
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.

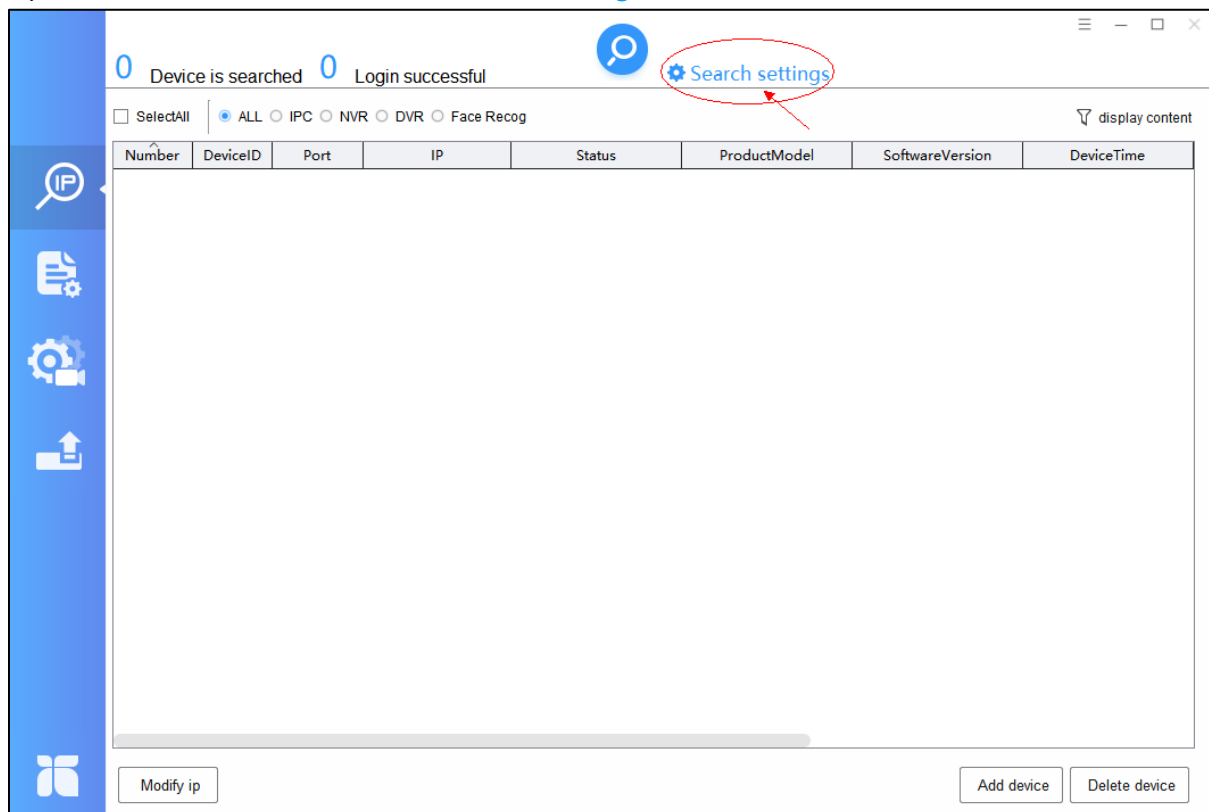
Using the Tools Software

Preparation:

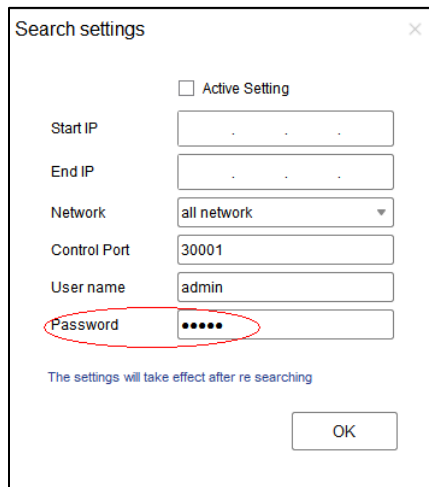
1. Download the correct firmware for your camera.
2. Download the Tools software.
3. Ensure that the PC and the camera are on the same network segment.

Procedures:

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

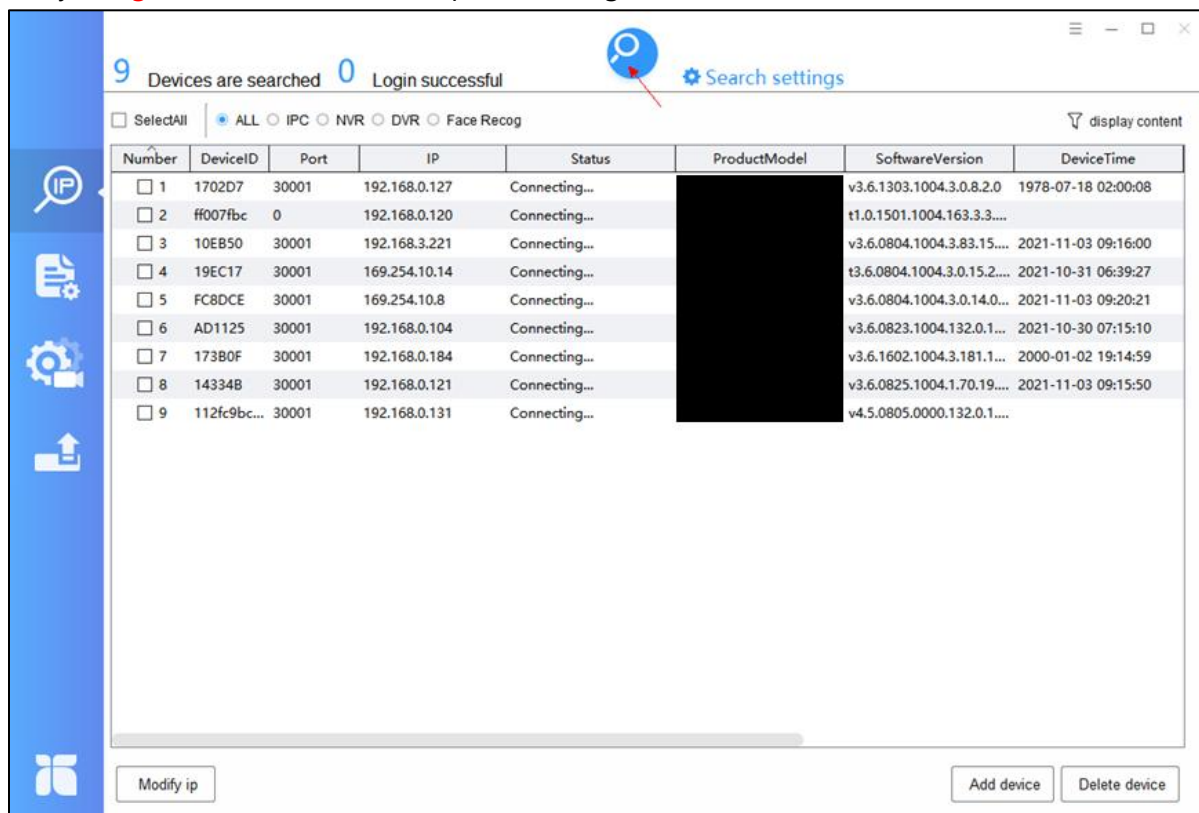


- Input the camera password in the **Password** field. Then, click **OK**.



A dialog box titled "Search settings" with a close button (X) in the top right corner. It contains several input fields: "Start IP" and "End IP" (both empty), "Network" (a dropdown menu showing "all network"), "Control Port" (a text box with "30001"), "User name" (a text box with "admin"), and "Password" (a text box with eight dots, circled in red). Below the "Password" field is a small blue text note: "The settings will take effect after re searching". At the bottom right is an "OK" button.

- 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.



The main application window displays the results of a device search. At the top, it shows "9 Devices are searched" and "0 Login successful". A "Search settings" button with a magnifying glass icon is visible. Below this, there are radio buttons for "ALL", "IPC", "NVR", "DVR", and "Face Recog", with "ALL" selected. A "display content" button is on the right. The main area contains a table with the following columns: Number, DeviceID, Port, IP, Status, ProductModel, SoftwareVersion, and DeviceTime. The table lists 9 devices, all with a status of "Connecting...". A red arrow points to the "Search settings" button in the top right corner of the window.

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

At the bottom of the window, there are three buttons: "Modify ip", "Add device", and "Delete device".

10

Devices are searched

5

Login successful

Search settings

☐ SelectAll
 ☒ ALL
 ☐ IPC
 ☐ NVR
 ☐ DVR
 ☐ Face Recog

display content

Number	DeviceID	Port	IP	Status	ProductModel	SoftwareVersion	DeviceTime
☐ 1	1702D7	30001	192.168.0.127	Login failed		v3.6.1303.1004.3.0.8.2.0	1978-07-18 02:00:08
☐ 2	ff007fbc	0	192.168.0.120	Online		t1.0.1501.1004.163.3.3....	
☐ 3	10EB50	30001	192.168.3.221	Connection failed		v3.6.0804.1004.3.83.15....	2021-11-03 09:16:00
☐ 4	19EC17	30001	169.254.10.14	Online		t3.6.0804.1004.3.0.15.2....	2021-10-31 06:39:27
☐ 5	FC8DCE	30001	169.254.10.8	Online		v3.6.0804.1004.3.0.14.0...	2021-11-03 09:20:21
☐ 6	AD1125	30001	192.168.0.104	Online		v3.6.0823.1004.132.0.1...	2021-10-30 07:15:10
☐ 7	173B0F	30001	192.168.0.184	Login failed		v3.6.1602.1004.3.181.1...	2000-01-02 19:14:59
☐ 8	14334B	30001	192.168.0.121	Online		v3.6.0825.1004.1.70.19....	2021-11-03 09:15:50
☐ 9	112fc9bc...	30001	192.168.0.131	Login failed		v4.5.0805.0000.132.0.1....	
☐ 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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☐ 7	173B0F	30001	192.168.0.184	Login failed		v3.6.1602.1004.3.181.1...	2000-01-02 19:14:59
☐ 8	14334B	30001	192.168.0.121	Online		v3.6.0825.1004.1.70.19....	2021-11-03 09:15:50
☐ 9	112fc9bc...	30001	192.168.0.131	Login failed		v4.5.0805.0000.132.0.1....	
☐ 10	B011003...	30001	192.168.0.144	Login failed		v4.5.0832.0000.001.0.1....	

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
☐ 1	1702D7	192.168.0.127		v3.6.1303.1004.3.0.8.2.0	8083	
☐ 2	ff007fbc	192.168.0.120		t1.0.1501.1004.163.3.3....	8098	
☐ 3	10EB50	192.168.3.221		v3.6.0804.1004.3.83.15....	8083	
☒ 4	19EC17	169.254.10.14		t3.6.0804.1004.3.0.15.2....	8083	
☒ 5	FC8DCE	169.254.10.8		v3.6.0804.1004.3.0.14.0...	8083	
☒ 6	AD1125	192.168.0.104		v3.6.0823.1004.132.0.1...	8083	
☐ 7	173B0F	192.168.0.184		v3.6.1602.1004.3.181.1...	8083	
☐ 8	143348	192.168.0.121		v3.6.0825.1004.1.70.19....	8083	
☐ 9	112fc9bc...	192.168.0.131		v4.5.0805.0000.132.0.1....	8090	
☐ 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

SelectAll ALL IPC NVR DVR Face Recog

Number	DeviceID	IP	ProductModel	SoftwareVersion	UpgradePort	Upgrade status
☐ 1	1702D7	192.168.0.127		v3.6.1303.1004.3.0.8.2.0	8083	
☐ 2	ff007fbc	192.168.0.120		t1.0.1501.1004.163.3.3....	8098	
☐ 3	10EB50	192.168.3.221		v3.6.0804.1004.3.83.15....	8083	
☒ 4	19EC17	169.254.10.14		t3.6.0804.1004.3.0.15.2....	8083	
☒ 5	FC8DCE	169.254.10.8		v3.6.0804.1004.3.0.14.0...	8083	
☒ 6	AD1125	192.168.0.104		v3.6.0823.1004.132.0.1...	8083	
☐ 7	173B0F	192.168.0.184		v3.6.1602.1004.3.181.1...	8083	
☐ 8	143348	192.168.0.121		v3.6.0825.1004.1.70.19....	8083	
☐ 9	112fc9bc...	192.168.0.131		v4.5.0805.0000.132.0.1....	8090	
☐ 10	B011003...	192.168.0.144		v4.5.0832.0000.001.0.1....	8090	

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.

7. 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 Search settings

☐ SelectAll ☒ ALL ☐ IPC ☐ NVR ☐ DVR ☐ Face Recog

Number	DeviceID	IP	ProductModel	SoftwareVersion	UpgradePort	Upgrade status
☐ 1	1702D7	192.168.0.127		v3.6.1303.1004.3.0.8.2.0	8083	
☐ 2	ff007fbc	192.168.0.120		t1.0.1501.1004.163.3.3....	8098	
☐ 3	10EB50	192.168.3.221		v3.6.0804.1004.3.83.15....	8083	
☒ 4	19EC17	169.254.10.14		t3.6.0804.1004.3.0.15.2....	8083	
☒ 5	FC8DCE	169.254.10.8		v3.6.0804.1004.3.0.14.0...	8083	
☒ 6	AD1125	192.168.0.104		v3.6.0823.1004.132.0.1...	8083	
☐ 7	173B0F	192.168.0.184		v3.6.1602.1004.3.181.1...	8083	
☐ 8	14334B	192.168.0.121		v3.6.0825.1004.1.70.19....	8083	
☐ 9	112fc9bc...	192.168.0.131		v4.5.0805.0000.132.0.1....	8090	
☐ 10	B011003...	192.168.0.144		v4.5.0832.0000.001.0.1....	8090	

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.

8. After the firmware has been uploaded to the camera, the upgrade will proceed. Do not close the tool until the update is completed.
9. 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 Please select upgrade file Update

Reserve IP setting ON

Restore To Factory Default

Export configuration Download

Import configuration Please choose file Upload

V5.0 Upgrade Page

IP Camera

Live View Playback IVS Setting admin

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

Select File No file Chosen

Upgrade

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