



QG Device firmware update procedure

MicCommander QG-H1/QG-H2

Network Gateway QG-N3

Rev: 2.0

DOCID-M-001-1

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MANUAL REVISION HISTORY

Rev 1	12-06-2018	Original
Rev 2	12-12-2021	Basic document uptates

Introduction

1. INTRODUCTION

This document describes the procedure and precautions for upgrading the QG-N3 Network Gateway and the QG-H2 MicCommander firmware on a Windows computer. For basic operations of the QG device, refer to the appropriate instruction manual for your model.

New Features:

Ability to Update QG device firmware via USB (device must be running firmware 1.10.0 or higher)
Automatic device discovery.
Simultaneously update multiple devices.

Notes:

Supports QG-H1, QG-H2, and QG-N3 devices running firmware 1.10.0 or higher.
QG Update Utility is currently supported on Windows 10.
For devices running firmware version 1.9.5 or lower, please contact Q5X.

1.1. PROCESS OVERVIEW

- Introduction
- Preparation
- Software Installation
- Performing the Firmware Update
- Confirm the Firmware Update
- Known Issues
- Support

Preparation

2. PREPARATION

System requirements:

A computer that meets the following requirements is necessary to perform the firmware update.

- OS: Windows 10
- Interface: USB
- CPU: Minimum specifications required by the OS or better
- RAM: Minimum specifications required by the OS or better

Checking the current firmware version:

- Power on your QG device (QG-N3 Network Gateway, QG-H2 MicCommander)
- Press the Back button
- Select Tools
- Select About
- Take note of the firmware version
(This update only supports QG devices running firmware 1.10.0 or higher)

Preparation Con't

2. PREPARATION CON'T

Download QG update utility and device firmware files:

- In an internet browser, navigate to www.Q5X.com/support/
- Scroll to the section, Computer Software

Computer Software

 MicControl Monitor & control your transmitter ecosystem	 QG Update Utility Manage the firmware on your Q5X gateway products
 Latest Version: 1.3.3 Released: September 1, 2020	 Latest Version: 0.1.0.0 Released: November 1, 2020
 Windows	 Windows 
Release Notes 	Release Notes 

- Under RCAS Gateways click the Firmware download link and save the file

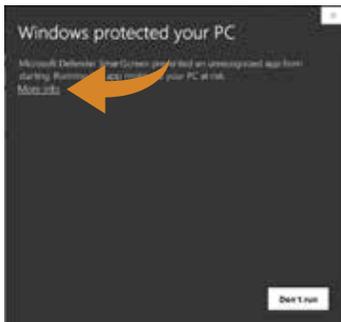
Device Firmware

 QT-AD10 Transmitters Latest firmware for your QT-AD10 devices	 RCAS Gateways Latest firmware for your Q5X gateway devices
 Latest Version: 1.2.54 Released: July 23, 2020	 Latest Version: 1.10.3 Released: April 30, 2021
 Firmware, Shure Update Utility 	 Firmware (Requires QG Update Utility) 
Release Notes 	Release Notes 

Software Installation

3. SOFTWARE INSTALLATION

- Navigate to where you saved the QG update utility (most browsers default to the downloads folder)
- Double click the downloaded file to extract the application to your computer
- Double click the extracted file to launch the installer (QG-UpdateUtility_Setup_x86_v0.1.0.0)
- Click Run
- If windows defender is enabled you will get a popup window warning of an unrecognized app, if this happens simply click the button labeled More Info and you will be presented with a button reading Run Anyway. Click Run Anyway

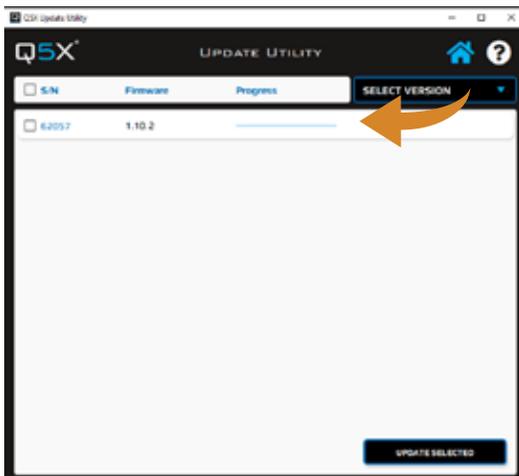


- This will open the installer, click Next
- Browse to where you would like to install the program (or accept the default setting) and click next.
- Read and accept the license agreement
- Click next to automatically create a start menu shortcut
- Click install and wait for the installation to complete
- Click Finish (uncheck the box “Run the QG-Update utility now” to update the firmware at later)
- Navigate to where you saved the RCAS Gateways Firmware file (default is Windows downloads)
- Double click the downloaded file to extract the firmware file to your computer

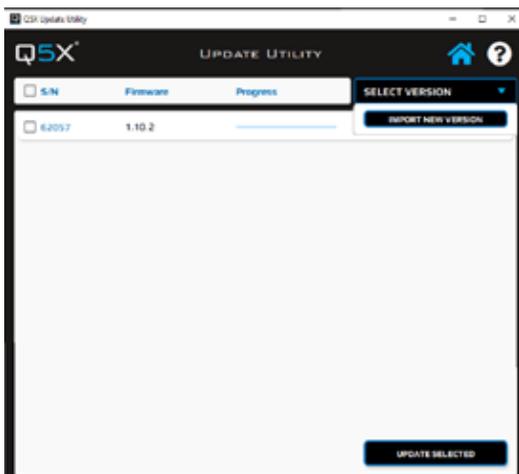
Performing the Firmware Update

4. PERFORMING THE FIRMWARE UPDATE

- Launch the QG update utility
- Open the start menu and scroll to Q5X - QG-Update Utility (If not already running)
- Connect your device to your computer using the appropriate USB cable
- Wait for your device to register and appear in the utility



- Click the Select Version dropdown in the top right corner of the application window
- Click Import New Version



Performing the Firmware Update Con't

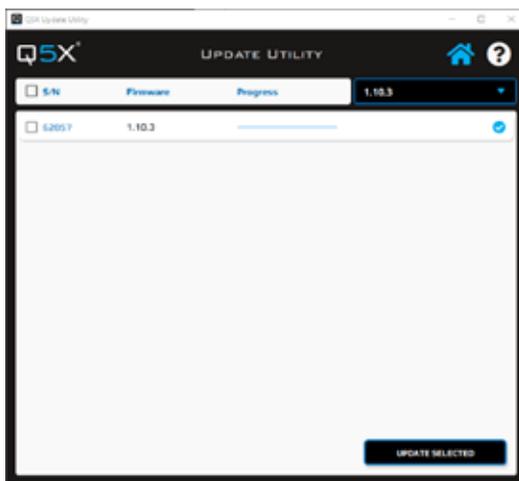
4. PERFORMING THE FIRMWARE UPDATE CON'T

- Navigate to where you saved the Device Firmware files (default is Windows downloads)
- Select the Device Firmware file to be installed (the file extension is .FPK)
- Click OK, the new firmware is now available to be installed
- Click select Version again and you will see the new firmware version
- Select the new firmware version
- Click the check box next to the device you wish to update to select it
- Click Update Selected, located in the bottom right corner of the application window
- There will be a progress bar and your device screen will flash continuously while the update runs

Confirm the Firmware Update

5. CONFIRM THE FIRMWARE UPDATE

While running the QG update utility, and with your device still connected to your computer, take note that the device(s) listed should now have a checkmark to the right and the firmware version number should now be updated to match the updated version.



6. KNOWN ISSUES

- Automatic device discovery is disabled while the firmware update is in progress
- Starting a new firmware update is disabled until all in-progress updates are complete

7. SUPPORT

If you have any issues while performing the firmware update please contact Q5X support.

- Online Contact: <https://www.q5x.com/contact-us/>
- Email: info@q5x.com
- Phone: 519-675-6999
- Toll Free: 877-675-6999

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