Digi-Wave 400 Series™
Firmware Update Guide

The Digi-Wave system should ship with the latest firmware; however, over time systems may need to be updated.

A Downloader will need to be installed onto a computer in order to load the firmware onto the Digi-Wave device. The Downloader can also be acquired on the Williams AV website, and is a separate download from the firmware itself.

The latest firmware and the Downloader can be found on the Williams AV website, linked to on the product's page.

Note that this guide does not apply to the DLR 400 ALK, which requires special hardware to update.

To prepare the Downloader software:

1. Download the Downloader zip file to a computer and extract the contents to a non-networked folder location (for instance, to the desktop).

2. Right click on the extracted Downloader software .exe file and click **Run as Administrator.**
   The program must be run as an administrator on a non-networked location in order for the program to use the USB drivers required to perform an update. A networked location or limited access privilleges may corrupt the installation of the new firmware.

3. If the USB drivers are not installed, click the **Install dll and USB drv** button.

4. The drivers will install, and a pop up message will let you know the installation is complete.

5. Once the drivers are installed, the button will no longer be active.

To update your DLT 400 and DLR 400 RCH device:

1. Connect a USB A to USB C cable to your computer. The USB A side should be connected to your computer. Do not connect the cable to the Digi-Wave device yet.

2. Download the firmware .bin file off of the Williams AV website to your computer in an easily accessed location.

3. Turn the Digi-Wave device you are updating off.

4. Hold down the **menu/select button**.

5. While holding down the menu/select button, connect a USB-C cable to the device, similar to if you were charging the device.

6. After a few seconds, **Download Mode...** should flash on the device's screen.

7. Release the **menu/select button**.

8. Open the **Downloader**.

9. Select the COM port the device is connected to. *If this does not work, try step 10 ("Find File") first.*

10. Press the **Find File** button and select the firmware file.

11. Click the **Download button**.

12. The device will be ready to use when the update is complete. A blue message will appear if the installation was successful.

13. Once the firmware installation was successful, disconnect the USB cable.

14. Power on the device. The firmware version displayed when starting should be updated.