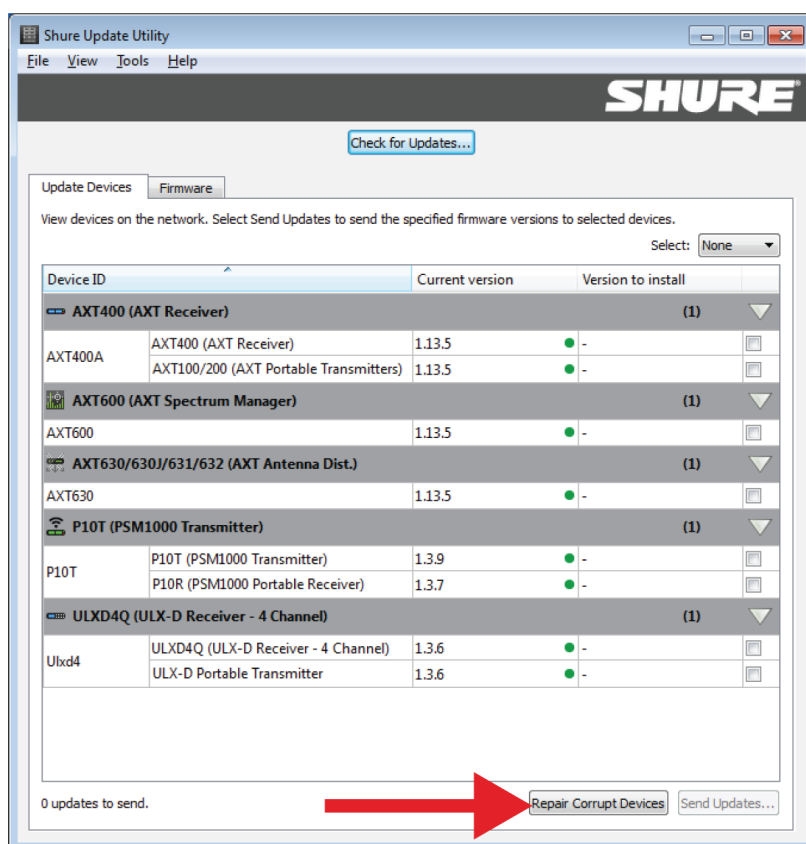
For additional Troubleshooting assistance or further information on complex installations, contact Shure to speak with a support representative. In the Americas region, call Systems Support group at 847-600-8541. For users in other locations, go to www.shure.com to find support contact for your region.

Repairing a Failed Firmware Update

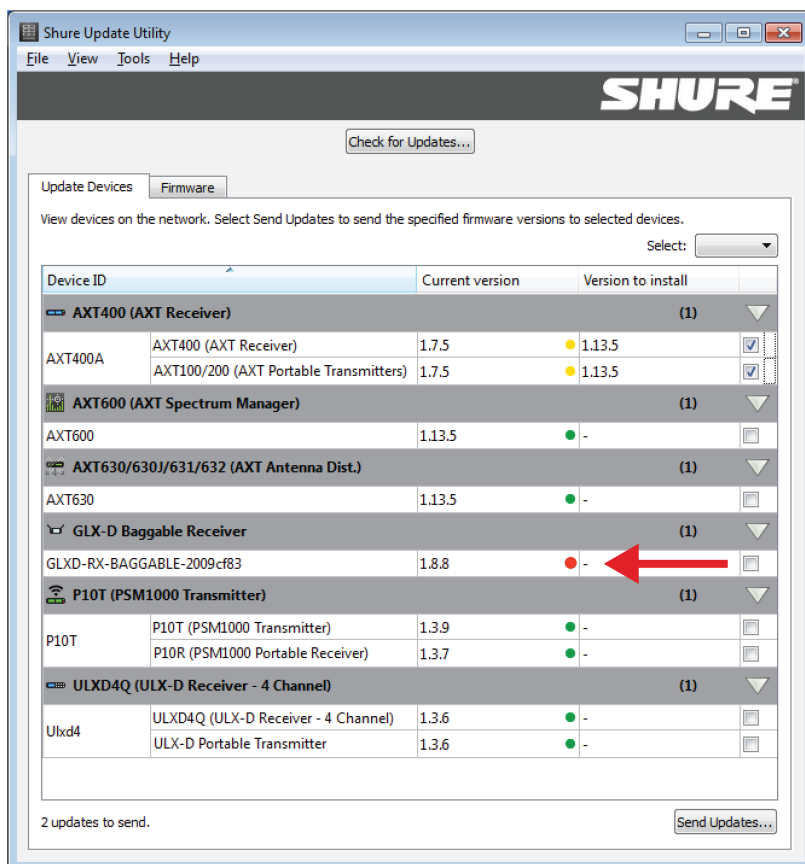
If an error occurs during the update process, a recovery file is generated to prepare the device for a normal firmware update that will restore functionality.

Use the *Repair Corrupt Devices* button that appears if an update fails.

1. Upload recovery firmware by selecting *Repair Corrupt Devices*. Close the window when the recovery procedure completes.



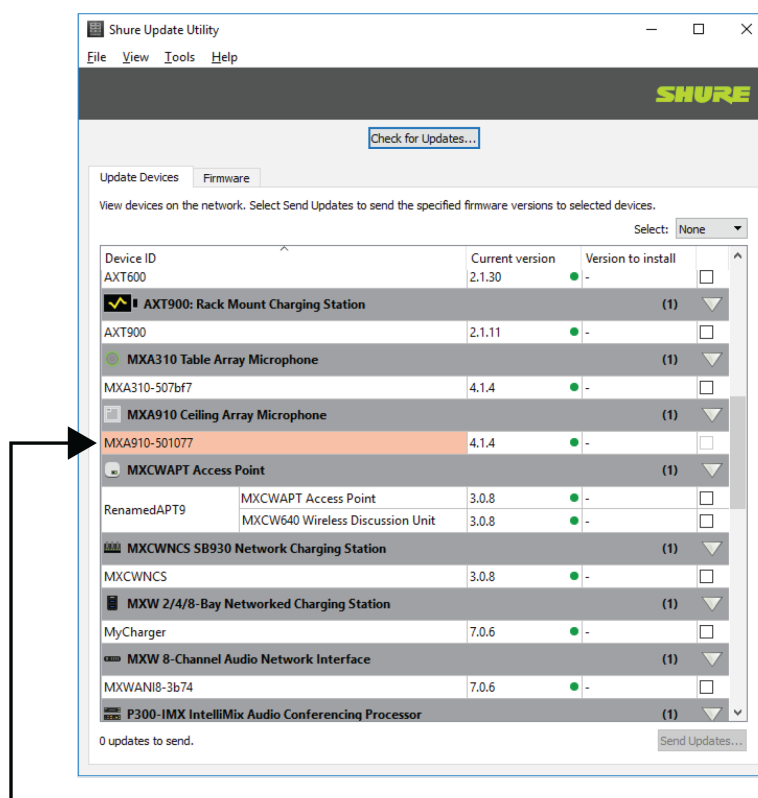
- The recovered device will display in the Update Devices tab with a red dot, indicating that a firmware update is required.



3. Perform a normal firmware update to restore device functionality.

Unavailable Device

The SUU prevents a device from updating when it is flagged as unavailable in the *Update Devices* tab. The event log contains more details. To open the event log, choose *View > Event Log*.



An unavailable device displays in red, and is not selectable for the update

