

## IVSEC Firmware Update – NC110XB, NC305XB, NC317XB & NC312XC

## **Prerequisites:**

- Laptop / PC with internet connection (to download the firmware)
- Monitor and mouse connected to the NVR
- USB flash drive (formatted with FAT32)
- Download required firmware (refer to page 2 of this document)
- Click HERE to watch a video demonstrating steps to upgrade the NC110XB camera

**NOTE**: Installing the incorrect firmware can cause your camera to fail. Once the Camera has been upgraded to the latest firmware version you will be able to perform future camera updates using online IPC upgrade or via the VMS application.

1. Check the silver sticker on the camera housing. Confirm the model number.



If camera is already installed, you can check the camera model number in "Channel" – "IP Channels" – "Device type" column

| Setup Channel | Record | i Alarr | n Al Netwo       | rk Device  | System    |              |                   |             |         |                   |             |          | (b) 16/12/2021    | 12:53:04       |
|---------------|--------|---------|------------------|------------|-----------|--------------|-------------------|-------------|---------|-------------------|-------------|----------|-------------------|----------------|
| Channel       | IP CI  | hannels | POE Power        |            |           |              |                   |             |         |                   |             |          |                   |                |
| 0 Live        |        |         | lit IP Address/E | omain Port | Manufactu | rer Device T | ype MAC Address   | Software '  | Version |                   |             |          |                   |                |
| Image Control |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
| PTZ           |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
| Video Cover   |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
| D Motion      |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
| 0 PIR         |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
| Deterrence    |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
|               |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
| Intelligent   |        |         |                  |            |           |              |                   |             |         |                   |             |          |                   |                |
|               |        | Channel | Switch Mode 🗸    | POE Mode 🗸 |           | State        | IP Address/Domain | Subnet Mask | Port    | n<br>Manufacturer | Device Type | Protocol | MAC Address       | Software Vers  |
|               |        | CH1     | Auto             | Auto       |           | 0            | 10.10.25.151      | 255 255 0 0 | 6000    | IVSEC             | NC110XB     | Private  | 58-E8-76-06-00-82 | V18.25.6.0_200 |
|               |        | CH2     | Auto             | Auto       |           |              | 10.10.25.152      | 255.255.0.0 | 6000    | IVSEC             | NC110XB     | Private  | 58-E8-76-06-01-22 | V18.25.6.0_20  |
|               |        |         | Auto             | Auto       |           |              | 10.10.25.153      | 255 255 0 0 | 6000    | IVSEC             | NC110XB     | Private  | 58-E8-76-06-01-2C | V18.25.6.0_20  |
|               |        | CH4     | Auto             | Auto       |           |              | 10.10.25.154      | 255.255.0.0 | 6000    | IVSEC             | NC110XB     | Private  | 58-E8-76-06-00-5F | V18.25.6.0_20  |
|               |        | CH5     | Auto             | Auto       |           |              |                   |             |         |                   |             |          |                   |                |
|               |        | CH6     | Auto             | Auto       |           |              |                   |             |         |                   |             |          |                   |                |
|               |        |         | Auto             | Auto       |           |              |                   |             |         |                   |             |          |                   |                |
|               |        | CH8     | Auto             | Auto       |           |              |                   |             |         |                   |             |          |                   |                |



| Setup Channel      | Record Alarm Al Ne   | twork Device Sy   | stem           |         |                   |             | <b>()</b> 06/10/2021 14:55:19 | × |
|--------------------|----------------------|-------------------|----------------|---------|-------------------|-------------|-------------------------------|---|
| 🔶 General          | Upgrade Load Default | Reboot IPC Parame | ter Management |         |                   |             |                               |   |
| Multi-User         |                      | Channel           | IP Address     | State   | Software Version  | Upgrade     |                               |   |
| Maintenance        |                      | IP CH1            | 10.10.25.151   | On-line | V18.25.6.0_200925 |             |                               |   |
|                    |                      | IP CH2            |                | On-line | V18.25.6.0_200904 |             |                               |   |
| IP Camera Maintain |                      | IP CH3            | 10.10.25.153   | On-line | V18.25.6.0_200925 |             |                               |   |
| Information        |                      | IP CH4            |                | On-line | V18.25.6.0_200904 |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    | Select File          |                   |                |         |                   | IPC Upgrade |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    | Auto Upgrade         | Disable           |                |         |                   |             |                               |   |
|                    | Check For updat      |                   |                |         |                   |             |                               |   |
|                    | Detect               | Upgrade           | •              |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             |                               |   |
|                    |                      |                   |                |         |                   |             | Appl                          | У |

2. Check the software version that is currently installed on the camera (System – IP Camera Maintain – Software Version)

- 3. <u>Click here</u> to download NC110XB firmware files
- Extract files from zip and copy "NC110XB\_NC305XB\_NC317XB\_NC312XC\_V18.25.7.1\_211129" folder to USB flash drive
- 5. Connect USB to NVR and watch YouTube video demonstrating how to perform the upgrade - <u>https://www.youtube.com/watch?v=IeCP8InZpmE</u>
- 6. If the software version (as inspected in step 2) is V18.25.6.0\_200904 or V18.25.6.0\_200925 then upgrade to:

Step 1 - V18.25.6.0\_201119. Wait approx. 3 minutes for FW to update
Once camera restarts and comes back online, then upgrade to:
Step 2 - V18.25.6.0\_210301, wait approx. 3 minutes for FW to update
Once camera restarts and comes back online, then upgrade to:
Step 3 - V18.25.7.1\_211129, wait approx. 3 minutes for FW to update

 Once cameras come back online verify V18.25.7.1\_211129 is now listed as the camera software version and default the cameras to confirm all settings take effect. (Refer to YouTube video from 3:30 – 4:20)

**System – IP Camera Maintain – Load Default –** Tick Cameras - Click **"Load Default"**. You will be required to enter your NVR password for authentication



| 6 | Setup Channel        | Record Alarm    | AI N       | letwork Device | System 1          |         |                   | <b>(b)</b> 16/12/2021 15:10:51 | × |
|---|----------------------|-----------------|------------|----------------|-------------------|---------|-------------------|--------------------------------|---|
| ¢ | General              | Upgrade Lo<br>3 | ad Default | Reboot IPC Par | ameter Management |         |                   |                                |   |
| • | Multi-User           |                 |            | Channel        | IP Address        | State   | Software Version  |                                |   |
| ¢ | Maintenance          | <b>Z</b>        |            | CH1            | 10.10.25.151      | On-line | V18.25.7.1_211129 |                                |   |
|   | IP Camera Maintain 2 | ≤               | 4          | CH2            | 10.10.25.152      | On-line | V18.25.7.1_211129 |                                |   |
| v |                      | <b>N</b>        |            | CH3            | 10.10.25.153      | On-line | V18.25.7.1_211129 |                                |   |
| ¢ | Information          |                 |            |                |                   |         | k                 |                                |   |
|   |                      | Load Defa       | ult        | 5              |                   |         |                   |                                |   |

8. For any future camera firmware updates, you will be able to perform an online update by Click system – IP Camera Maintain – Tick the camera and click Detect. If a new firmware version is available a popup message will appear

| Setup Channel        | Record Alarm AI Ne   | twork Device System         | 1       |                   |         | ● 19/10/2021 15:58:23 × |
|----------------------|----------------------|-----------------------------|---------|-------------------|---------|-------------------------|
| ♦ General            | Upgrade Load Default | Reboot IPC Parameter Manage | ment    |                   |         |                         |
| ♦ Multi-User         |                      | Channel IP Address          | State   | Software Version  | Upgrade |                         |
| Maintenance          |                      | IP CH2 192.168.25.42        | On-line | V12.45.7.1_210623 |         |                         |
| • IP Camera Maintain | 3                    |                             |         |                   |         |                         |
| Information          |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      | Select File          |                             |         | < ▶               |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      | Auto Upgrade         | Disable V                   |         |                   |         |                         |
|                      | Check For updat      |                             |         |                   |         |                         |
|                      | Detect               | Upgrade                     |         |                   |         |                         |
|                      |                      |                             |         |                   |         |                         |
|                      |                      |                             |         |                   |         | Apply                   |

If you require additional support, please email <u>service@ivsecurity.com.au</u> with your NVR model, serial number, a brief description of the issue and your contact details.