



MOVING IMAGE TECHNOLOGIES INC

Technical Note R000242: New CCR-100 Readers not displaying Caption Text Ver. 2022.10.17

Background

MiT took over manufacturing of the Assisted Listening Devices product line from QSC effective the beginning of June, 2022. MiT started producing its own CCR-100 readers in August 2022. As part of this transition, the firmware used on the CCRs was updated to the current version of the firmware developed by the designer of this captioning system. This note addresses an important compatibility aspect of new CCR-100 Readers manufactured by MiT starting in August, 2022.

Compatibility

On June 01, 2020, in response to customer input, the software designer of the caption system fixed a problem with the way certain types of captions are handled. In order to address the problem, it was necessary to change the firmware for **both** the IRC-28C and the CCR-100. The version number for both of these new firmware files created at that time was the same, **200601**. The following rules now apply to the firmware versions for both these products:

1. CCR-100 units with firmware version **200601** and later (including the new units manufactured by MiT) **MUST** be used with IRC-28C units running firmware version **200601** or later.
2. If your IRC-28C units are running firmware with a lower version number than **200601**, they must be updated to newer firmware in order to drive new CCR-100 units.
3. If you have existing CCR-100 units running firmware with a *lower* version number than **200601**, they will continue to operate normally with IRC-28C devices running either older *or* newer firmware versions – no action is required in this case.

The symptom of a firmware version mismatch (i.e. situation #2 above) is that if you have generic text entered on the IRC-28C configuration page it will display on the CCR display OK, but “timed text” will not. As soon as timed caption text begins, the display on the newer version CCR-100 will go dark.

Correcting the issue

There are two ways to correct the mismatch between firmware versions:

- A. Update the IRC-28C firmware to version **200601** or newer. The hex file for the current IRC-28C firmware is version **220925** and is available at the following link:

<http://movingimagetech.com/man/IRC-28Cv220925.hex>

If you are unable to access this file for any reason, contact MiT Customer Service and we'll email the file to you. Updating the IRC-28C is done by connecting to the unit from a computer, via the Ethernet jack. The procedure is covered in the IRC-28 manual, but is straightforward and intuitive.

- B. Roll back the CCR-100 to a version number prior to **200601**, for example version **191014**, which was the current released version of CCR firmware prior to MiT taking over the product line. The following link is the same firmware as QSC version **191014**, but with the name changed to MiT:

<http://movingimagetech.com/man/CCR-100v220923.hex>

If you have *several* CCR-100 units, it will be much easier to update the firmware on the IRC-28C than on all your CCR units. Plus it's always better to move forward rather than backward.

Updating the firmware on the CCR-100 is also a more difficult procedure than for the IRC-28C. You will need a USB Mini B cable, and the computer will have to have a special driver installed. This is described in the procedure at this link:

<http://movingimagetech.com/man/R000243-CCR-100-Firmware-Update-Procedure-v220927.pdf>

For these reasons, MiT Engineering recommends updating the IRC-28C, and only reverting the firmware on the CCR-100 to an older version if you are unable to update the IRC-28 for some reason.

These firmware programs described above will continue to evolve as additional features are added, bugs are fixed, and so on. Always check the MiT website to find out current information on these products:

http://www.movingimagetech.com/product_category/ald/