Q-SYS I/O Cards Technical Notes
Dante™ Audio Bridge Card (CDN64)

Important Notes for Dante Firmware Version 4.x

Q-SYS version 7.2.x and later includes Dante firmware version 4.x from Audinate, which automatically upgrades any CDN64 Dante Audio Bridge Card in your Q-SYS system. Version 4.x card firmware includes support for Dante Domain Manager.

Firmware Version Limitations

- Once a CDN64 card is upgraded to version 4.x firmware, it is NOT possible for the card to function in a Q-SYS Core processor or I/O Frame running a Q-SYS version prior to 7.2.x.

- If you are using Q-SYS version 7.2.x, you MUST use Dante firmware version 4.x for compatibility between the Dante card and Q-SYS Core processor or I/O Frame.

- If you later downgrade to a previous version of Q-SYS, the CDN64 card firmware cannot be automatically downgraded by Q-SYS. To downgrade the card firmware below version 4.x, you must use Dante Firmware Update Manager from Audinate. See procedure below.

Downgrading CDN64 Card Firmware Below Version 4.x

If you have upgraded to Dante firmware 4.x using Q-SYS but now desire to downgrade the card firmware, you must use the Dante Firmware Update Manager and an older firmware file provided by Q-SYS Support.

IMPORTANT: This is the only circumstance for using Dante Firmware Update Manager to change the firmware on a Q-SYS Dante Audio Bridge Card.

After you downgrade the firmware with this procedure, the card works as before in a Q-SYS Core or I/O Frame running pre-7.2.x Q-SYS firmware, but without support for Dante Domain Manager.

1. Contact Q-SYS Support to obtain the Q-SYS-compatible older Dante firmware file (CDN64_7.0.1.dnt).

2. Create a backup of your design file.

3. In a pre-7.2.x version of Q-SYS Designer, save and run your design to the Q-SYS Core processor. This downgrades your Q-SYS system to the earlier version, but does NOT downgrade the Dante card firmware. **NOTE**: The Dante card, Core, or I/O Frame Status components might indicate a firmware upgrade is starting or in progress, but the update does not complete. Don't worry about interrupting this process in the next steps, as it's safe to perform the update externally at any time.

4. Reboot the Q-SYS Core processor or I/O Frame.

5. With the design running and the Dante card status showing "Initializing", downgrade the Dante card firmware using Dante Firmware Update Manager:

    a. Open Dante Firmware Update Manager.

    b. Click **Update Dante Firmware**.

    c. Click **Browse**, and then select the .dnt file provided by Q-SYS Support.

    d. After the Q-SYS Audio Bridge Card is discovered, select it and click **Start**.

    e. When "Devices have been upgraded" appears, click **OK**.

6. Reboot the Q-SYS Core processor or I/O Frame again, which completes the downgrade process. If you have redundant Q-SYS Cores or I/O Frames, proceed to the next section.

Downgrading CDN64 Card Firmware in a Backup Core or I/O Frame

If you have a redundant pair of Q-SYS Cores or I/O Frames, you must also repeat the downgrade procedure for the Backup:

1. With your design running, open the Core Status or I/O Frame Status component.

2. In the Backup section, click **Go Active**.

3. The Backup becomes active when the green "Active" LED is lit. The backup Dante card is now ready for the firmware downgrade using Dante Firmware Update Manager.