

Conventions used in this manual

The following conventions are used in this manual.

- Supported TASCAM products are called “units”.
- As necessary, additional information is provided under NOTE and CAUTION headings.

NOTE

These provide additional explanations and describe special cases.

CAUTION

Failure to follow these instructions could result in damage to equipment or lost data, for example.

Introduction

- ① **If TASCAM Update Manager is not yet installed**
→ Start from the “Firmware update procedures” section.
- ② **If TASCAM Update Manager is already installed**
→ Start by reading the “TASCAM Update Manager overview” section.

Operating system and other requirements

Supported operating systems

Windows/macOS

Check the TASCAM website for the latest information about supported operating systems.

https://tascam.jp/int/product/tascam_update_manager/spec#osmedia

NOTE

Operation of this unit was confirmed using standard computers that meet the above requirements. This does not guarantee operation with all computers that meet the above requirements. Even computers that meet the same system requirements might have processing capabilities that differ according to their settings and other operating conditions.

Trademarks

- TASCAM is a registered trademark of TEAC Corporation.
- Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
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Installing TASCAM Update Manager

Windows

1. Download the latest TASCAM Update Manager app for the OS being used from the TEAC Global Site and save it on the computer to be used with the unit.

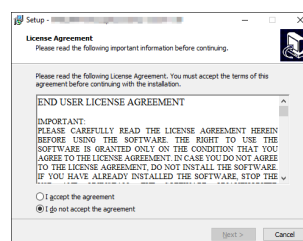
https://tascam.jp/int/product/tascam_update_manager/support

2. Extract the saved TASCAM Update Manager app (zip file) on the computer desktop or another location.
3. Double-click “TASCAM_Update_Manager_---.exe” (--- is the version number) in the folder that appears after extraction to launch the installation software.

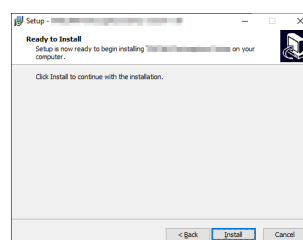
NOTE

If you open a zip file without extracting it and execute the exe file in the folder opened by double-clicking, the installer will not launch. Right-click the zip file and select “Extract All”, for example, to extract it and then try again.

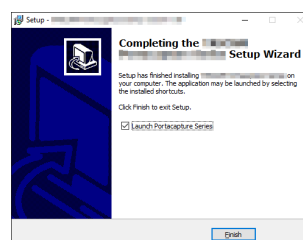
4. When a “Security Warning” or “User Account Control” screens appears, click the “Yes” button.
5. Read the contents of the User License Agreement, and select “I accept the agreement” if you agree to the terms.
6. Then, click the “Next” button.



7. Next, click the “Install (I)” button.



8. Click the “Finish (F)” button.



This completes the installation.

Mac

NOTE

Depending on the Gatekeeper setting, a warning message might appear during installation. Please see "Working with Gatekeeper" on page 3 for information about Gatekeeper.

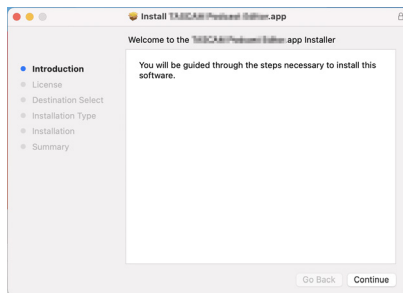
1. Download the latest TASCAM Update Manager app for the OS being used from the TEAC Global Site and save it on the computer to be used with the unit.
- https://tascam.jp/int/product/tascam_update_manager/support
2. Double-click "TASCAM_Update_Manager_---.dmg" (--- is the software version number), which is the saved disk image file for the TASCAM Update Manager app.



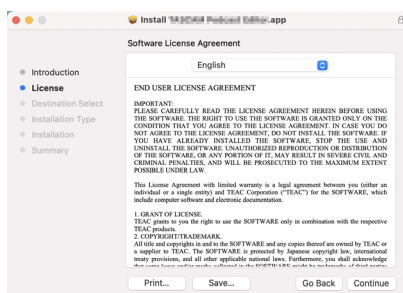
NOTE

Depending on the computer's settings, the downloaded zip file might not have been extracted automatically. In this case, extract the zip file first and then double-click the disk image file.

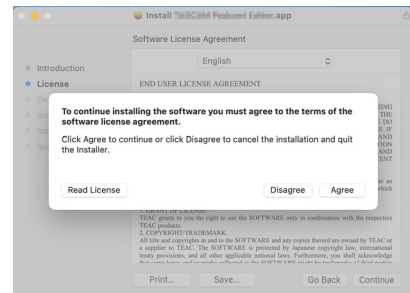
3. When the installer starts, click the "Continue" button.



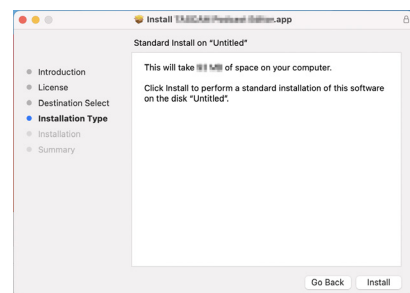
4. Next, select the desired language and click the "Continue" button.



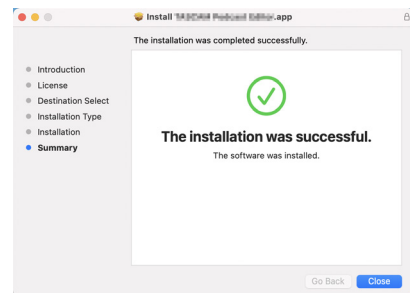
5. Click the "Read License" button and check the contents of the Software License Agreement. If you agree to the contents, click "Agree".
Then, click the "Next" button.



6. Click the "Install" button in the window that opens to start installation.



7. The following screen appears when installation has completed. Click the "Close" button.



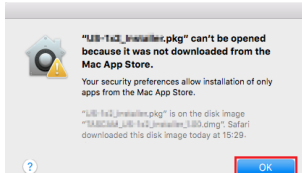
This completes the installation.

Working with Gatekeeper

When using macOS, depending on the Gatekeeper security function setting, a warning message might appear during installation. The solution depends on the warning message shown. See the following explanations for details.

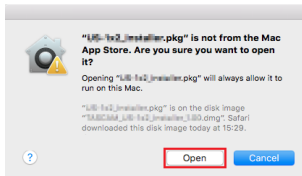
When the Gatekeeper setting is “Allow applications downloaded from: the Mac App Store”

- The following security warning might be shown: “TASCAM_Update_Manager_---.pkg” can’t be opened because it was not downloaded from the Mac App Store.”



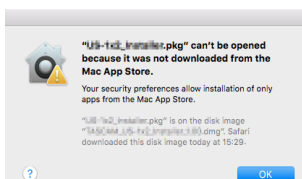
In this case, click the “OK” button to close the message. Then, control-click (or right-click) the file and click “Open” in the menu.

- When the “TASCAM_Update_Manager_---.pkg” can’t be opened because it was not downloaded from the Mac App Store. Are you sure you want to open it?” security warning message appears, click the “Open” button.



This warning message might also appear when the Gatekeeper setting is something other than “Allow applications downloaded from: the Mac App Store.”

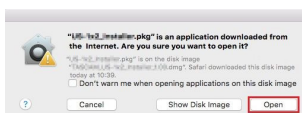
- The file still might not open and “TASCAM_Update_Manager_---.pkg” can’t be opened because it was not downloaded from the Mac App Store.” might appear again.



In this case, copy the file from the folder where it is to the desktop or another folder, and then open it. Alternatively, change the Gatekeeper settings to “Allow apps downloaded from: App Store and identified developers” and try opening it again.

When the Gatekeeper setting is not “Allow applications downloaded from: the Mac App Store”

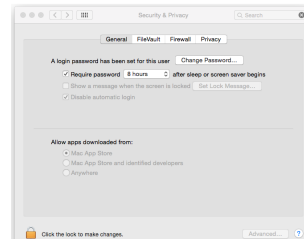
- The following security warning might be shown: “TASCAM_Update_Manager_---.dmg” (--- is the software version number) is an application downloaded from the Internet. Are you sure you want to open it?” In this case, click the “Open” button.



Changing the Gatekeeper setting

- To change the Gatekeeper setting, open the System Preferences from the Apple menu, or open an Application window in the Finder and click the System Preferences.app. Then, open the “General” page of the “Security & Privacy” pane, and change the “Allow apps downloaded from:” item.

To change this, you must click the lock icon (🔒) at the bottom left and enter a password to unlock the settings.



This setting will lock again when you click the 🔒 button or type Command-Q, for example, to close the System Preferences or when you click “Show All” on the screen to close the open pane.

CAUTION

Changing the Gatekeeper setting could result in security risks.

If you changed the Gatekeeper setting to decrease security (use one of the lower settings), set it back to the original setting after installing this software.

TASCAM Update Manager overview

TASCAM Update Manager can be used with a USB connection to easily check for and update to the latest firmware.

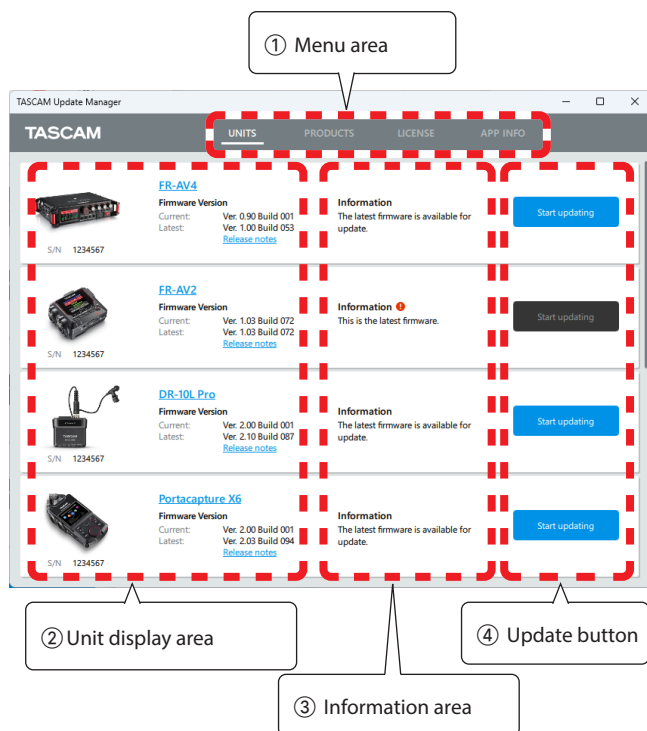
Up to eight connected units can be checked and shown in a list as individual devices.

An Internet connection is necessary when using the TASCAM Update Manager app.

NOTE

- If not connected to the Internet, the most recently acquired firmware will be used for updating.
- Updating another unit at the same time is not possible when an update is in progress.

TASCAM Update Manager screen layout



① Menu area

Use this to check connected units, supported products, licenses and app information.

② Unit display area

This shows information about connected units, including product names, images and serial numbers.

③ Information area

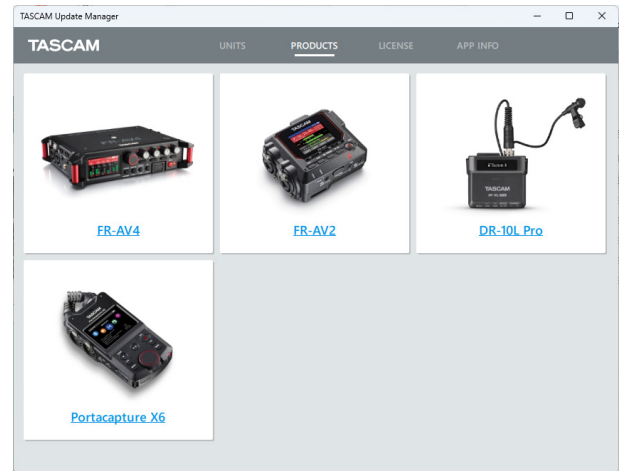
This shows the current state.

④ Update button

Use this button to update the firmware.

Checking supported products

Select "PRODUCTS" in the menu to open a list of products that are supported by the TASCAM Update Manager app.



Click individual product names to open their pages on the TASCAM website.

Firmware update procedures

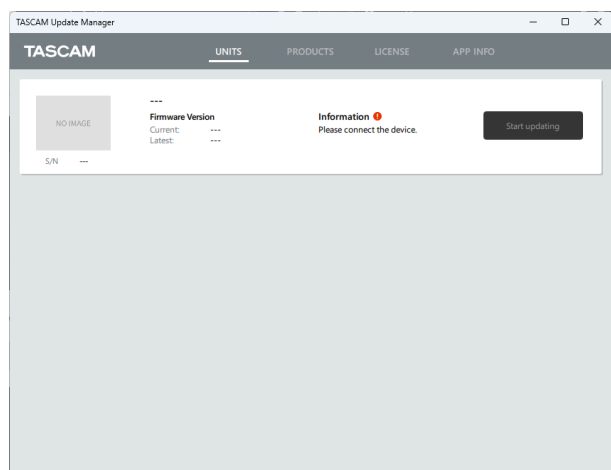
CAUTION

- Be careful not to let the unit or the computer power be interrupted during the update.
- Do not disconnect the USB cable during the update.
- The unit might become unstartable if the power is interrupted or USB is connected or disconnected during an update.
- USB cables designed only for charging cannot be used.

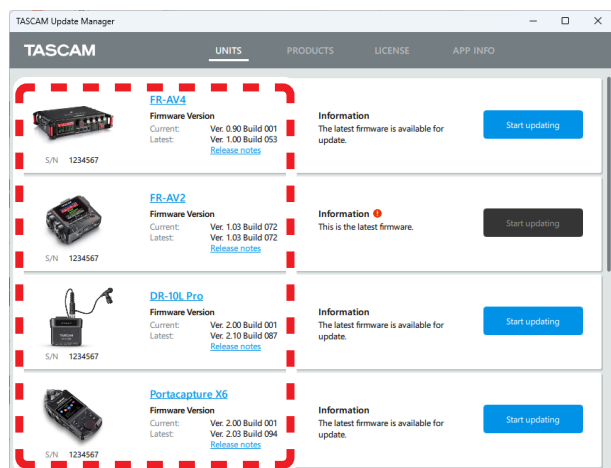
1. Install the TASCAM Update Manager app on the computer being used. See "Installing TASCAM Update Manager" on page 1 for detailed procedures.
2. Launch the F/W Updater on a computer that is connected to the Internet.



When the TASCAM Update Manager app detects a unit, it will automatically check the latest firmware available for it on the TASCAM website.



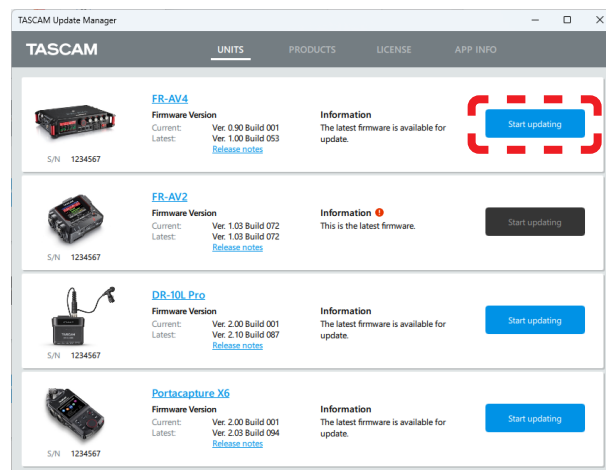
The serial number and the current firmware version will be shown.



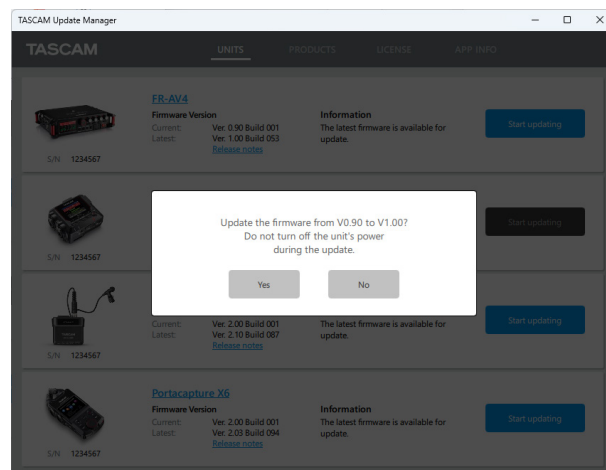
NOTE

- Information about the latest firmware can be checked in the browser by clicking the Release Notes link.
- If the unit is not recognized, restart the TASCAM Update Manager app.
- If launched in safe mode, which is supported by some units, a special firmware version (for example Version 0.50) will be shown.

If the firmware released on the TASCAM website is newer than the version used by the unit, the "Start updating" button will be enabled.



3. Pressing the "Start updating" button will open a confirmation screen.



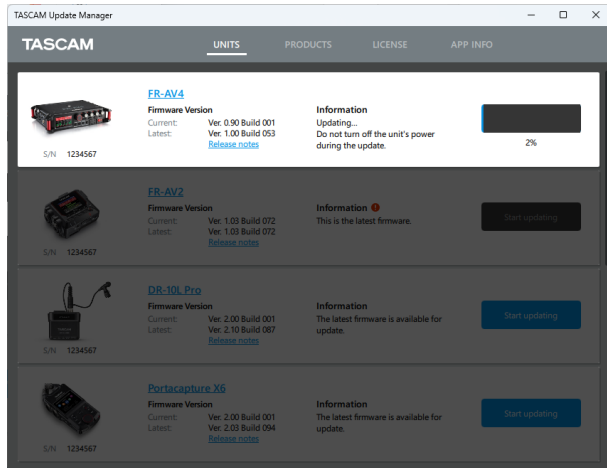
4. Pressing "Yes" will download the firmware file and start the update.

CAUTION

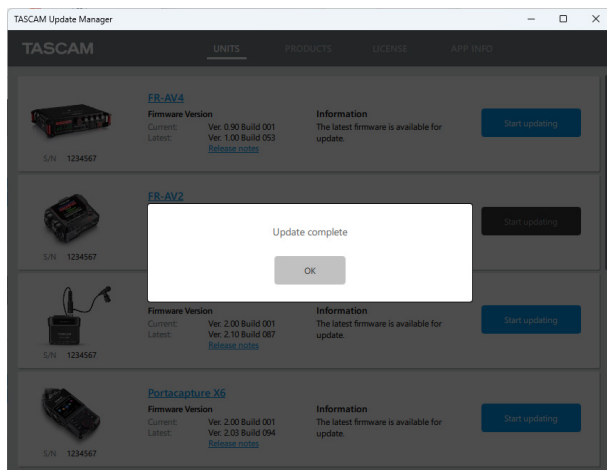
- Do not turn off the unit or the computer after this point.
- Do not disconnect the USB cable.

The progress will be shown during the update.

The progress will also be shown on the unit screen.



5. When the update completion screen appears, press the OK button.



6. Restart the unit and confirm that the firmware has been updated.