WDC10 / WDC10C
InstaShow™
Firmware Upgrade SOP

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Introduction

To keep your InstaShow™ most up-to-date, you can regularly check if there is an updated firmware version available. You are strongly recommended to upgrade the Host and Buttons to the latest firmware version to make the best use of the product. In this document, you will find the ways to update the Host and the Buttons. Make sure you have the same firmware version for the Host and the Buttons to avoid any possible compatibility issues.

The upgrade can be done via a wired or wireless connection. Depending on the current firmware version of your product, different procedures are required during the process. Check your current firmware version from **Web Management** first as instructed in Checking your current firmware version, and follow the procedures and on-screen instructions to ensure a successful upgrade.

Before performing the upgrade, make sure you have the latest firmware version files.

- Illustrations in this document are for reference only and may vary depending on your product.
- You cannot downgrade the firmware once it has been upgraded to version Mv3.01 or later. A warning message pops up if a lower firmware version is detected.

Accessing the firmware files

The firmware after version Mv4.x has been improved by combining driver and firmware files into one to speed up the upgrade process. Visit www.BenQ.com > **WDC10** / **WDC10C** to access the firmware files from the support or download page. Alternatively, contact BenQ Customer Support for the firmware files.

Firmware files available on the BenQ website are as following:

- **Host_Firmware_xxx.bin**: an additional RX Host firmware and driver required if your current firmware version is Mv3.x or earlier
- **Button_Full_Firmware_xxx.bin**: TX Button firmware and driver
- **Host_Full_Firmware_xxx.bin**: RX Host firmware and driver

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- "xxx" in the filename refers to the firmware version.
- Follow the file sequence listed above to perform the upgrade.

Warnings

When performing firmware upgrade, pay attention to the following:

- Keep stable power supply to the Host and Button. Do not remove the power adapter or disconnect the cables.
- Do not power off or press the reset button on the Host or Button.
- Do not close the browser window of the **Web Management** interface.

Failure to follow these warnings will result in firmware upgrade failure and subsequent product failure.

Accessing **Web Management**

Your InstaShow™ is equipped with **Web Management** that enables you to configure its settings through a browser such as Google Chrome, Internet Explorer, or Firefox.

Logging into **Web Management** via a wired connection

Firmware upgrade via wired connection requires an Ethernet cable with RJ-45 connectors and a laptop which has RJ-45 connector.

1. Connect your RX with a network cable (RJ-45) and a USB A(M) to micro B(M) cable. Connect InstaShow™ to the power adapter and wait until the green LED on the InstaShow™ Host is on.

2. Connect the Ethernet cable with RJ-45 connectors to InstaShow™ and the laptop.

3. The default IP address of your RX is 192.168.20.1. Change your laptop IP address to the following: 192.168.20.100. The IP address can be changed through **Control Panel** > **Network and Sharing Center** for Windows 10. For MacOS, the change can be made through **System Preferences** > **Network**.
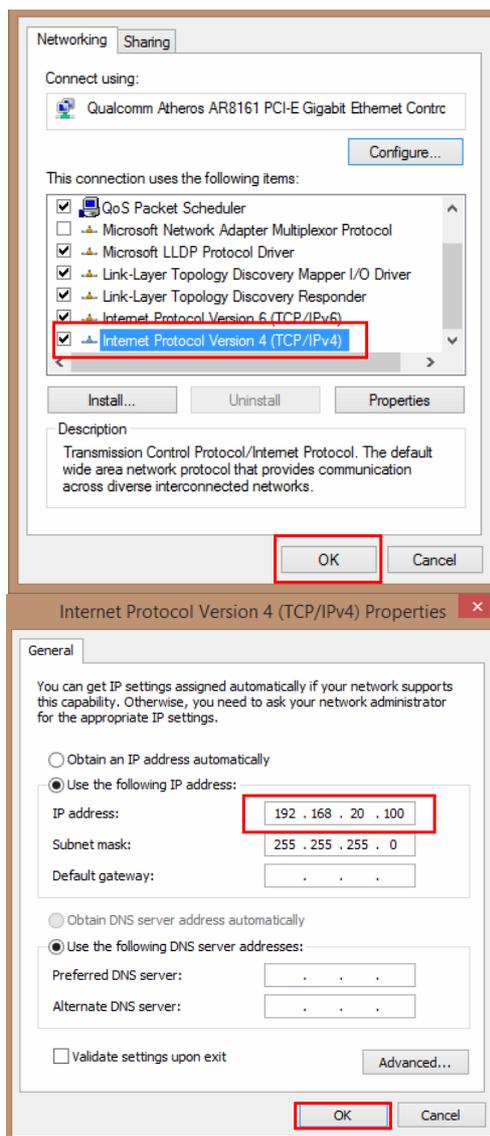
4. Open your default browser and type in the following IP address: 192.168.20.1. On the login page, enter your username and password. The default user name is **admin** and the default password is either **0000** or the SSID with a name of "WDC10_xxxxxx" (shown on the upper right corner of the Guide/Idle screen).(*)

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*: To comply with regional-specific regulation requirements, the default **Web Management** password varies according to the product supplied for your region.
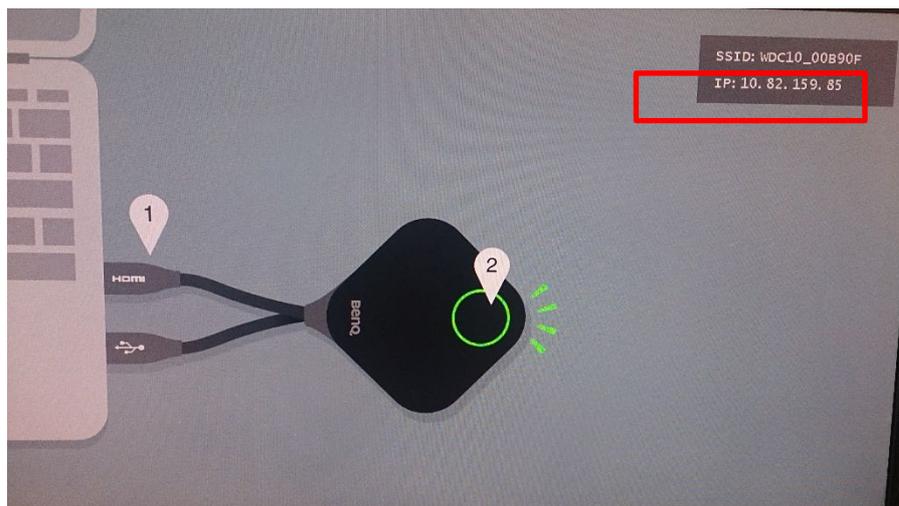
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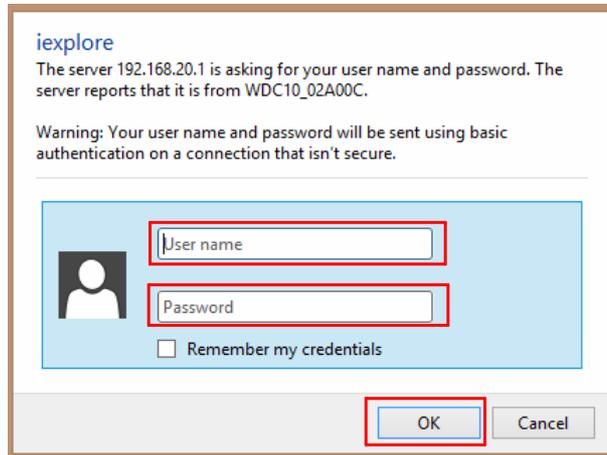
5. If the username and password are correct, InstaShow™ will display the **Web Management** interface.

If you don't remember the username and password, you can reset InstaShow™ to factory defaults and log in with the default credentials.

Logging into **Web Management** via LAN

If your device is connected to LAN, you can key in the IP Address shown on the screen via browser.
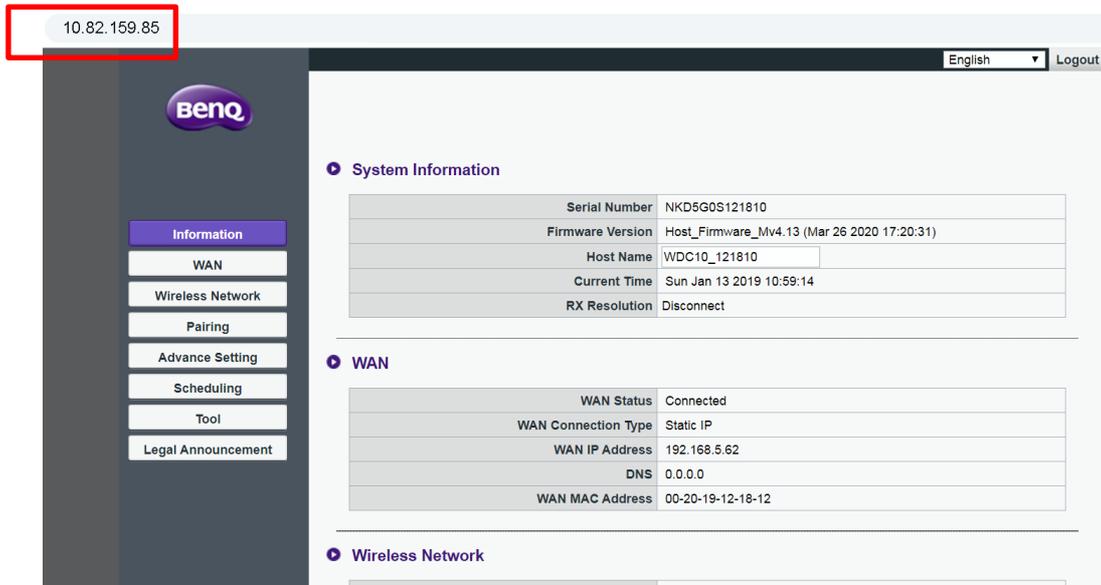
💡 The standby screen after Host Firmware version Mv3.01 adds USB Type-C guiding feature.

Logging into **Web Management** via a wireless network

InstaShow™ only supports 802.11ac. If your laptop has the 802.11ac (5G Wi-Fi) network adapter, it can be used for firmware upgrade.

Locate the InstaShow™ wireless network SSID (SSID is shown in the upper right corner of Guide/Idle Screen) and connect to it. The default password is the same as network SSID (for example, if SSID is "WDC10_02A00C", then the password should be "WDC10_02A00C").

When the device is connected to InstaShow™, open your default browser and type in the following IP address: 192.168.168.2. On the login page, enter your username and password. The default user name is **admin** and the default password is either **0000** or the SSID with a name of "WDC10_xxxxxx" (shown on the upper right corner of the Guide/Idle screen).(*)

💡 *: To comply with regional-specific regulation requirements, the default **Web Management** password varies according to the product supplied for your region.


The following is an example of how you can log into the **Web Management** via a mobile phone with IEEE 802.11ac.

1. Go to **Settings** > **Wi-Fi**, and you can see the SSID of Your InstaShow™ Host: WDC10_02A00C.

2. Locate the InstaShow™ wireless network SSID (SSID is shown in the upper right corner of Guide/Idle Screen) and connect to it. The default password is the same as network SSID (for example, if SSID is "WDC10_02A00C", the password should be "WDC10_02A00C").

3. On your browser, key in the IP address: 192.168.168.2. On the login page, enter your username and password. The default user name is **admin** and the default password is either **0000** or the SSID with a name of "WDC10_xxxxxx" (shown on the upper right corner of the Guide/Idle screen).(*)

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*: To comply with regional-specific regulation requirements, the default **Web Management** password varies according to the product supplied for your region.

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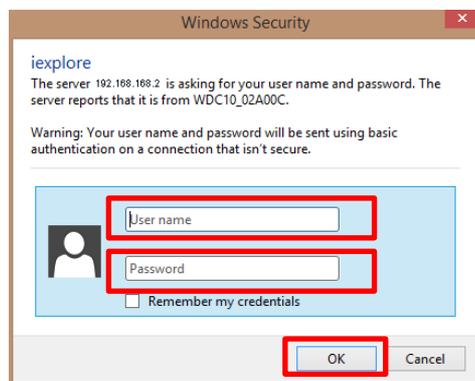
4. You will successfully log into **Web Management**.

Upgrading the firmware

Checking your current firmware version

Depending on the current firmware version of your product, different procedures are required during the process. Go to **Information** > **System Information** > **Firmware Version** to check your firmware version.
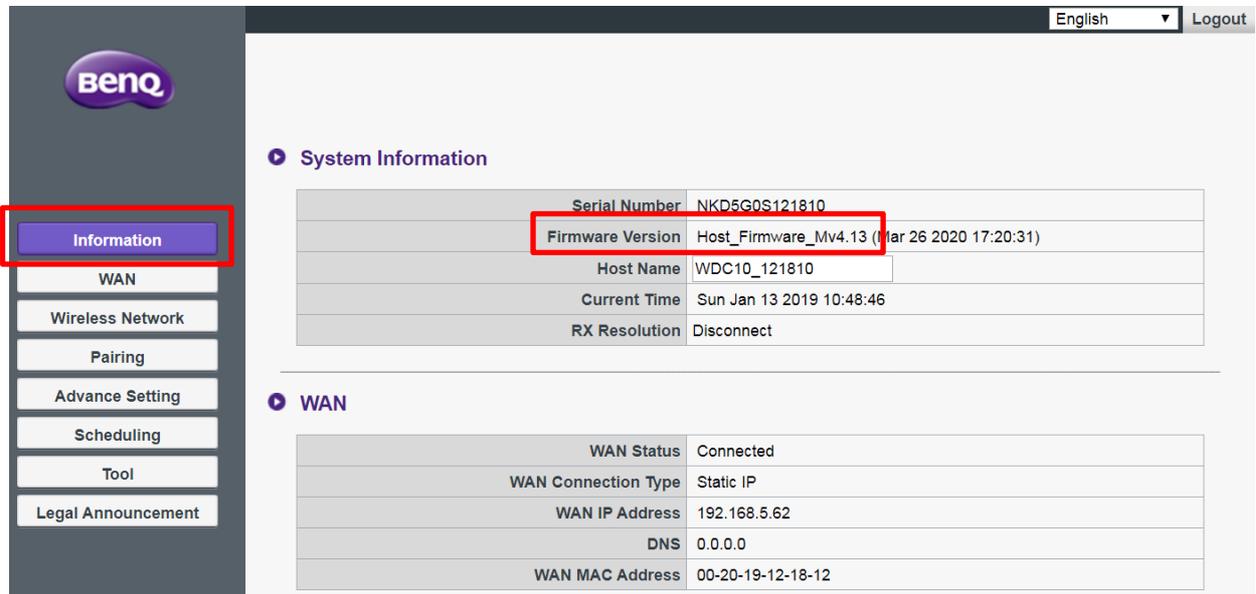
- If your current firmware version is Mv4.13 or later, go to Upgrading if the current version is Mv4.13 or later.
- If your current firmware version is Mv3.x or earlier, go to Upgrading if the current firmware version is Mv3.x or earlier.
- If your current firmware version is Mv4.08, go to Upgrading if the current firmware version is Mv4.08.
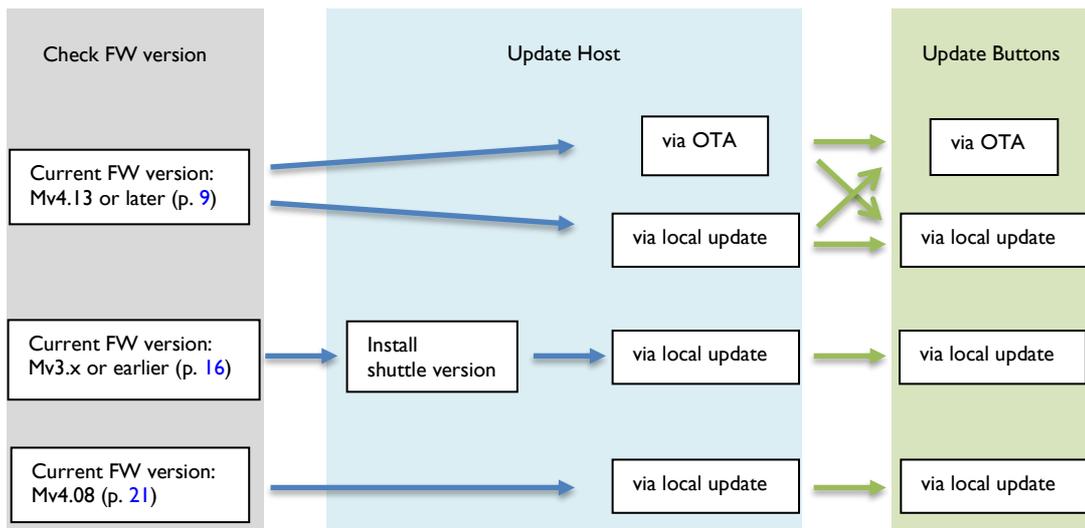
Upgrading if the current version is Mv4.13 or later

InstaShow™ provides two options to update the product, OTA (Over-the-Air Technology) and local update.

- OTA update: On InstaShow™, upgrade the firmware via OTA when a new firmware file is available
- Local update: On the computer, download and save the firmware files from the BenQ website and perform the system upgrade later from **Web Management** manually.

Though OTA is a fast and easy way to upgrade the firmware, you need to go for a local update under certain circumstances.

- The InstaShow™ cannot connect to the Internet because the access to the Internet is limited by your network administrator.
- A special firmware version is provided by BenQ Customer Care and it is not available on the BenQ OTA server.
- OTA update fails.
- Local update is preferred, even though the InstaShow™ is connected to the Internet appropriately.

OTA update

1. Backup the network settings first. Go to **Tool** > **Configuration Export** > **Export Configuration File** > **Export**. Save the exported file properly.
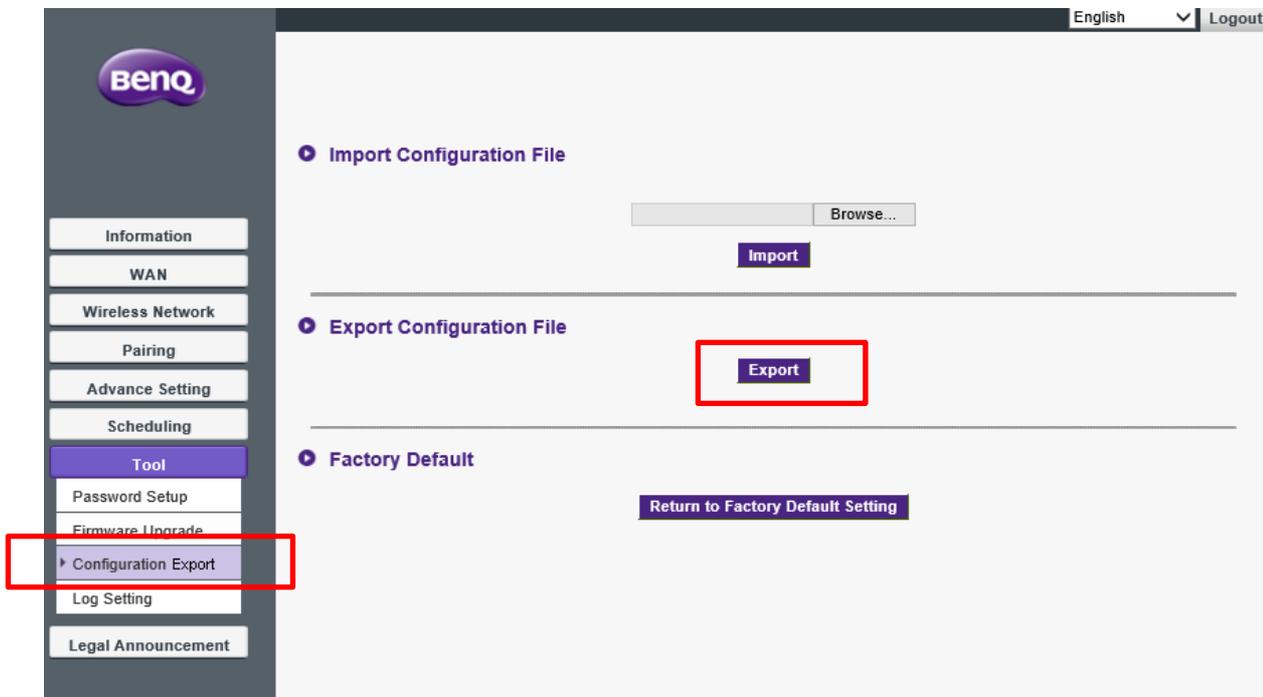
2. Go to **Tool** > **Firmware Upgrade > InstaShow Host Firmware Upgrade**.
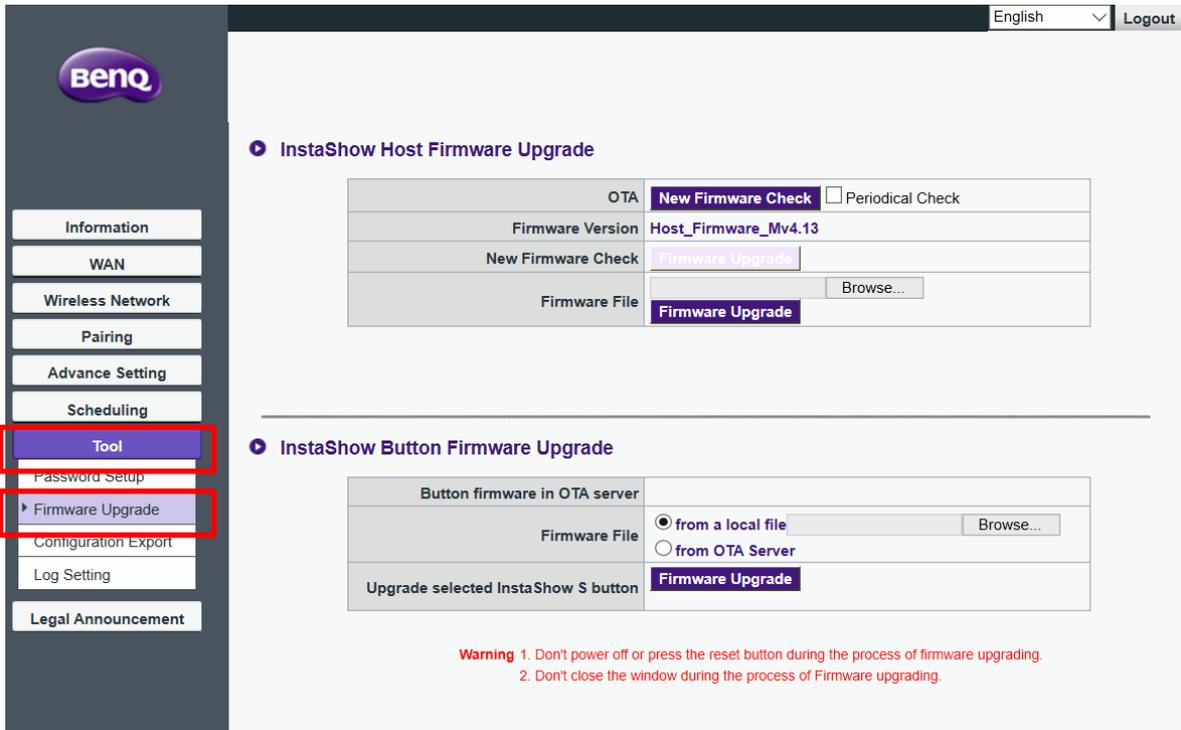
3. On **Firmware Version** shows the current firmware version. Click **New Firmware Check** on **OTA** to check for a new version.
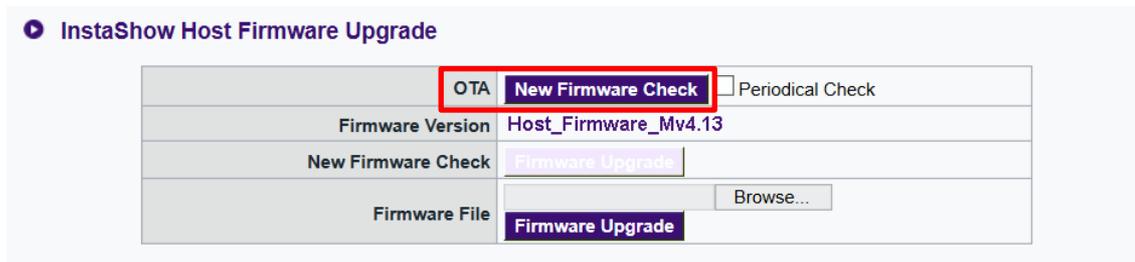
4. If a new version is available, it is displayed in **New Firmware Check**. Click **Firmware Upgrade** to update and initialize the new version. It takes about 5 minutes to complete the process. The Host will be re-started after the process is complete.

If you prefer to let the product check for an update automatically, go to **Tool** > **InstaShow Host Firmware Upgrade**. Click **Periodical Check** so the product checks for an update on a daily basis if it is connected to the OTA server. You have to click the **Firmware Upgrade** button to perform the upgrade though.

5. Return to **Tool** > **Firmware Upgrade** again, click on **InstaShow Host Firmware Upgrade** > **OTA** > **New Firmware Check**. The updated firmware version information is displayed on both **Firmware Version** and **Button Firmware in OTA server**.

6. On **InstaShow Button Firmware Upgrade**, click **from OTA Server**.

7. Select the Button to be upgraded by identifying its MAC. To find out the MAC information of a Button, refer to the product label.

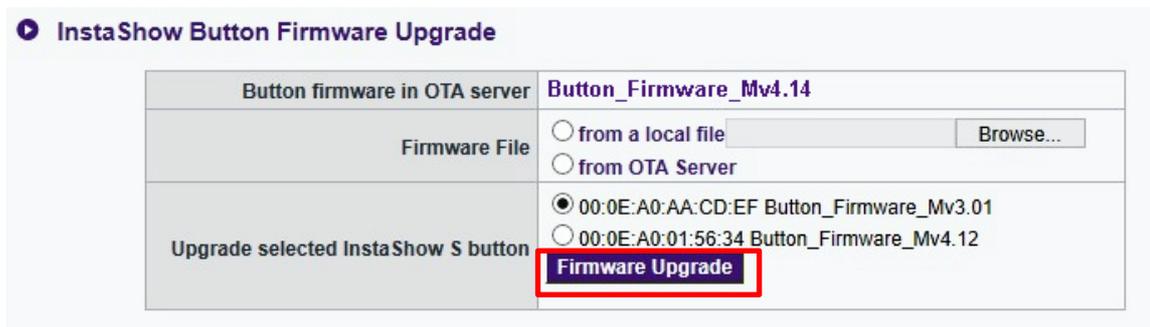Figure: MAC information on the Button's product label.

8. Click **Firmware Upgrade** to start upgrading. The LED indicator on the device flashes green during the upgrade process. The Button will be re-started after the process is complete. Repeat step 6 to 8 until all Buttons are upgraded.


9. After the devices are upgraded and re-started, go to **Web Management** > **Tool** > **Configuration Export** > **Factory Default**, click **Return to Factory Default Setting**. If your Host and Buttons are from a bundle sale, they are still paired after the system reset. If the Buttons are from a separately purchased Button Kit, go to the next step to retrieve the connection settings.
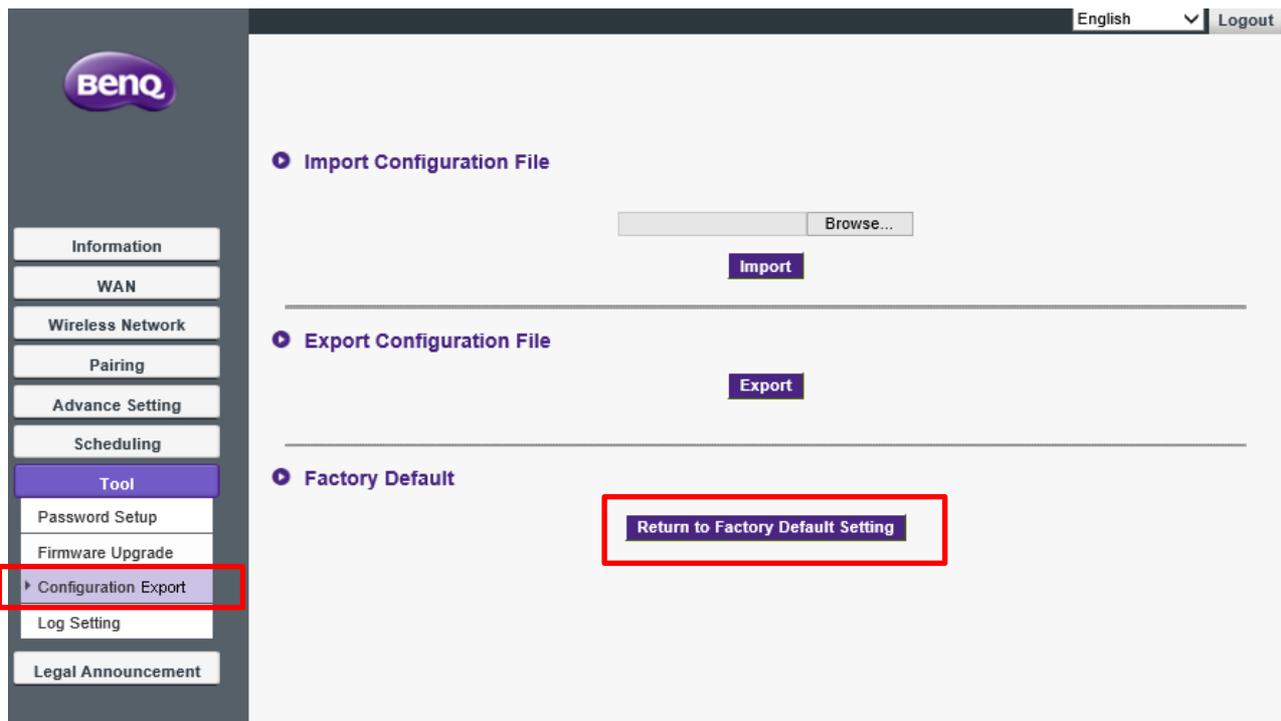
10. Import the connection settings. Go to **Tool** > **Configuration Export** > **Import**

Configuration File. Browse for the configuration file exported in step 1, and click **Import**.
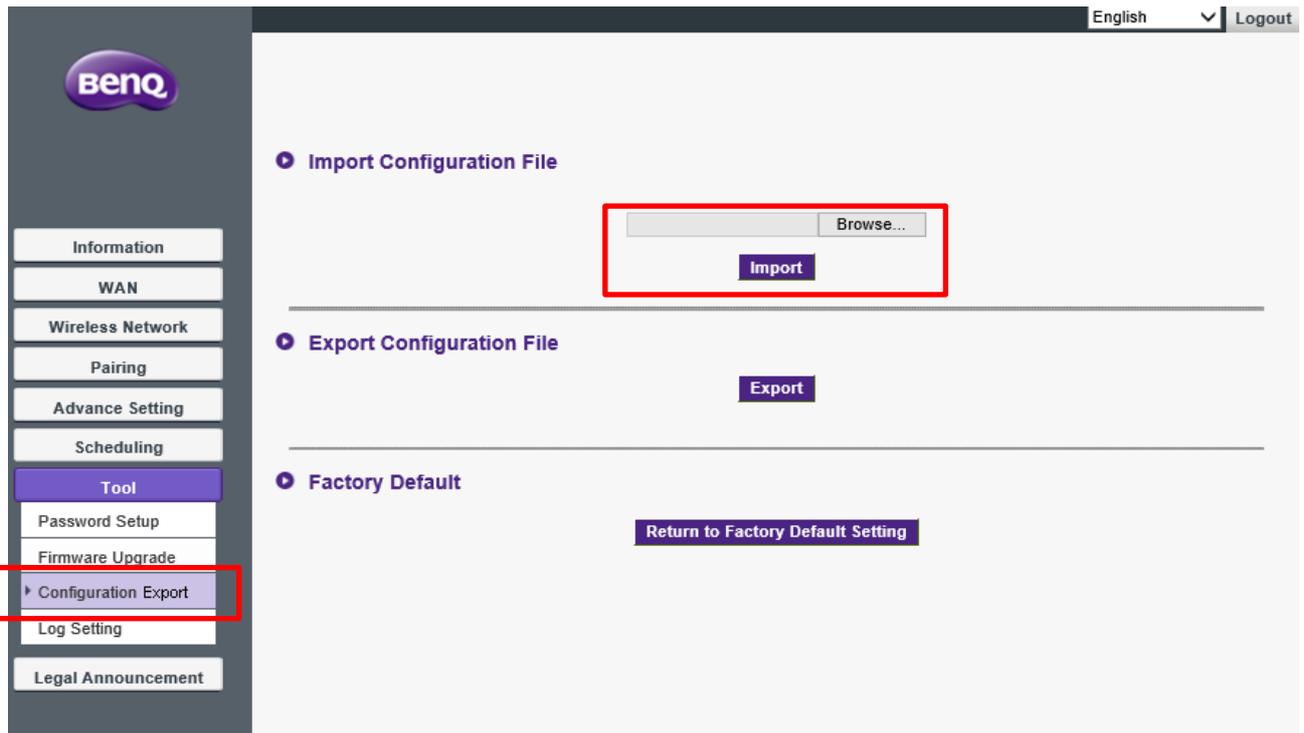

> ✏️ If the connection between the Host and the Button is not available (with LED indicator flashing red on both devices) after firmware upgrade, cycle power off and on, and pair them again by pressing the **PAIRING** key on the Host.
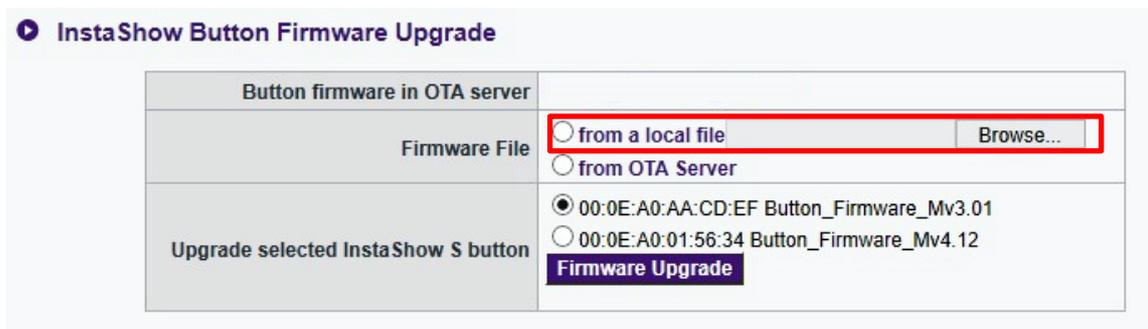
Local update

1. Make sure you have downloaded the new firmware files as instructed in Accessing the firmware files.

2. Backup the network settings first. Go to **Tool** > **Configuration Export** > **Export Configuration File** > **Export**. Save the exported file properly.
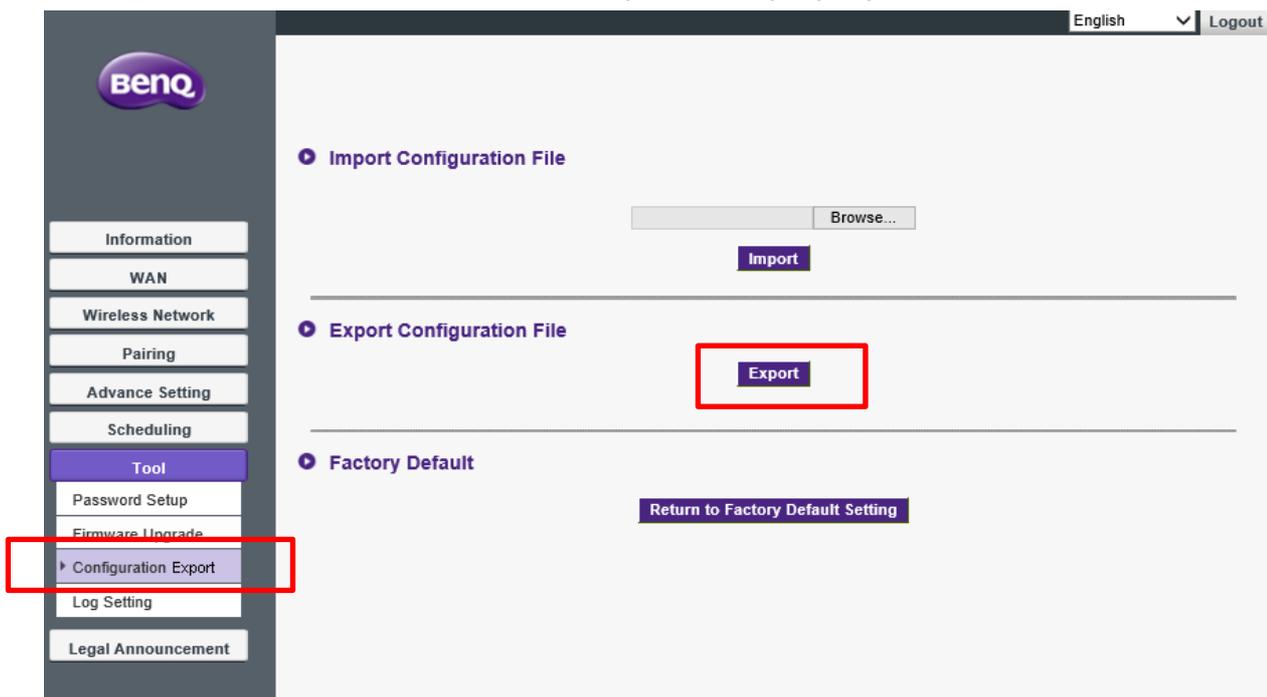
3. Go to **Tool** > **Firmware Upgrade.** On **InstaShow Host Firmware Upgrade**, browse for **Host_Full_Firmware_xxx.bin**. Click **Firmware Upgrade** to start upgrading. The LED indicator on the device flashes green during the upgrade process. The Host will be re-started after the process is complete.
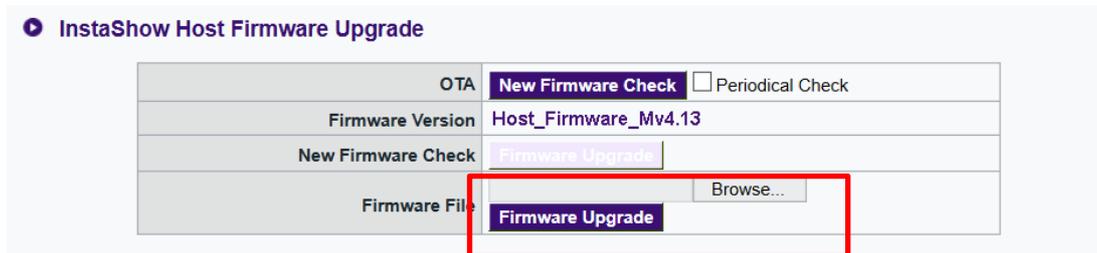
4. After the Host is re-started, login to **Web Management** again and go to **Information** > **Firmware Version** to check if the Host firmware version information is updated.

5. Return to **Tool** > **Firmware Upgrade** again, on **InstaShow Button Firmware Upgrade**, click **from a local file**, and browse for **Button_Full_Firmware_xxx.bin**.

6. Select the Button to be upgraded by identifying its MAC. To find out the MAC information of a Button, refer to the product label.
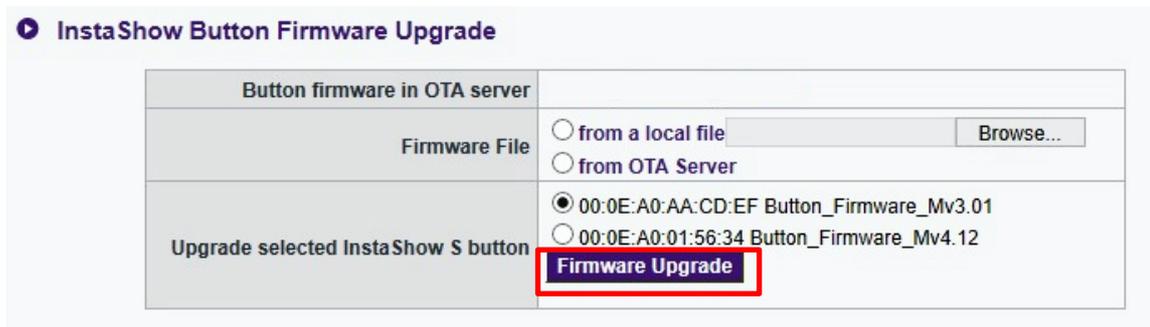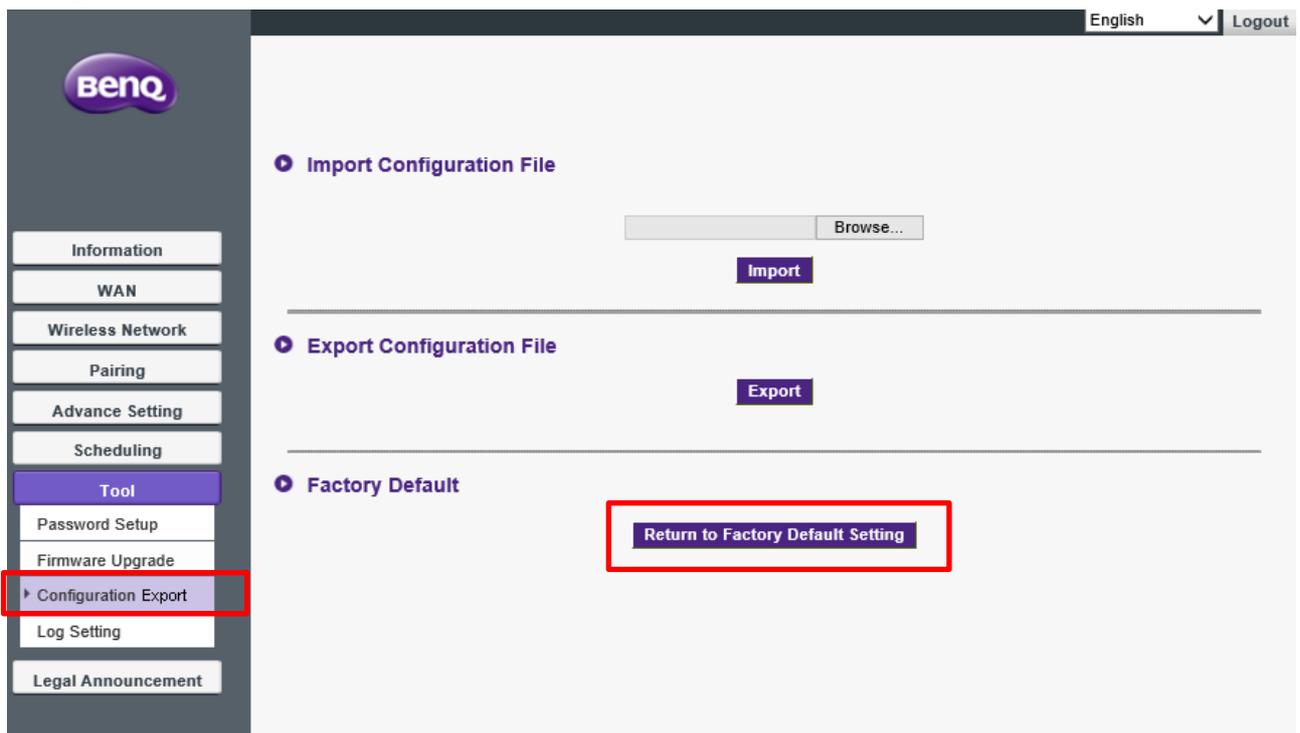

Figure: MAC information on the Button's product label.

7. Click **Firmware Upgrade** to start upgrading. The LED indicator on the device flashes green during the upgrade process. The Button will be re-started after the process is complete. Repeat step 5 to 7 until all Buttons are upgraded.

8. After the devices are upgraded and re-started, go to **Web Management** > **Tool** > **Configuration Export** > **Factory Default**, click **Return to Factory Default Setting**. If your Host and Buttons are from a bundle sale, they are still paired after the system reset. If the Buttons are from a separately purchased Button Kit, go to the next step to retrieve the connection settings.

9. Import the connection settings. Go to **Tool** > **Configuration Export** > **Import Configuration File**. Browse for the configuration file exported in step 2, and click **Import**.
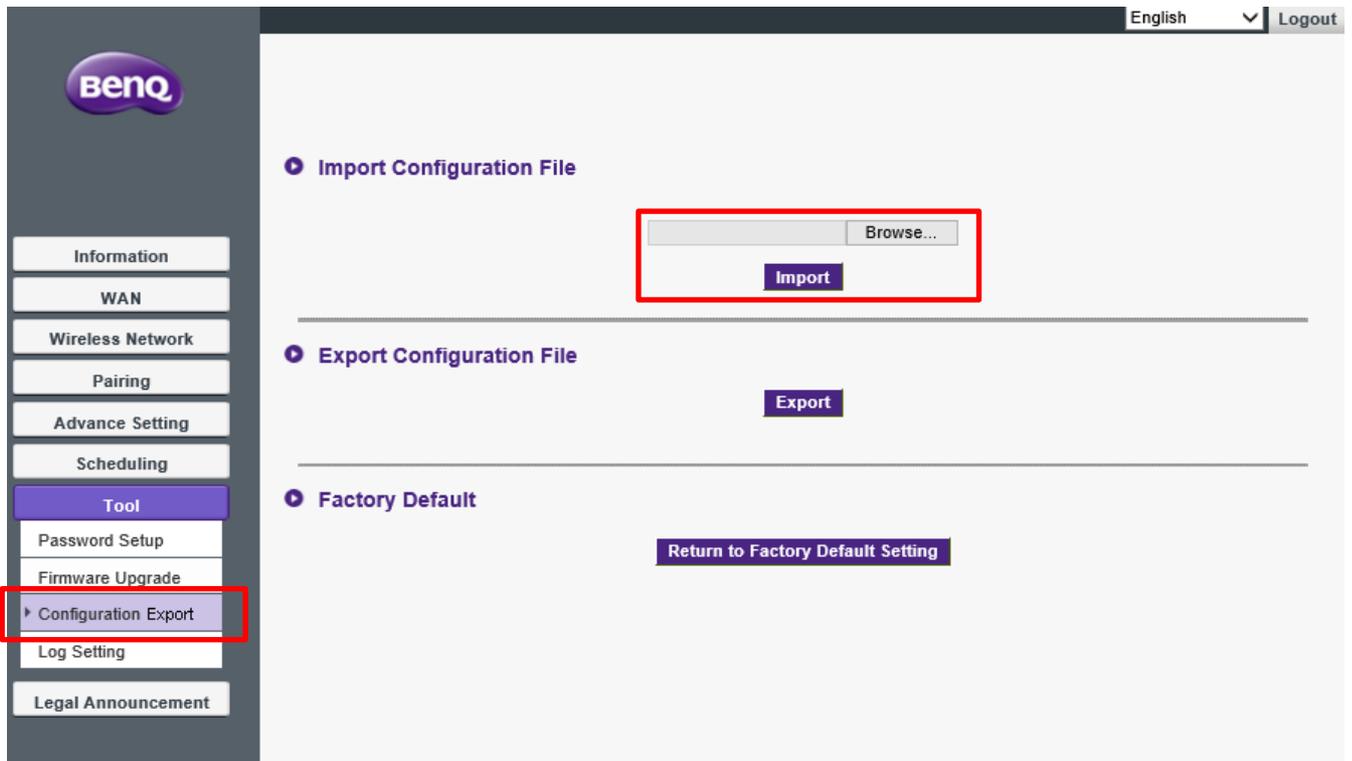
> 🖊 If the connection between the Host and the Button is not available (with LED indicator flashing red on both devices) after firmware upgrade, cycle power off and on, and pair them again by pressing the **PAIRING** key on the Host.

## Upgrading if the current firmware version is Mv3.x or earlier

1. Backup the network settings first. Go to **Tool** > **Configuration Export** > **Export Configuration File** > **Export**. Save the exported file properly.
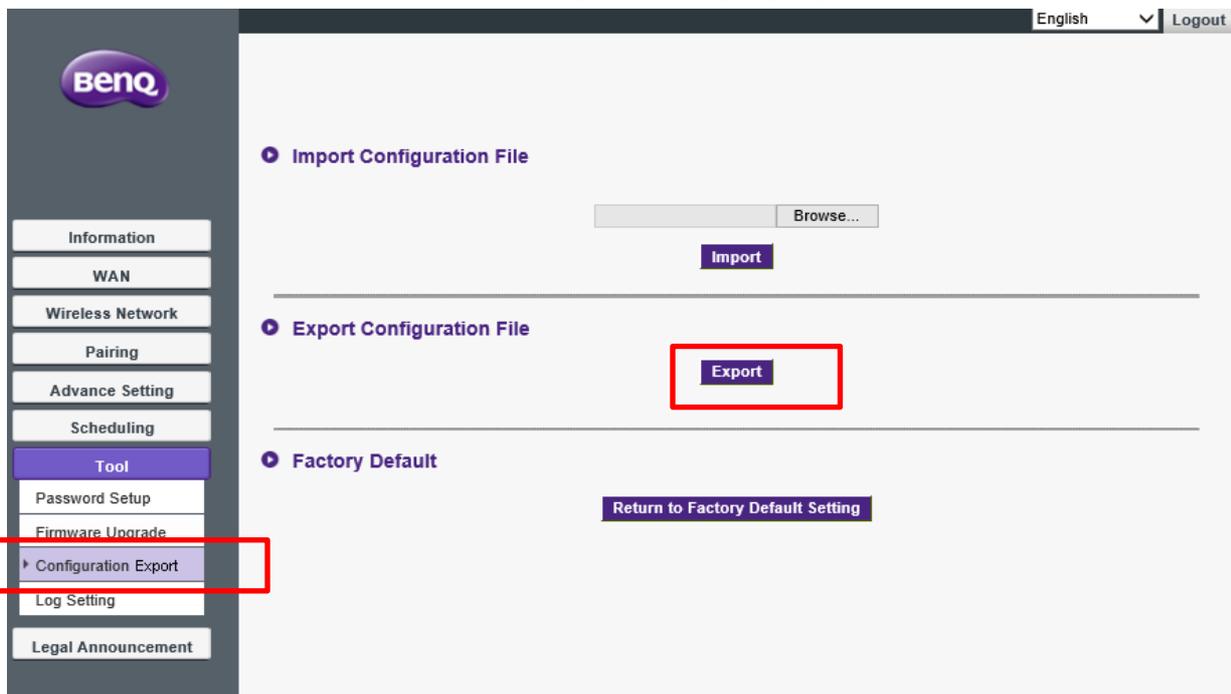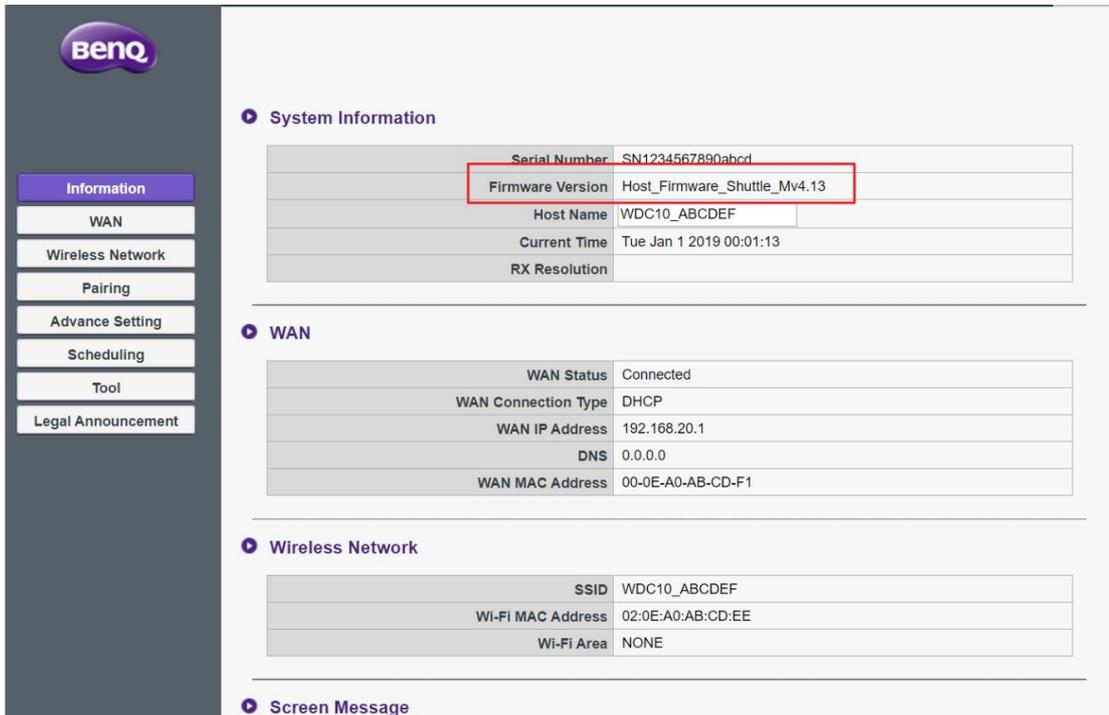

2. Go to **Tool** > **Firmware Upgrade**.
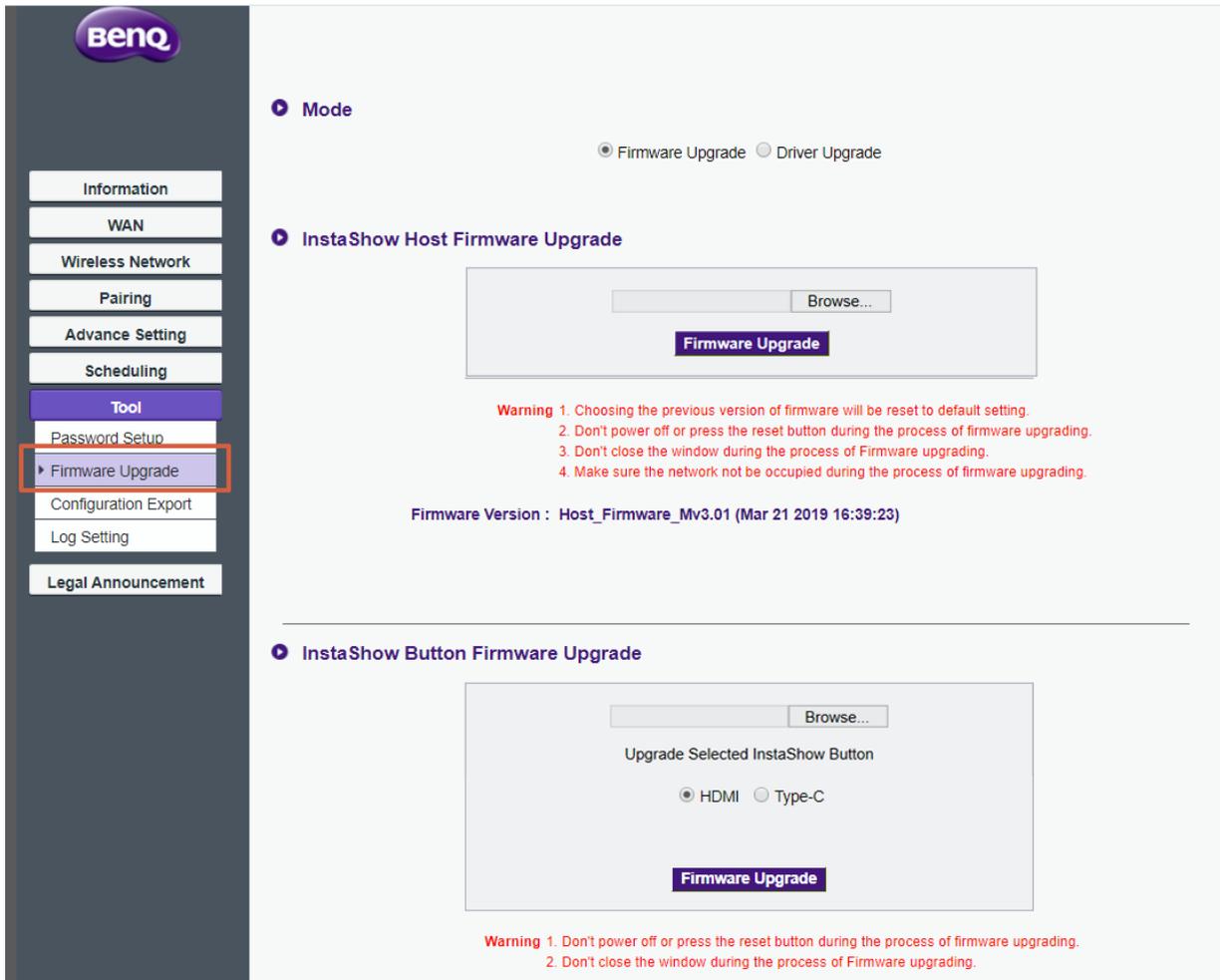
3. On **InstaShow Host Firmware Upgrade**, browse for **Host_Firmware_xxx.bin.** This is a shuttle version that helps upgrade the product to the latest firmware smoothly. Click **Firmware Upgrade** to proceed. The LED indicator on the device flashes green during the upgrade process. It takes a few minutes to complete the process.
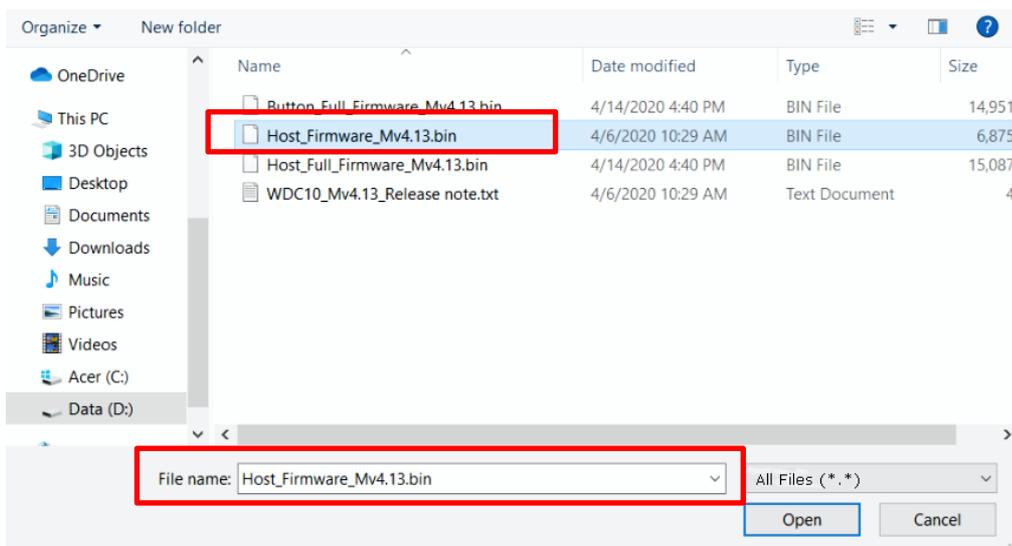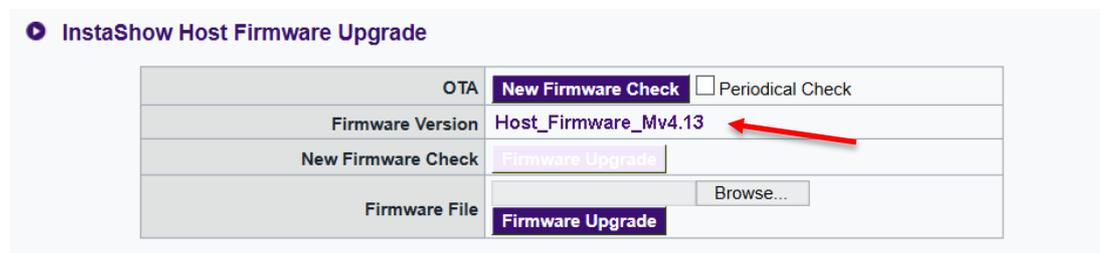

4. After the shuttle version has been installed, you can find the shuttle version information from **Web Management** > **Information** > **Firmware version**. This means the Host's firmware is not the most up-to-date. Continue with the following instructions.

5. On **InstaShow Host Firmware Upgrade**, browse for **Host_Full_Firmware_xxx.bin**. Click **Firmware Upgrade** to start upgrading. The LED indicator on the device flashes green during the upgrade process. The Host will be re-started after the process is complete.
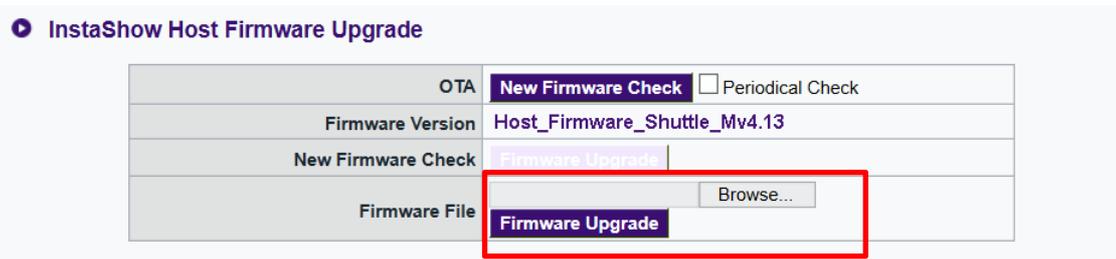
6. After the Host's firmware has been upgraded successfully to the latest version, its firmware version will be displayed without "shuttle" as below. Proceed with the upgrade of the Buttons. The OTA option is displayed yet it is not available until both the Host and the Buttons are upgraded to firmware version Mv4.13 or later.

7. Return to **Tool** > **Firmware Upgrade** again, on **InstaShow Button Firmware Upgrade**, click **from a local file**, and browse for **Button_Full_Firmware_xxx.bin**.

8. Select the Button to be upgraded by identifying its MAC. To find out the MAC information of a
    Button, refer to the product label.

Figure: MAC information on the Button's product label.
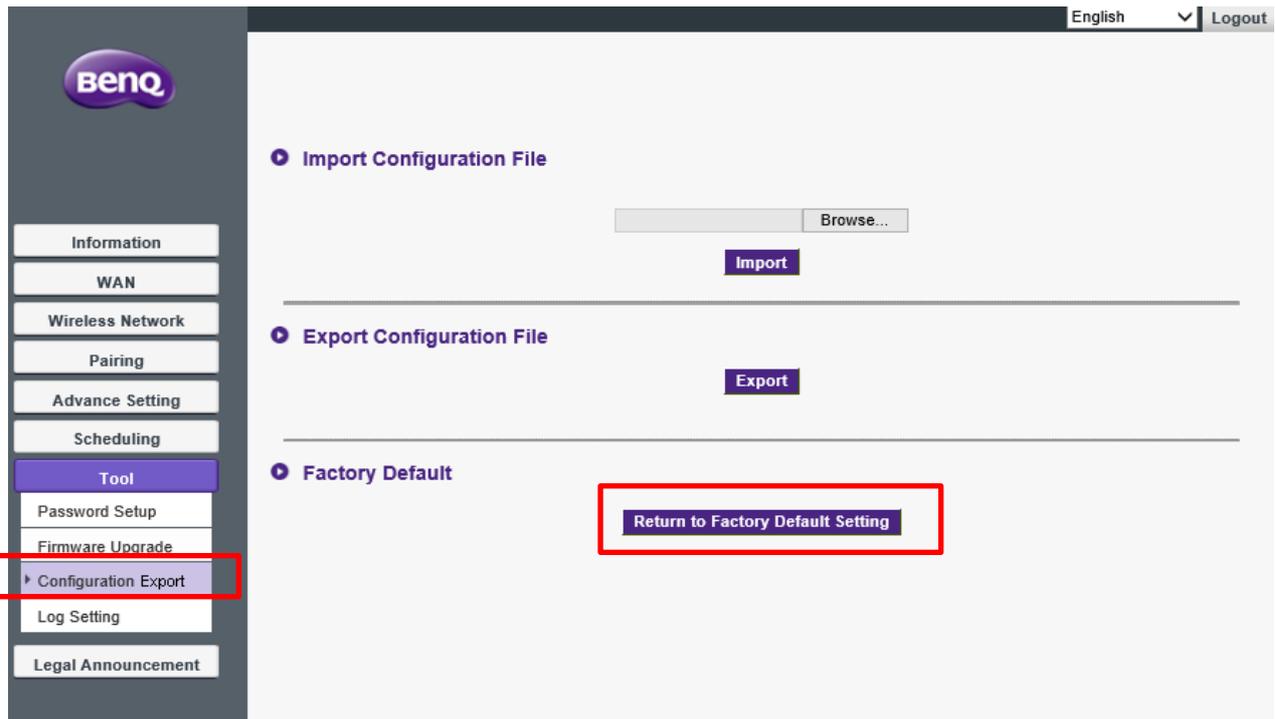

9. Click **Firmware Upgrade** to start upgrading. The LED indicator on the device flashes green
    during the upgrade process. The Button will be re-started after the process is complete. Repeat
    step 7 to 9 until all Buttons are upgraded.
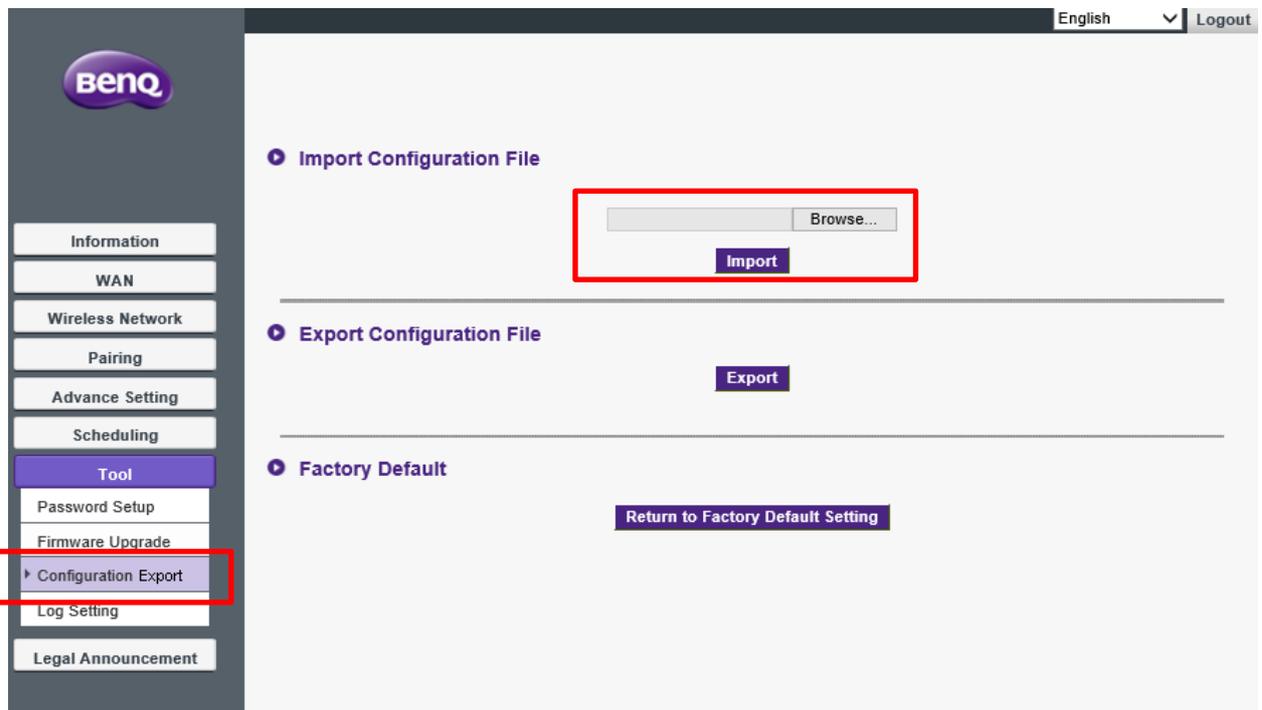

10. After the devices are upgraded and re-started, go to **Web Management** > **Tool** >
    Configuration Export > **Factory Default**, click **Return to Factory Default Setting**. If your
    Host and Buttons are from a bundle sale, they are still paired after the system reset. If the Buttons
    are from a separately purchased Button Kit, go to the next step to retrieve the connection

settings.

11. Import the connection settings. Go to **Tool** > **Configuration Export** > **Import Configuration File**. Browse for the configuration file exported in step 1, and click **Import**.
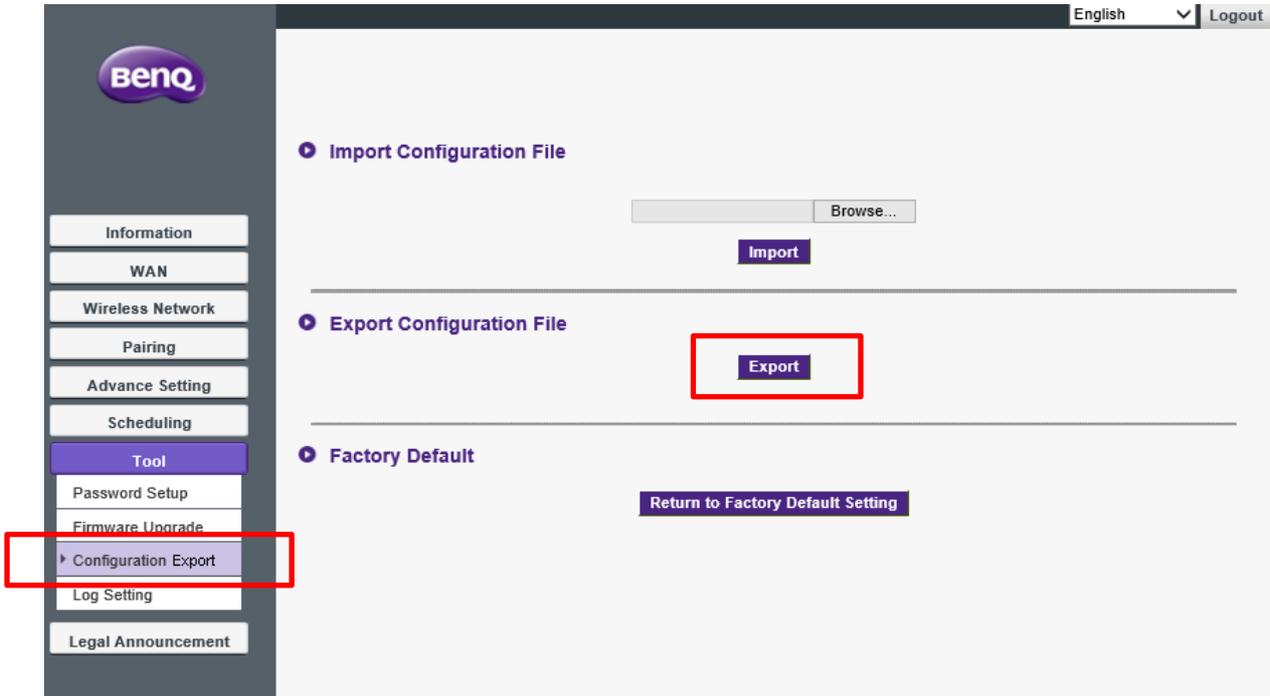

> If the connection between the Host and the Button is not available (with LED indicator flashing red on both devices) after firmware upgrade, cycle power off and on, and pair them again by pressing the **PAIRING** key on the Host.

The firmware of the InstaShow™ has been upgraded to the latest version successfully. If further upgrade is required, you are recommended to go for an OTA upgrade as instructed in OTA update.

Upgrading if the current firmware version is Mv4.08

1. Backup the network settings first. Go to **Tool** > **Configuration Export** > **Export Configuration File** > **Export**. Save the exported file properly.
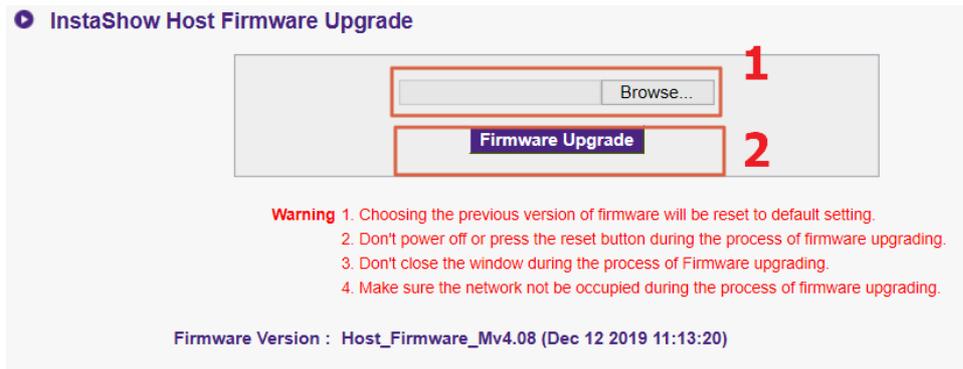

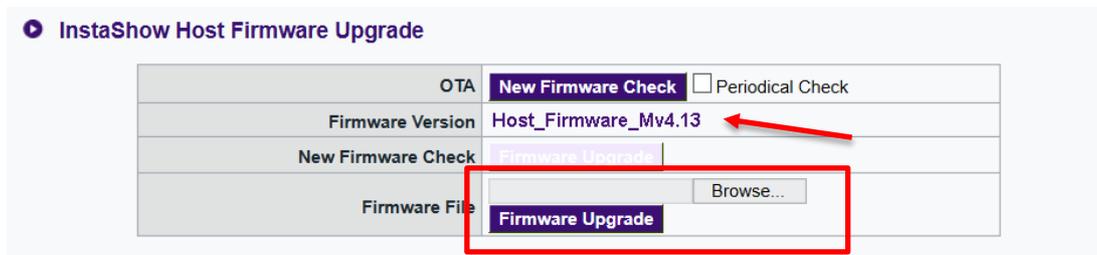2. Go to **Tool** > **Firmware Upgrade**.
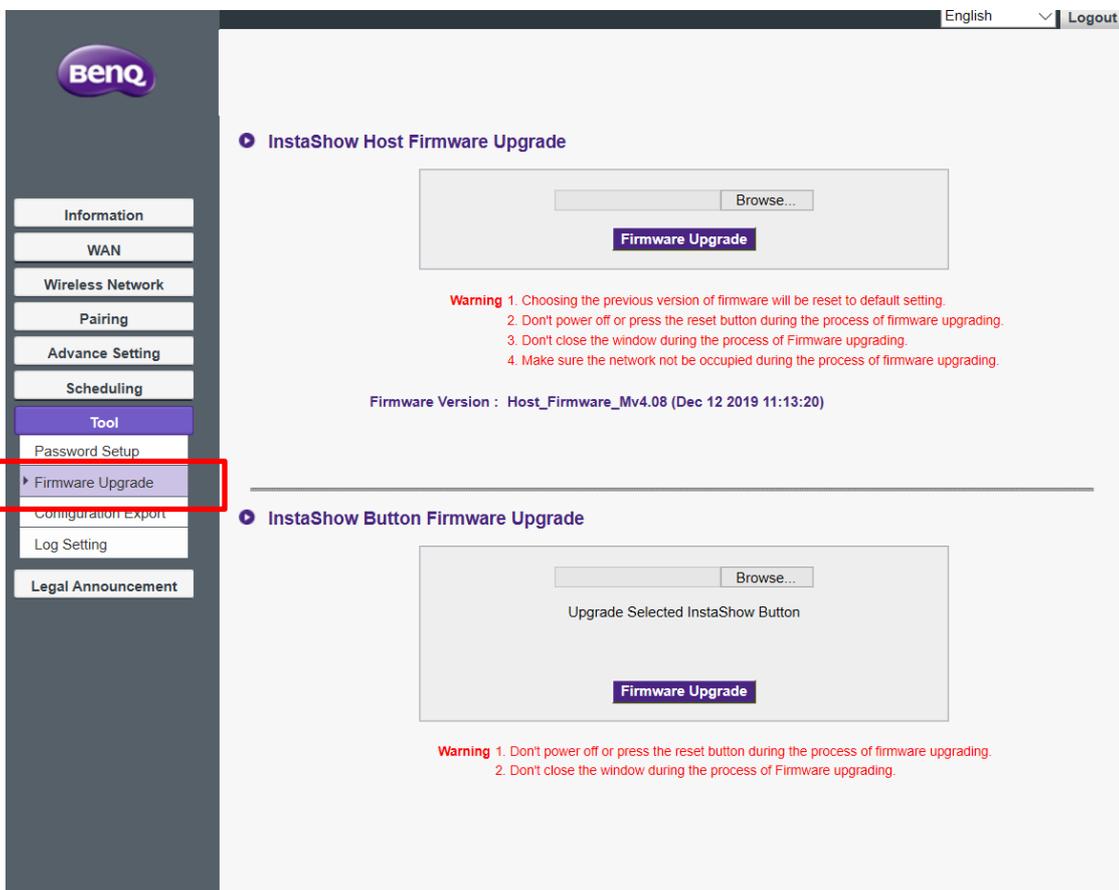
3. On **InstaShow Host Firmware Upgrade,** browse for **Host_Full_Firmware_xxx.bin.** Click
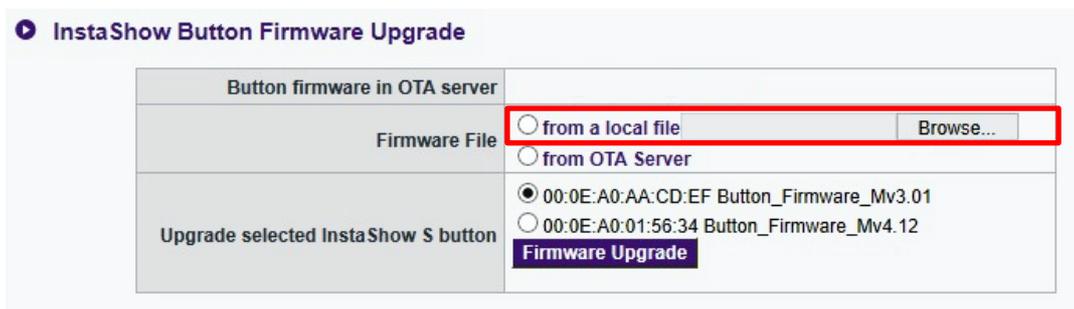
Firmware Upgrade to start upgrading. The LED indicator on the device flashes green during the upgrade process. The Host will be re-started after the process is complete.

4. After the Host's firmware has been upgraded successfully to the latest version, its firmware version will be displayed as below. Proceed with the upgrade of the Buttons. The OTA option is displayed yet it is not available until both the Host and the Buttons are upgraded to firmware version Mv4.13 or later.

5. Return to **Tool** > **Firmware Upgrade** again, on **InstaShow Button Firmware Upgrade**, click **from a local file**, and browse for **Button_Full_Firmware_xxx.bin**.

6. Select the Button to be upgraded by identifying its MAC. To find out the MAC information of a Button, refer to the product label.
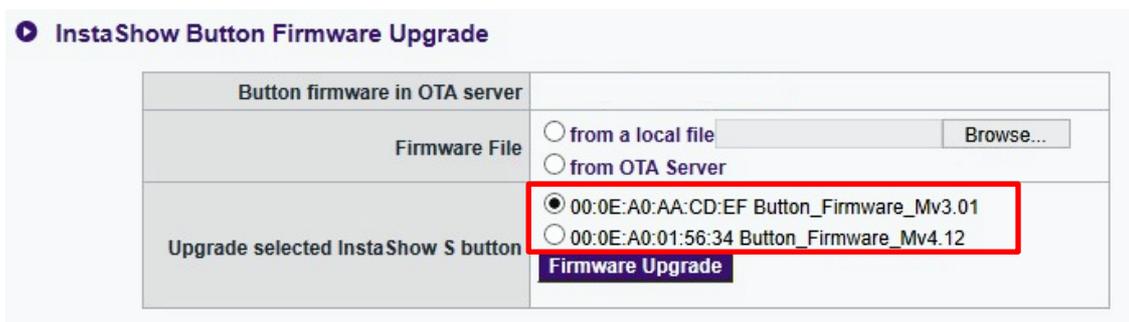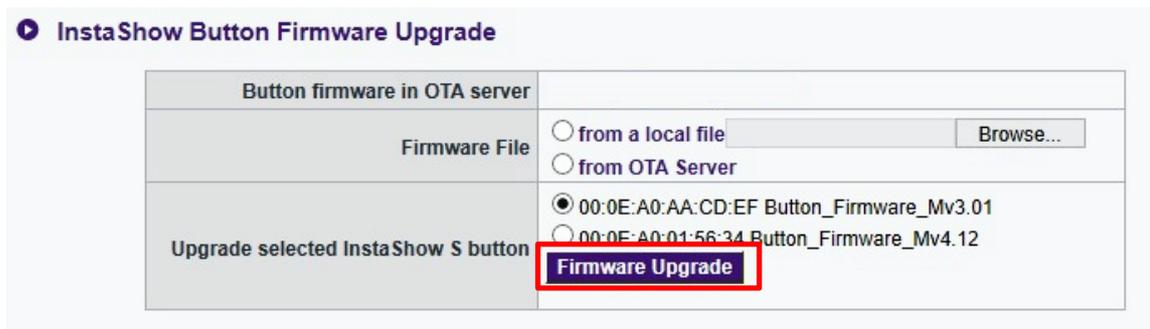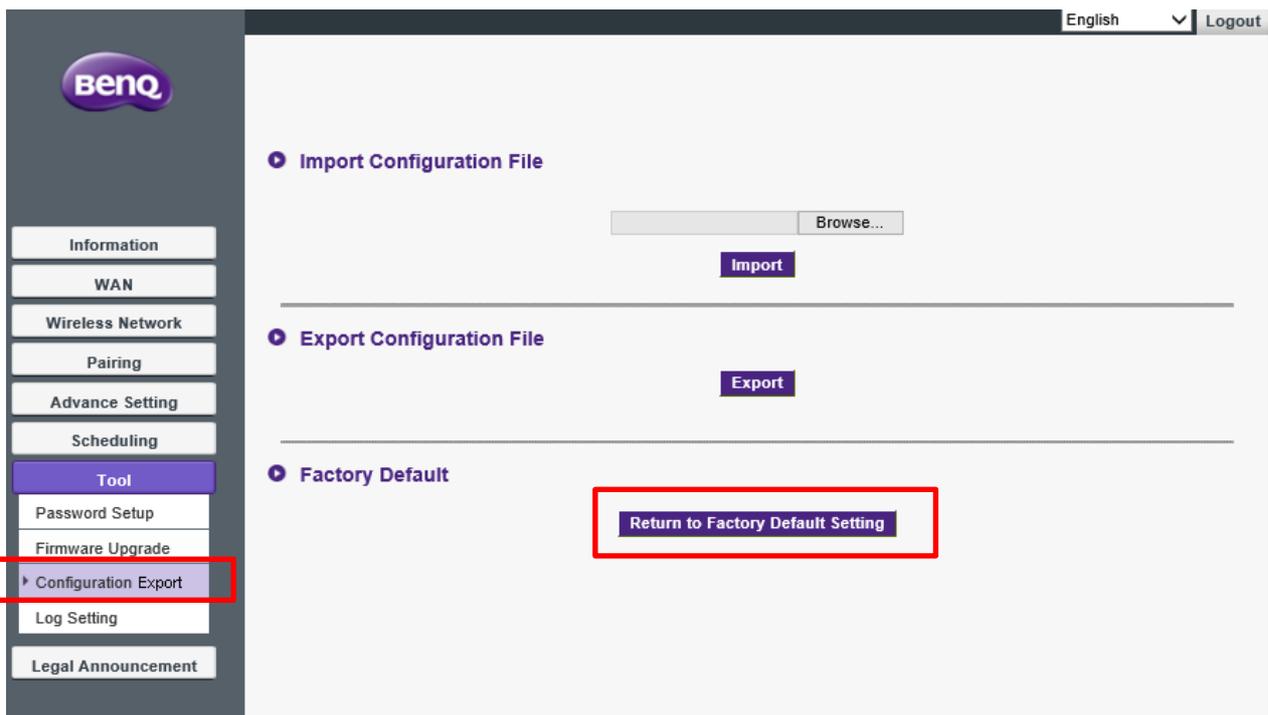
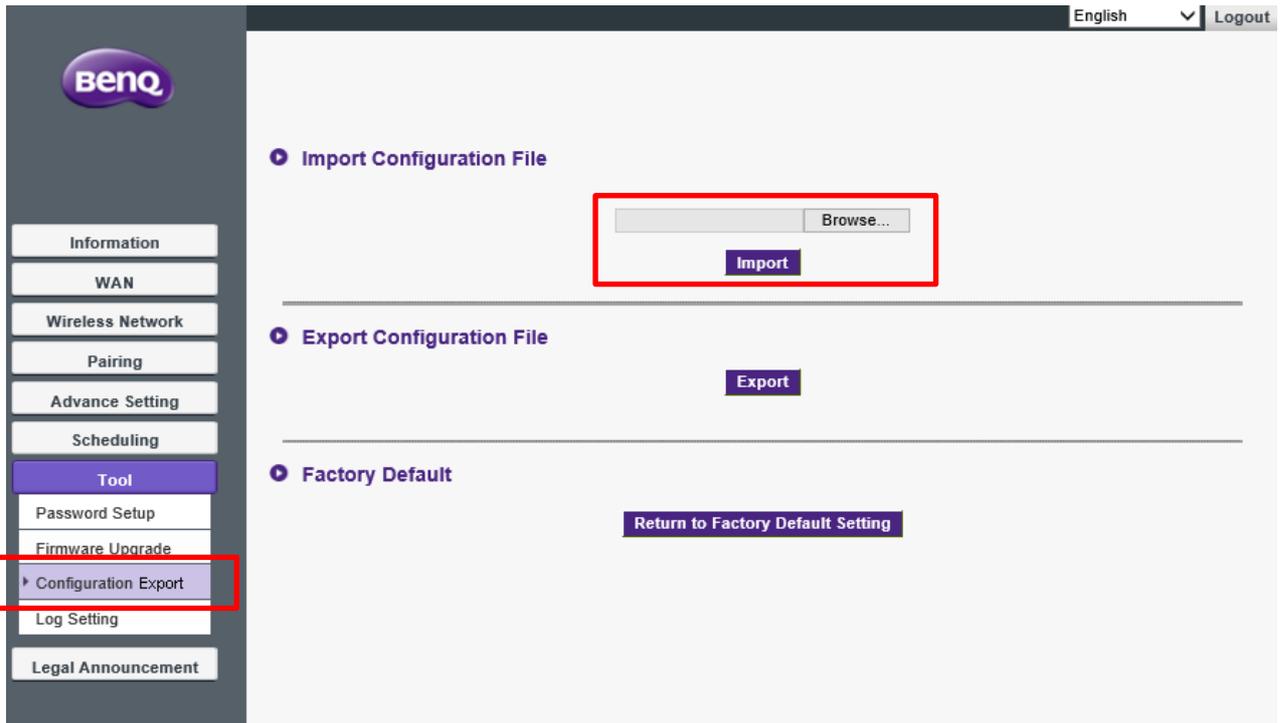Figure: MAC information on the Button's product label.

7. Click **Firmware Upgrade** to start upgrading. The LED indicator on the device flashes green during the upgrade process. The Button will be re-started after the process is complete. Repeat step 5 to 7 until all Buttons are upgraded.

8. After the devices are upgraded and re-started, go to **Web Management** > **Tool** > **Configuration Export** > **Factory Default**, click **Return to Factory Default Setting**. If your Host and Buttons are from a bundle sale, they are still paired after the system reset. If the Buttons are from a separately purchased Button Kit, go to the next step to retrieve the connection settings.

9. Import the connection settings. Go to **Tool** > **Configuration Export** > **Import Configuration File**. Browse for the configuration file exported in step 1, and click **Import**.

> If the connection between the Host and the Button is not available (with LED indicator flashing red on both devices) after firmware upgrade, cycle power off and on, and pair them again by pressing the **PAIRING** key on the Host.

The firmware of the InstaShow™ has been upgraded to the latest version successfully. If further upgrade is required, you are recommended to go for an OTA upgrade as instructed in OTA update.