

How to Update Infinium® Transmitter (BA T1) and Controller (BA C1) Firmware

TECHNICAL BULLETIN

Important Information Before Beginning Firmware Installation

This document provides step-by-step instructions for installing firmware on the Infinium controller and transmitter. Please review the following notes before beginning the installation process:

Firmware Installation Order (Critical)

- **Infinium Transmitter Firmware**

The transmitter firmware is included in the ZIP file you downloaded (which also contains this Technical Bulletin). **The transmitter firmware must be installed first**, followed by the controller firmware, to ensure proper system operation. Follow the instructions below carefully.

- **Infinium Controller Firmware**

The controller firmware is available via the link provided in this Technical Bulletin. **Install the controller firmware after completing the transmitter update**, following the instructions below.

- **Infinium Receiver Firmware (Compatibility Requirement)**

- Receiver firmware may be updated before or after the transmitter and controller.
- Receivers must be running firmware version 2.0 or higher to function correctly with controllers and transmitters on version 2.0 or higher.
- Receiver firmware can be found on the [Infinium receiver product page](#) (firmware tab) or the [Documentation & Firmware page](#) of the Williams AV website.

Transmitter Settings (Critical)

Due to the extensive nature of the updates in transmitter firmware 2.1 and 2.2 including significant changes in data structure, transmitter settings are set to default once the firmware update takes effect. Make sure to note transmitter setting values before updating your system. Controller (and receiver) settings are retained after the update.

Where to Find Firmware Files

Firmware files are available on:

- The [Infinium controller and transmitter \(BA CT1\) product page](#) on the Williams AV website (Firmware Tab)
- The [Documentation & Firmware](#) page on the Williams AV website.

1. Download and Extract the Transmitter Firmware

The ZIP file you downloaded (which includes this document) contains three items: this Technical Bulletin and two transmitter firmware ZIP files.

If you have not already done so, right-click the downloaded ZIP file and select **“Extract All...”** to extract these items.

Do not extract the two transmitter firmware ZIP files. (e.g., auracast_transmitter_xxx”)

2. Access the Controller Web Control Interface (WCI)

Enter the controller’s IP address into a web browser on a PC connected to the controller (either directly via the control port or over the network). The IP address is displayed on the controller screen as **Control (NOT Dante)**.

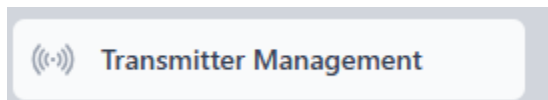
The default login credentials are:

- **Username:** admin
- **Password:** admin

Refer to the manual for detailed instructions on accessing the Web Control Interface.

3. Upload the Transmitter Firmware File

- a. In the Web Control Interface, click on transmitter management



- b. Click on the transmitter whose firmware you’d like to update.

Transmitters

Dante Name
BAT1-d1ad8e

- c. On the transmitter page, on the right side of the screen, under Firmware Update, click **Select File**.

Firmware Update

No file selected
 Select File

- d. Select the latest Infinium transmitter file. For Japan, select the file with “jpn” in the name. For all other countries, select the file with “ww” (worldwide) in the name.
IMPORTANT: Upload the zip file, do NOT unzip it, and do not unplug or power down during this process.

Firmware Update

auracast_transmitter_ww_v2.1.0.zip
 Clear
 Update Now

- e. Click **Update Now**.

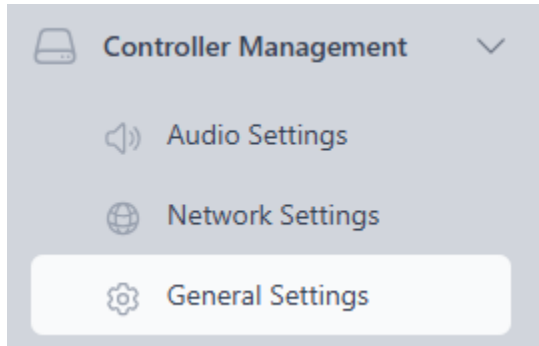
Note: The installation process may take up to **6 minutes** under normal network conditions.

4. Upload the **Controller** Firmware File

[Click this link to download the latest Infinium Controller firmware package.](#)

To ensure proper performance, transmitter(s), controller, and receiver(s) need to be updated.

- a. In the Web Control Interface, click on Controller management-> General Settings



- b. Under software update, **click Select File.**

Software Update

No file selected

Select File

- c. **Select a BIN file**

karo-image-update-v2.2.0.bin

Clear

Update Now

- d. **Click Update Now.**

Note: The installation process may take up to **10 minutes** under normal network conditions. Also, do not unplug or power down during this process.

Final Note for Success.

Ensure your Infinium receivers are updated to the latest firmware. If your controller and

transmitter are running version 2.0 or higher, receivers must also be on version 2.0 or higher for proper compatibility.