IMAX CAM PRO

SOFTWARE TUTORIALS

WORLD EYECAM

UPDATING FIRMWARE

FIRMWARE UPDATES

Firmware updates to recorders and cameras are essential to ensure that devices are bug free, include all the newest features, and have the most up to date version of onvif and security features!

Updating firmware is easy and can be done remotely in most situations. If you ever need firmware or have a firmware updating problem or do not feel safe or confident in updating the firmware you can always call technical support for help! Call us at 866-334-6875 and select option 3.

UPDATING VIA A FLASH DRIVE

1. Call technical support and get the firmware for the recorder. (if technical support has sent you the firmware excel file already match up the model in the excel and download the correct firmware)
2. Once the firmware is on a PC, place the flash drive into any USB port on the PC.
3. Locate the file folder for the flash drive and drag and drop the firmware .bin file onto the drive. (if the recorder is a model number beginning with DVRXXXX rename the file to update)
4. Remove the flash drive from the PC and plug into any of the USB ports on the recorder.
5. Newer recorders (HCVR, PVR/XVR, 4M) will prompt the user what they wish to do with the flash drive, the user will select "System upgrade". Older recorders the user will need to log into the main menu, then navigate to Info then click the "Start" button at the bottom of the menu.
6. If the user is prompted to do a "System" upgrade", in the next prompted menu click on "start", then select the correct firmware update file from the flash drive, then click on the upgrade button at the bottom of the menu.

UPDATING VIA THE CONFIG TOOL

1. Call technical support and get the firmware for the recorder. (if technical support has sent you the firmware excel file already match up the model in the excel and download the correct firmware)
2. Next open the config tool on a windows PC.
3. Once config tool is open select the "Camera" button on the left hand side.
4. Click on the "Get Device Info" button to log into the recorder.
5. Next click on the "upgrade arrow" on the left hand side.
6. Click on browse next to the correct device and select the firmware update file from the PC.
7. Click on upgrade and wait for the config tool to finish updating.

UPDATING VIA THE WEB SERVICE

1. Call technical support and get the firmware for the recorder. (if technical support has sent you the firmware excel file already match up the model in the excel and download the correct firmware)
2. Open the recorders IP address in a windows internet explorer web browser.

3. Once logged into the recorder navigate to the setting/setup menu
4. Navigate to System > Upgrade on the left hand side menu
5. Click on the browse button and locate the firmware .bin file on the computer.
6. After the file is selected click on the upgrade button. (no not leave this page once the update is started please wait until the recorder login page shows back up to change web pages)

UPDATING VIA THE SMART PSS

1. Call technical support and get the firmware for the recorder. (if technical support has sent you the firmware excel file already match up the model in the excel and download the correct firmware)
2. Open up Smart PSS Version 2.0 or newer.
3. Open the device cfg menu
4. Select the device for upgrade from the right-hand side (assuming that the device has already been added to the Smart PSS software.)
5. Locate the "Upgrade" button in the upper right hand side.
6. Browse the computer for the upgrade .bin file
7. Once the upgrade file has been selected click on the upgrade button to start the update.

Note: When updating via the Smart PSS there is no progress bar. It can take upwards of 15 minutes to update the recorder please do not close or reboot the Smart PSS software or recorder.