

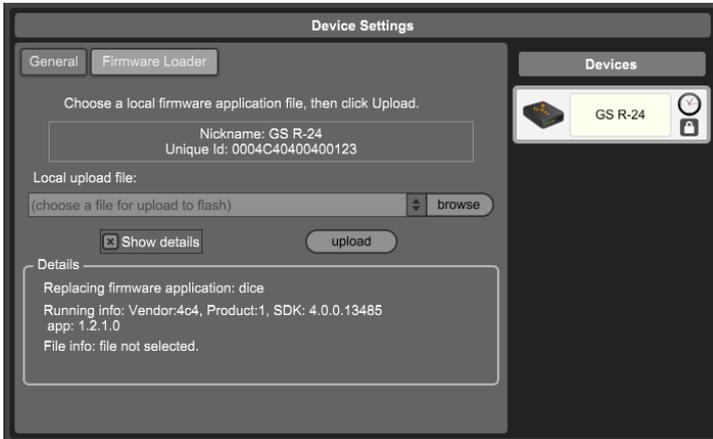
# UPDATING FIRMWARE ON WINDOWS AND MAC

## Update Firmware

Your ZED-R / GS-R has firmware installed already, but in order for you to keep firmware up to date to add new features or to update driver compatibility with new operating systems it is sometimes necessary to be updated. It may not be needed to do this when you receive your new hardware as the firmware is pre-loaded at the factory. You only need to update the firmware when a new driver version is released or there is a release of firmware to enhance functionality for some reason.

### **TO CHECK FIRMWARE VERSION FOR YOUR GS-R24 / ZED-R16.**

Click on the Firmware Loader tab on the control panel.  
Check the box next to Show details, this will show the current device firmware (write this number down).  
Go to the Allen & Heath website and check your firmware matches the latest version, if they are different please follow the instructions below.



The latest Firmware and Drivers are available for download from the Allen & Heath website at:

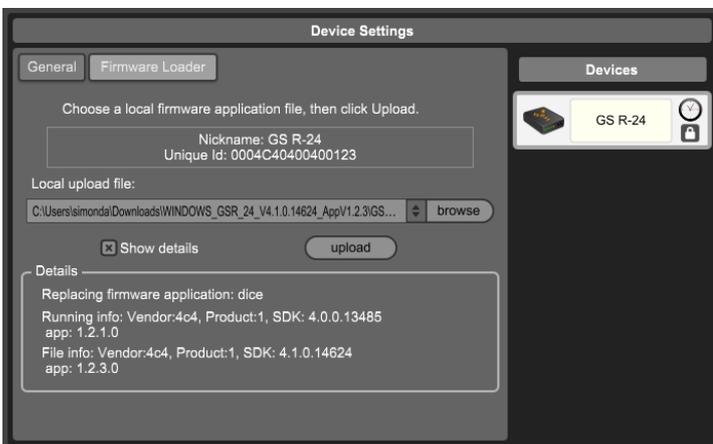
<http://www.allen-heath.com/Downloads/>

**IT IS IMPORTANT TO INSTALL THE LATEST DRIVERS BEFORE UP-DATING THE FIRMWARE**

Please refer to the Driver Uninstall and Install guides for further instructions.

### **TO UPDATE FIRMWARE VERSION FOR YOUR GS-R24 / ZED-R16.**

Make sure the Desk and Computer have a constant power supply while updating firmware.  
Place the downloaded .zip file into a known location on your computer for example the desktop.  
Extract the file.  
Select the Firmware Loader tab then click browse.  
Locate the GSR\_24Vx.x.x.bin file and select it or locate the ZEDR\_16Vx.x.x.bin file and select it.



**WARNING DO NOT TURN OFF THE POWER.**

**POWERING OFF DURING AN UPDATE CAN RENDER THE FIREWIRE UNUSABLE.**

Click the upload button.  
If updating from V3.x.x to V4.x.x you will see a pop up box saying firmware is older than the current running version.  
This is fine, the app version has been changed and is now less than previous app version, this will not affect the update in any way.  
After update finishes turn off desk for five seconds then re-apply power. Firmware will now be updated, this can be checked by clicking on the Firmware Loader tab and clicking Show details.

