

How to upgrade the firmware of an IP camera

There are multiple ways to update an IP camera. Follow the appropriate method below based on your preferred update approach.

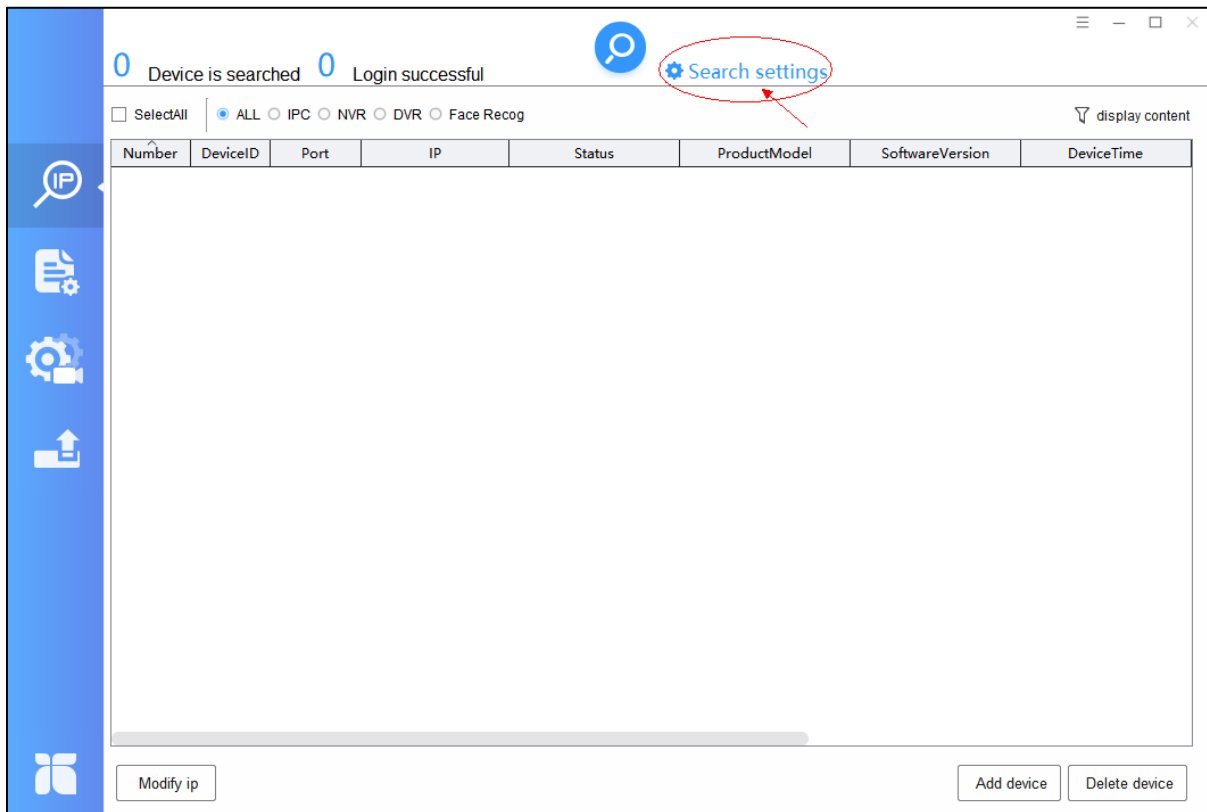
Using the Tools Software

Preparation:

1. Download the correct firmware for your camera.
2. Download the Tools software.
3. Ensure that the PC and the camera are on the same network segment.

Procedures:

1. Open the Tools software and click [Search settings](#).



- Input the camera password in the **Password** field. Then, click **OK**.

Search settings

Active Setting

Start IP:

End IP:

Network:

Control Port:

User name:

Password:

The settings will take effect after re searching

- Click the **Search** button. If the entered password is correct, the camera status will be **'Online'**. If it says **'Login failed'**, it cannot be updated using the tool.

9 Devices are searched 0 Login successful

SelectAll | ALL IPC NVR DVR Face Recog

Number	DeviceID	Port	IP	Status	ProductModel	SoftwareVersion	DeviceTime
<input type="checkbox"/> 1	1702D7	30001	192.168.0.127	Connecting...		v3.6.1303.1004.3.0.8.2.0	1978-07-18 02:00:08
<input type="checkbox"/> 2	ff007fbc	0	192.168.0.120	Connecting...		t1.0.1501.1004.163.3.3....	
<input type="checkbox"/> 3	10EB50	30001	192.168.3.221	Connecting...		v3.6.0804.1004.3.83.15....	2021-11-03 09:16:00
<input type="checkbox"/> 4	19EC17	30001	169.254.10.14	Connecting...		t3.6.0804.1004.3.0.15.2....	2021-10-31 06:39:27
<input type="checkbox"/> 5	FC8DCE	30001	169.254.10.8	Connecting...		v3.6.0804.1004.3.0.14.0...	2021-11-03 09:20:21
<input type="checkbox"/> 6	AD1125	30001	192.168.0.104	Connecting...		v3.6.0823.1004.132.0.1...	2021-10-30 07:15:10
<input type="checkbox"/> 7	173B0F	30001	192.168.0.184	Connecting...		v3.6.1602.1004.3.181.1...	2000-01-02 19:14:59
<input type="checkbox"/> 8	14334B	30001	192.168.0.121	Connecting...		v3.6.0825.1004.1.70.19...	2021-11-03 09:15:50
<input type="checkbox"/> 9	112fc9bc...	30001	192.168.0.131	Connecting...		v4.5.0805.0000.132.0.1...	

10 Devices are searched 5 Login successful Search settings

SelectAll | ALL IPC NVR DVR Face Recog display content

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<input type="checkbox"/> 9	112fc9bc...	30001	192.168.0.131	Login failed		v4.5.0805.0000.132.0.1...	
<input type="checkbox"/> 10	B011003...	30001	192.168.0.144	Login failed		v4.5.0832.0000.001.0.1...	

Modify ip Add device Delete device

4. Click the **Firmware Upgrade** icon.

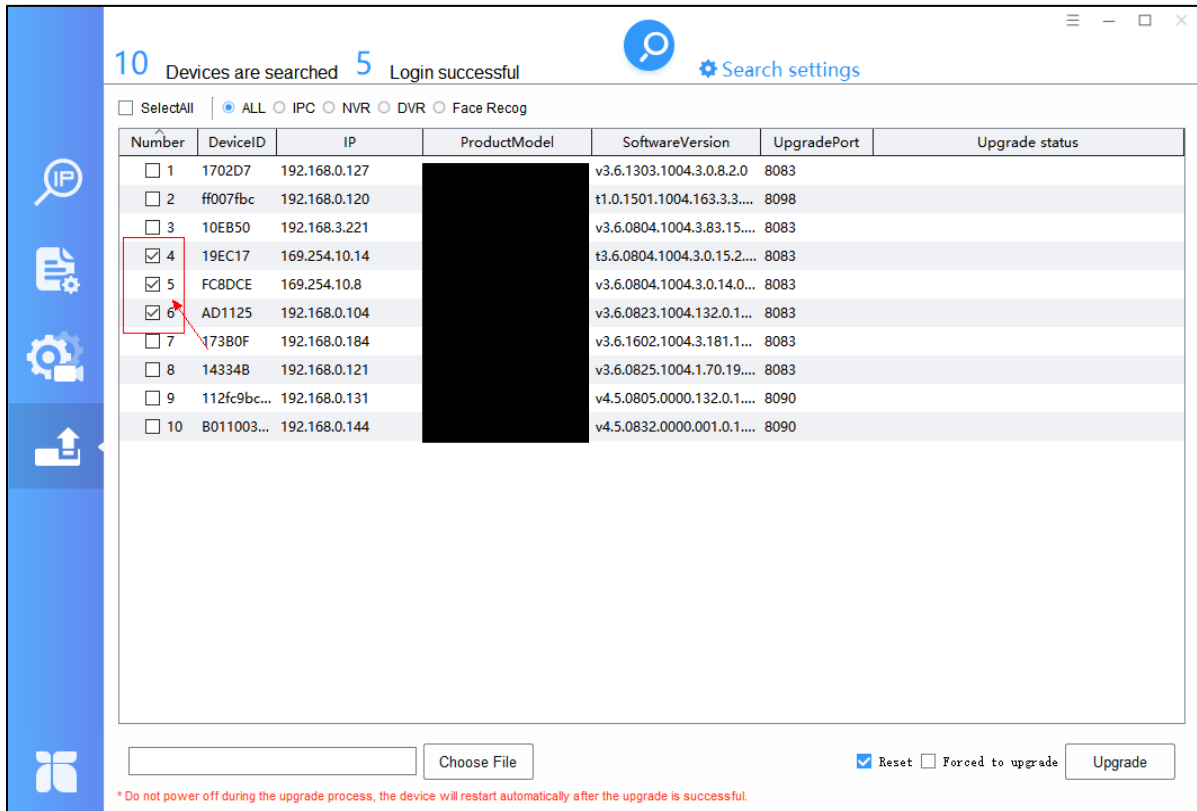
10 Devices are searched 5 Login successful Search settings

SelectAll | ALL IPC NVR DVR Face Recog display content

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Modify ip Add device Delete device

5. Select the camera/s that you would like to upgrade.



10 Devices are searched 5 Login successful

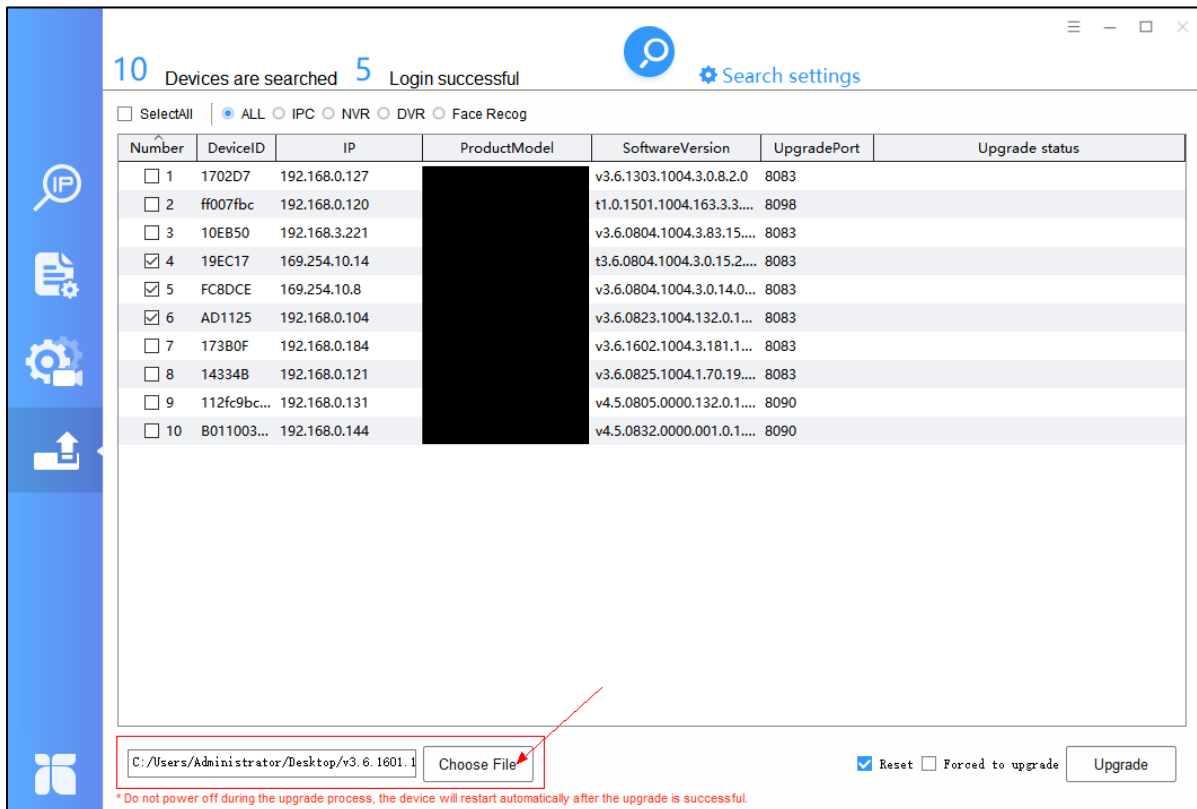
SelectAll | ALL IPC NVR DVR Face Recog

Number	DeviceID	IP	ProductModel	SoftwareVersion	UpgradePort	Upgrade status
<input type="checkbox"/> 1	1702D7	192.168.0.127		v3.6.1303.1004.3.0.8.2.0	8083	
<input type="checkbox"/> 2	ff007fbc	192.168.0.120		t1.0.1501.1004.163.3.3....	8098	
<input type="checkbox"/> 3	10EB50	192.168.3.221		v3.6.0804.1004.3.83.15....	8083	
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<input type="checkbox"/> 10	B011003...	192.168.0.144		v4.5.0832.0000.001.0.1....	8090	

Choose File Reset Forced to upgrade Upgrade

* Do not power off during the upgrade process, the device will restart automatically after the upgrade is successful.

6. Find the firmware file by clicking [Choose File](#).



10 Devices are searched 5 Login successful

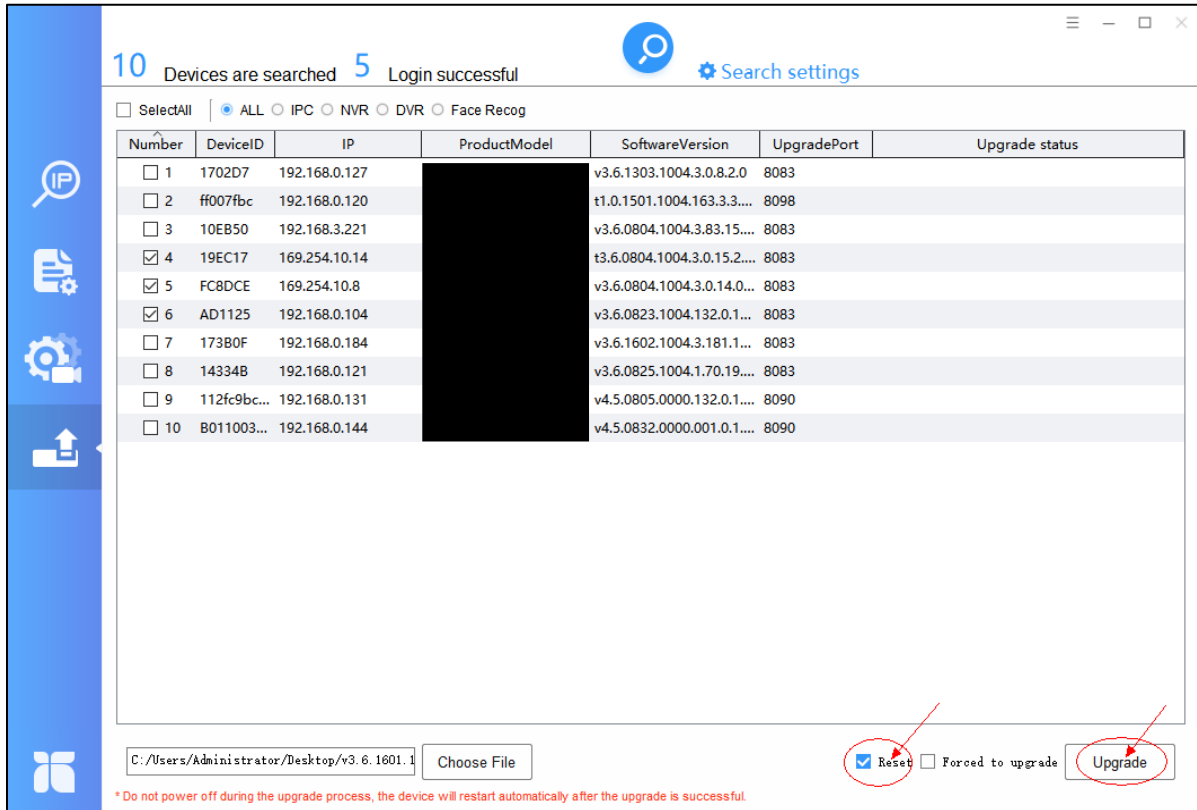
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C:/Users/Administrator/Desktop/v3.6.1601.1 Choose File Reset Forced to upgrade Upgrade

* Do not power off during the upgrade process, the device will restart automatically after the upgrade is successful.

- You may also tick the box beside **Reset** to reset the camera to the default settings after the upgrade. Click **Upgrade** to proceed with upgrading the camera.



10 Devices are searched 5 Login successful

SelectAll | ALL | IPC | NVR | DVR | Face Recog

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C:/Users/Administrator/Desktop/v3.6.1601.1 Choose File

Reset Forced to upgrade Upgrade

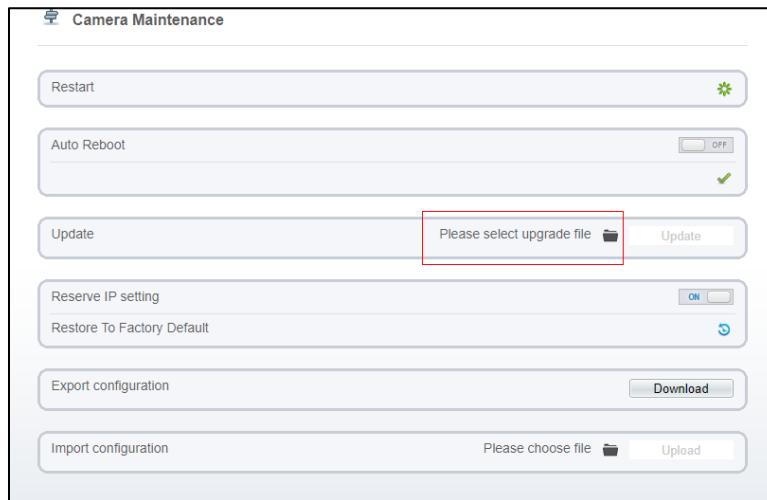
* Do not power off during the upgrade process, the device will restart automatically after the upgrade is successful.

- After the firmware has been uploaded to the camera, the upgrade will proceed. Do not close the tool until the update is completed.
- Once the upgrade is successful, you will see 'Upgrade success' under **Upgrade status** on the tool.

Using the camera web interface

1. Log in to the IP cameras web interface and go to the [Camera Maintenance](#) menu. Go to [Update/Upgrade](#).

V3.6 Update Page



Camera Maintenance

Restart

Auto Reboot OFF

Update

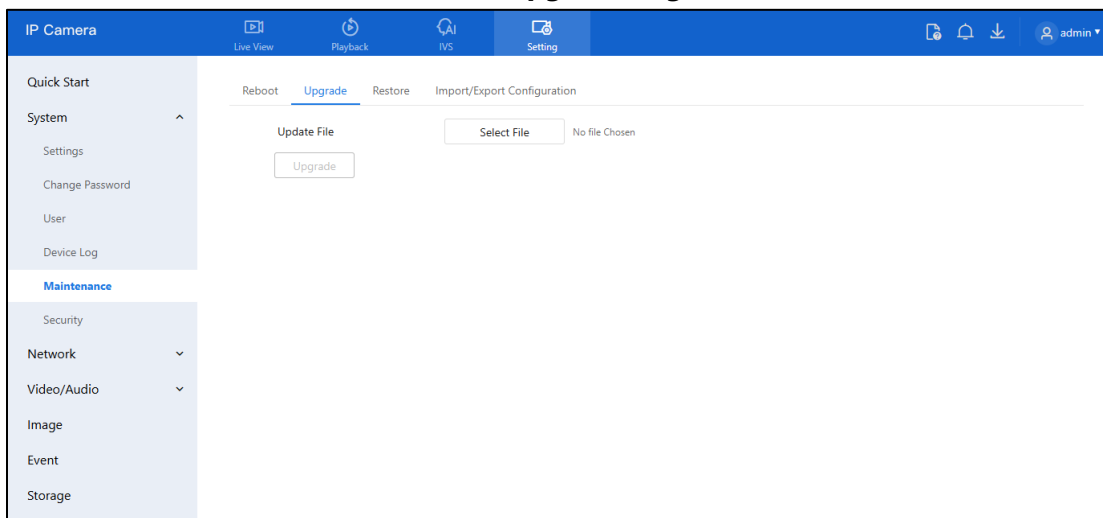
Reserve IP setting ON

Restore To Factory Default

Export configuration

Import configuration

V5.0 Upgrade Page



IP Camera

Live View Playback IVS Setting

Quick Start

System

Settings

Change Password

User

Device Log

Maintenance

Security

Network

Video/Audio

Image

Event

Storage

Reboot Upgrade Restore Import/Export Configuration

Update File No file Chosen

2. Select the web update file.
3. Click [Update/Upgrade](#).
4. Don't close or refresh web browser until the upgrade is completed.