

# Steps for Updating H9000, H9000R, and Emote to 1.3

Depending on whether you have an H9000 or H9000R, which firmware version it is on, and which operating system you use, you may need to follow slightly different steps in order to update both your H9000/H9000R and Emote to 1.3.

**NOTE:** It is recommended that updates involving Emote be conducted using wired Ethernet connections, rather than WiFi. This will primarily protect against unstable WiFi connections, although stable connections should be okay.

**NOTE:** H9000 and H9000R use the same firmware, as well as the same Emote software.

## **H9000 Users:**

1. On the front panel of your H9000, navigate to Setup → Software Update and select the appropriate version to update to.
2. After updating your unit, you should then update Emote to the corresponding version using the appropriate installer on the Emote product page here: <https://www.eventideaudio.com/support/product/14445/installers>

The first three numbers of the version of Emote that you download should match the first three numbers of the H9000 version you've just installed (Ex. H9000 1.3.0[10] and Emote 1.3.0[12])

3. If you prefer to update your H9000 through Emote, follow the H9000R instructions below.

**NOTE:** If you do not see any updates in the list, your H9000 is not connected to the Internet. It is possible to update your H9000 without an Internet connection. To do this, follow the steps under "Updating Software without an Internet Connection" in the official H9000 User's Manual, available here:

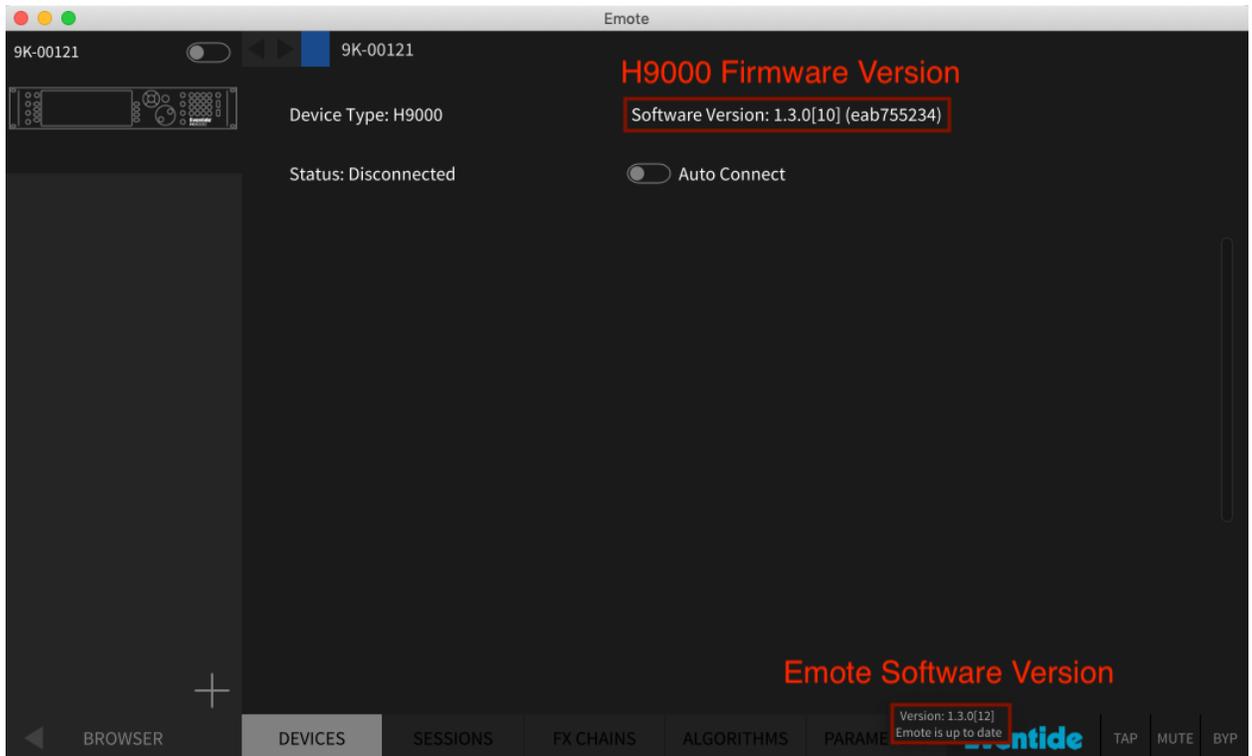
<https://www.eventideaudio.com/support/product/9106/manuals>

## **H9000R Users:**

1. To connect Emote with your H9000R, Emote's first three version numbers must match the first three version numbers of your H9000R.
2. Emote's version number can be found by hovering your mouse over the blue Eventide logo in the bottom right-hand corner of Emote.

3. Your H9000R's version number can be found on Emote's devices page while the H9000R is selected in the browser window.

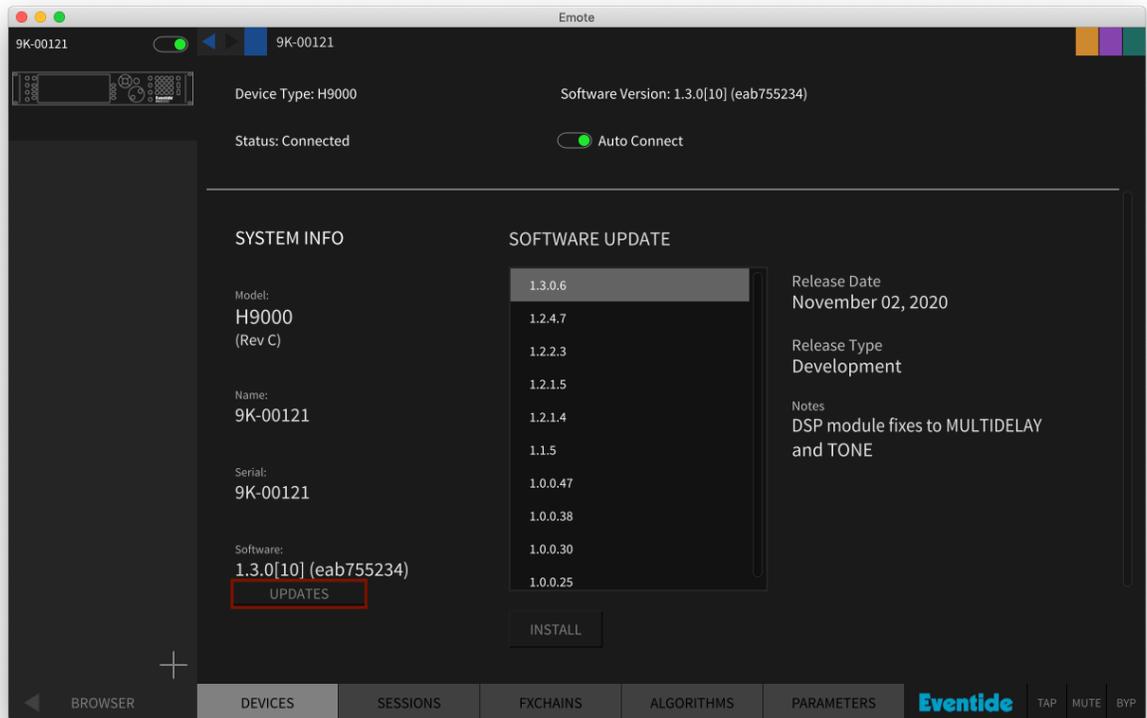
**Example:** In the following screenshot, the H9000's version is 1.3.0[10], and Emote's version is 1.3.0[12]. Since both versions are 1.3.0, Emote will be able to connect to this device.



4. If your H9000R has an older firmware version, you will have to download an older version of Emote - either 1.2.2 or 1.1.5, depending on which firmware version your H9000R is on. Both of these Emote installers can be found in the downloads section of the Emote product page here:  
<https://www.eventideaudio.com/support/product/14445/installers>

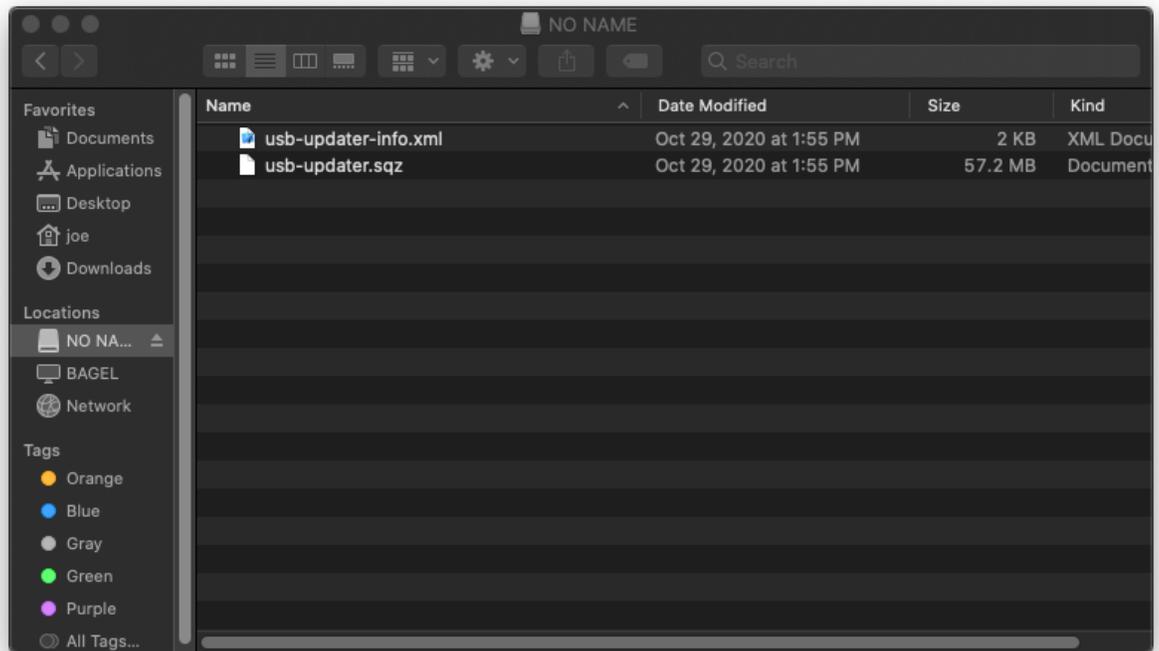
**NOTE:** If you are running macOS Catalina, the Emote 1.1.5 installer will not work. If you find yourself in this situation, please email [support@eventide.com](mailto:support@eventide.com) and we will get you sorted.

- Once you have connected to your H9000R, you should be able to see available H9000 firmware updates by clicking the "UPDATES" button on the Devices page.



**NOTE:** If you don't see any updates in this window, then your H9000R is not connected to the Internet. Use the instructions in the next step to perform an offline update.

6. If you prefer not to use the Internet to update, you can also perform an offline update on your H9000R using the USB installer provided on the H9000 product page. Download the USB installer, which is a zipfile, and unzip it onto a FAT32 formatted USB flash drive (The thumb drive included with your H9000 is compatible). There should be 2 files on the drive as shown below. Once the files are copied to the drive, eject the drive.



Insert the flash drive in a USB port on the H9000R and follow the instructions given in the "Booting the H9000R in Recovery Mode" section of the H9000R Addendum here: <https://www.eventideaudio.com/support/product/9106/manual>

7. Once your H9000R is updated to the desired firmware version, you can then update Emote to the corresponding software version, and you should be able to connect and begin creating.