

Steps for Updating H9000 from Legacy Firmware

The H9000 and H9000R use the same firmware and Emote software. 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 2.0.

IT IS IMPORTANT TO ALWAYS UPDATE YOUR H9000 FIRMWARE *BEFORE* UPDATING EMOTE.

NOTE: The following update instructions only apply to H9000 firmware versions 1.3 and below. For update instructions for firmware version 2.0, please use the new update method detailed in the [H9000 user manual](#).

Update using the front panel:

1. On the front panel of your H9000, navigate to Setup → Software Update and select the 2.0 firmware version.
2. After updating your unit, you should then install Emote 2.0 using the appropriate installer from the [Emote installer page](#).
3. If you prefer to update your H9000 through Emote, follow the instructions below.

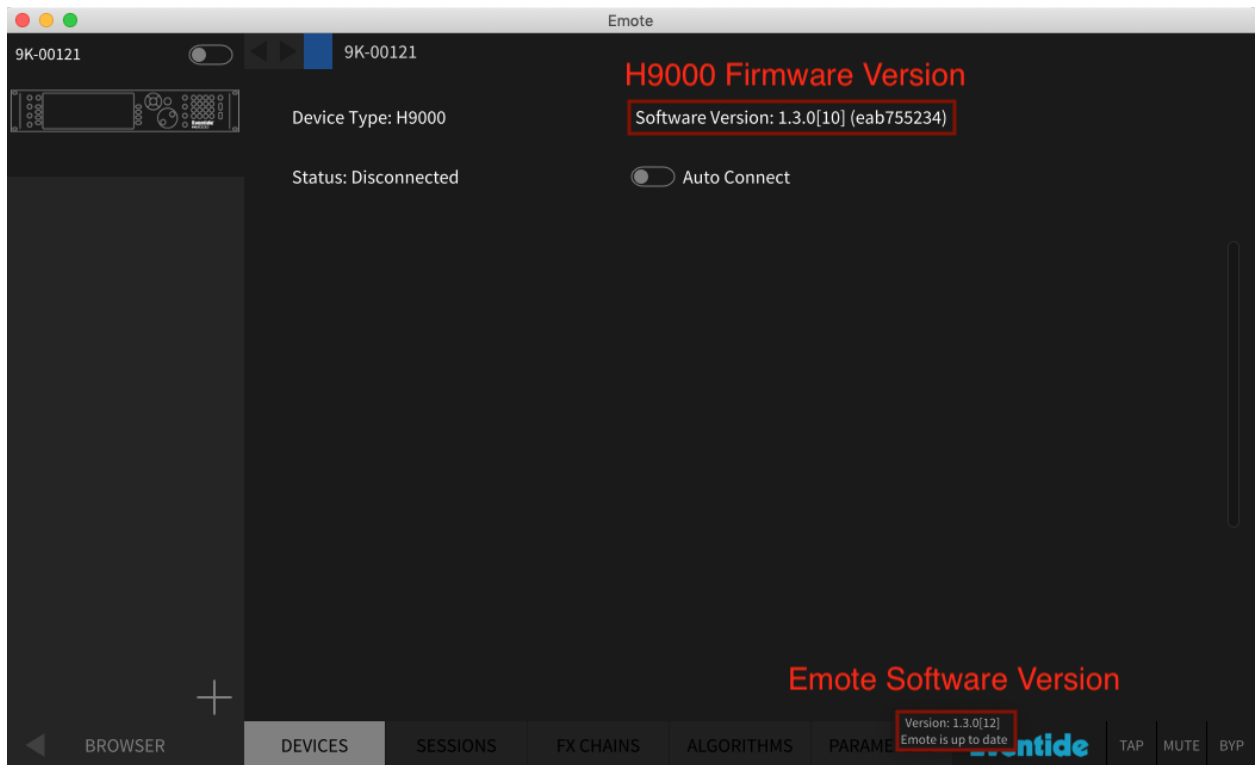
NOTE: Your H9000 must have an internet connection to see available updates in the update list. If an internet connection has been made and the list is still not populated, please try restarting both the H9000 and Emote and checking the list again. It is also possible to update your H9000 without an internet connection. To do this, follow the steps for offline updating at the end of this document.

Update using Emote:

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.

1. To connect Emote with your H9000, you must use the appropriate Emote version that works with your H9000's firmware.
2. Emote's software 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 firmware version number can be found on Emote's devices page while the H9000 is selected in the browser window.

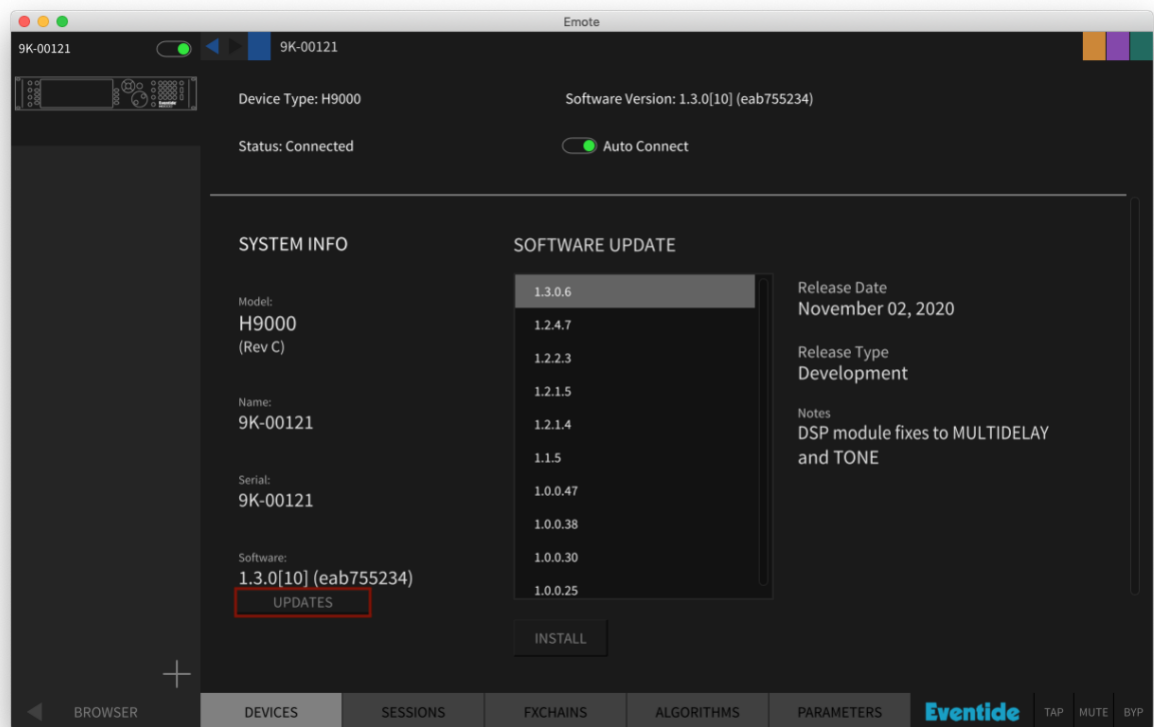
Example: In the following screenshot, the H9000's version is 1.3.0[10], and Emote's version is 1.3.0[12]. Since this is the correct version of Emote for H9000 firmware 1.3.0[10], Emote will be able to connect to this device.



4. If you need to install an older version of Emote to connect to your H9000, all previously released Emote installers can be found on the [Emote installer page](#).
5. Your H9000R will most likely be on firmware version 1.2.4 if it is a new unit and you are updating for the first time. If so, please use the Emote 1.2 installer.
6. If you have previously updated to firmware version 1.3.0, please use the Emote 1.3 installer.
7. If you are unable to determine which version of Emote to use with your H9000 firmware version, please contact support@eventide.com.

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 and we will get you sorted.

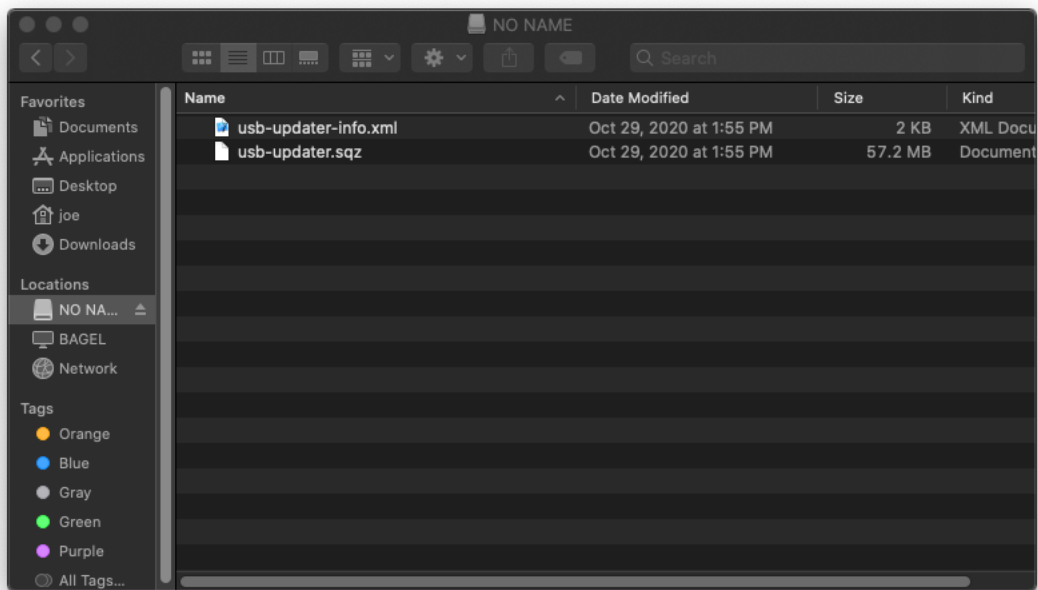
8. Once you have connected to your H9000, you should be able to see available H9000 firmware updates by clicking the "UPDATES" button on the Devices page.



NOTE: Your H9000 must have an internet connection to see available updates in the update list. If an internet connection has been made and the list is still not populated, please try restarting both the H9000 and Emote and checking the list again. It is also possible to update your H9000 without an internet connection. To do this, follow the steps below.

To perform an offline firmware update using a FAT-32 formatted USB flash drive:

- Download the "[USB Installer for H9000](#)".
- Unzip the zip file.
- Inside the folder should be 2 files, "usb-updater.sqz" and "usb-updater-info.xml"
- Copy these 2 files to the top level of a FAT-32 formatted USB flash drive.
- Connect the drive to a USB port on the H9000.



- *On the H9000:*
 - Power on the unit while holding both the **CHECK** and **X** keys for at least two seconds.
 - Wait for the H9000 to boot into recovery mode.
 - Follow the on-screen instructions.
- *On the H9000R:*
 - Power on the unit while inserting a paperclip into the small pinhole that is located to the right of the front panel *Network* button. The Network button will start blinking.
 - If a Wi-Fi dongle is plugged into a USB-A port on the H9000R, it will become visible on your computer's list of available Wi-Fi networks as a RECOVERY Access Point once the H9000R's Network button stops blinking. Once it becomes visible, connect your computer to it.
 - If your H9000R is connected to a router via ethernet, Emote will be able to connect to the H9000R via the router.
 - When the Network button stops blinking, your H9000R should be visible in Emote, displayed as the unit's serial number, followed by the word "recovery." You can connect to the hardware as usual, however the options presented in Emote, once connected, will be different than usual. You can access:
 - The USB updater (if a valid USB device with updater files was connected at boot)
 - Functions for:
 - Clear Current State
 - USB Data Dump
 - Reinitialize (Factory Reset)
 - Click the 'USB Update' button to install the firmware from the USB flash drive.

- To exit Recovery Mode, simply power cycle the device and it will boot into its normal state. If you've performed a firmware update, an option will appear to do this automatically from Emote.

NOTE: When using H9000 firmware versions 1.3 and below, the H9000R cannot connect to Emote via a direct ethernet connection to your computer when using recovery mode. In this situation, please use the included WiFi dongle or an ethernet connection from your router.