

## Upgrading/restoring the firmware on your camera

Please download the latest software from the NetVu support web site. It is strongly recommended that this upgrade is applied to guarantee that the camera runs the latest software.

**Please note that the below upgrade methods are for cameras that are on firmware v1.18 or higher. If the current firmware version is lower than v1.18, then please contact NetVu technical support for assistance.**

This can either be performed using

- 1) An FTP client such as CuteFTP or CoreFTP which are freely downloadable,
- 2) Uploading a set of upgrade files to the application UPGRADE directory.

### Upgrading by FTP

Transfer the downloaded UPGRADE\_xxxx.ZIP files, using an FTP client into the root of the main program directory, typically \appdrive

**Note:** \appdrive is an alias for the application assigned drive, typically \hdd0

Connect to the camera via Telnet, and perform the following commands:

*cd \hdd0* – this changes the working directory to the system folder

*dir \*.zip* – one will need to confirm that only the required upgrade files are in this file location. No additional files should be in this directory.

*unzip \*.zip* – this should unzip all the files, and place all the correct files in the relevant sub directories.

**Note :** If there are existing or other zip files present, either delete them, or unzip the required files individually.

Reboot the camera using either the “reset” command from telnet or the red “Reset” button from Maintain menu in the web pages.

### Upgrading by the UPGRADE directory

Transfer the downloaded UPGRADE\_xxxx.ZIP file into the \appdrive\upgrade using FTP. This folder should contain no other files.

Reboot the camera using either the “reset” command from telnet or the red “Reset” button from Maintain menu in the web pages (Do not power cycle the camera). At this stage, the files will be unzipped to the relevant directories.

## DVR Upgrade method

### Requirements:

1. Dedicated Micros DVR/NVR with application software 6.x (26.0057) or higher.
2. FTP client e.g. FileZilla

## Upgrade instruction

FTP the camera upgrade ZIP file to the “/mdd0/proxy\_upgrade” directory of it's DVR and then from web pages go to **Configuration -> Camera -> Upgrade -> Upgrade**

## Confirm Successful Upgrade

After rebooting the camera, open the web page Menu, and navigate to *Configuration->System->Attributes->Software* page to check the correct software version has been installed, and compare with the software version of the downloaded firmware.



### For Further Information

If you require further information or guidance with regards to the software upgrade, kindly contact us on [support@netvu.org.uk](mailto:support@netvu.org.uk) or +44 (0) 845 600 9502