

How to Update the SoundPlus® IR M1, IR A4 and IR E4 Device Firmware

TECHNICAL BULLETIN

Important Information Before Beginning Firmware Installation

This document provides step-by-step instructions for installing firmware on the SoundPlus® IR M1 and related devices. To ensure a successful firmware update, it is important to update one device at a time, following these steps precisely.

Equipment Required

In order to update firmware on all devices, you'll need:

- A PC running Windows 10 or higher; Chrome-based web browser preferred.
- An Ethernet cable or Wi-Fi connection
- An existing network or a router capable of serving DHCP
- The IR M1, IR A4 and IR E4s to be updated

Updating Firmware

The [SoundPlus IR M1 Firmware can be found on individual product pages](#) (Firmware Tab) and on the [Documentation & Firmware](#) page on the Williams AV website.

1. **Power off the IR M1.**
2. **Disconnect all devices (IR A4s, IR E4s) from the IR M1.** Leave the power supply connected.
3. **Power on the IR M1.**
4. **Establish communication between the IR M1 and PC over the network.**
5. **Update the firmware on the IR M1.** This is done on the **Admin** tab in the Web UI.

6. Verify the firmware on the IR M1 was updated.

The screenshot shows the Williams AV IR+ Admin interface. At the top, there is a navigation bar with tabs: Status, Settings, Audio, Network, Image, and Admin (highlighted in red). Below the navigation bar, the 'Change Password' section is visible, containing a warning message about Chrome's password security, input fields for User Name (admin), Password, and Password Verify, and a red 'Set Password' button. Below this is the 'Additional Functions' section with a 'Panel Locked' checkbox, 'Reboot' and 'Restore Defaults' buttons, and a 'Download Error Log' link. The 'System Update' section follows, with a message about downloading updates, a 'Package Version: 1.4.0' label with an orange arrow pointing to it, a 'More Information' button, a 'Choose File' button (labeled 'No file chosen'), and a red 'Update' button. At the bottom right, there is a 'Logout' button.

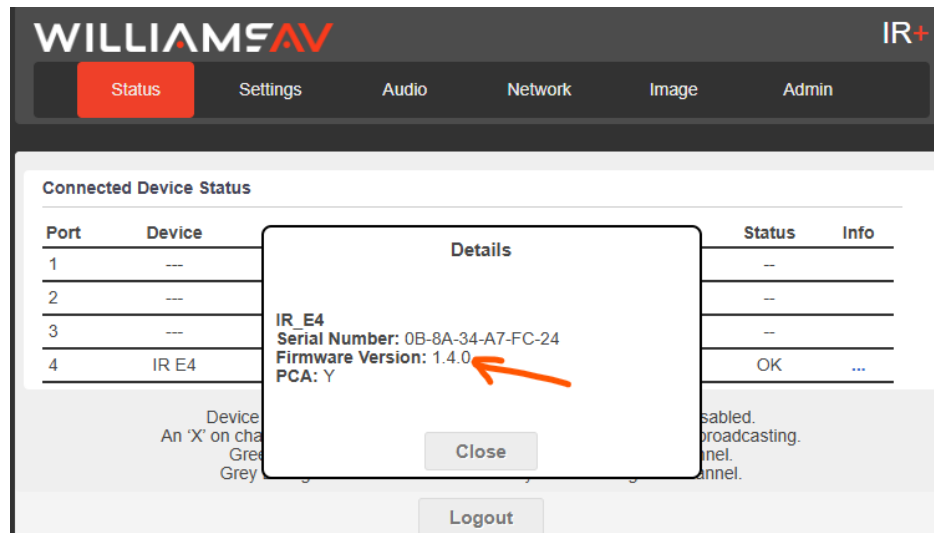
7. Power off the IR M1.

8. **Connect the first device to be updated.** Connect one IR A4 or IR E4 to one of the IR Ports on the back of the IR M1.

9. Power on the IR M1.

10. The IR M1 should identify the device and automatically update it's firmware. It may not happen quickly; give it 20-30 seconds or so before re-trying. After waiting, if the device doesn't update, re-power the IR M1 unit.

11. Verify the device received the update:



Note that the device version, shown above, should match the IR M1 version, shown in Step 6.

12. Power off the IR M1.

13. Disconnect the device that was just updated. Very important!

14. Connect the next device to be updated. This should be the only device connected.

15. Go to step 9, and repeat until all devices have been updated. Then go to step 16.

16. Power off the IR M1.

17. Connect all devices.

18. Power on the IR M1.

19. Test the system with an IR receiver using either the internal test tone or an audio feed.