IVSEC Firmware Update – NC323XD, NC531XB, NC512XC, NC512XD & NC528XC

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 NC323XD 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
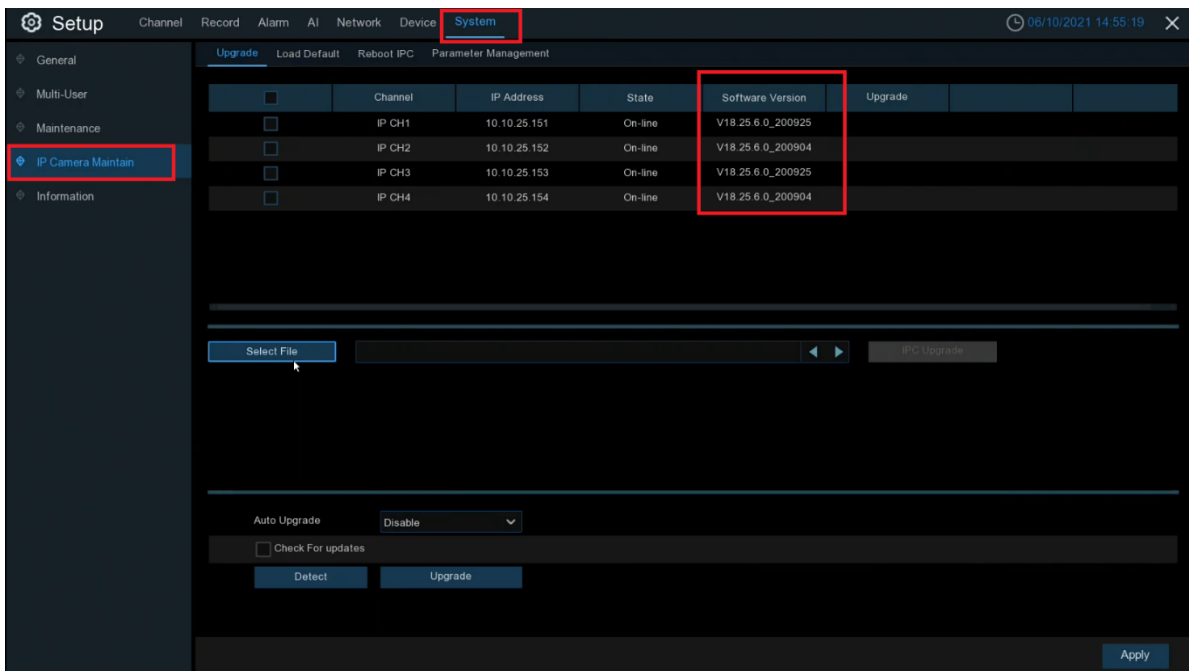
2. Check the software version that is currently installed on the camera (System – IP Camera Maintain – Software Version)
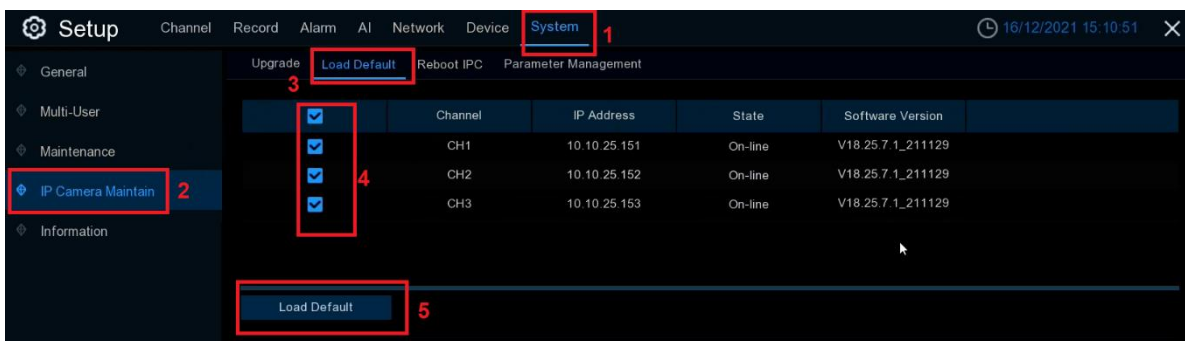

3. [Click here](#) to download NC323XD firmware files

4. Extract files from zip and copy "**NC323XD_NC531XB_NC512XC_NC512XD_NC528XC_V21.45.7.1_211123**" folder to USB flash drive

5. Connect USB to NVR and watch youtube video demonstrating how to perform the upgrade - https://www.youtube.com/watch?v=nNoH4Fu11qM

6. If the software version (as inspected in step 2) is v21.45.7.0_210430 then upgrade to: V21.45.7.1_211123 using **NC323XD_F128M_SF_ENU_IVSEC_V21.45.7.1_211123_r10728_W.sw.** Wait approx. 3 minutes for FW to update
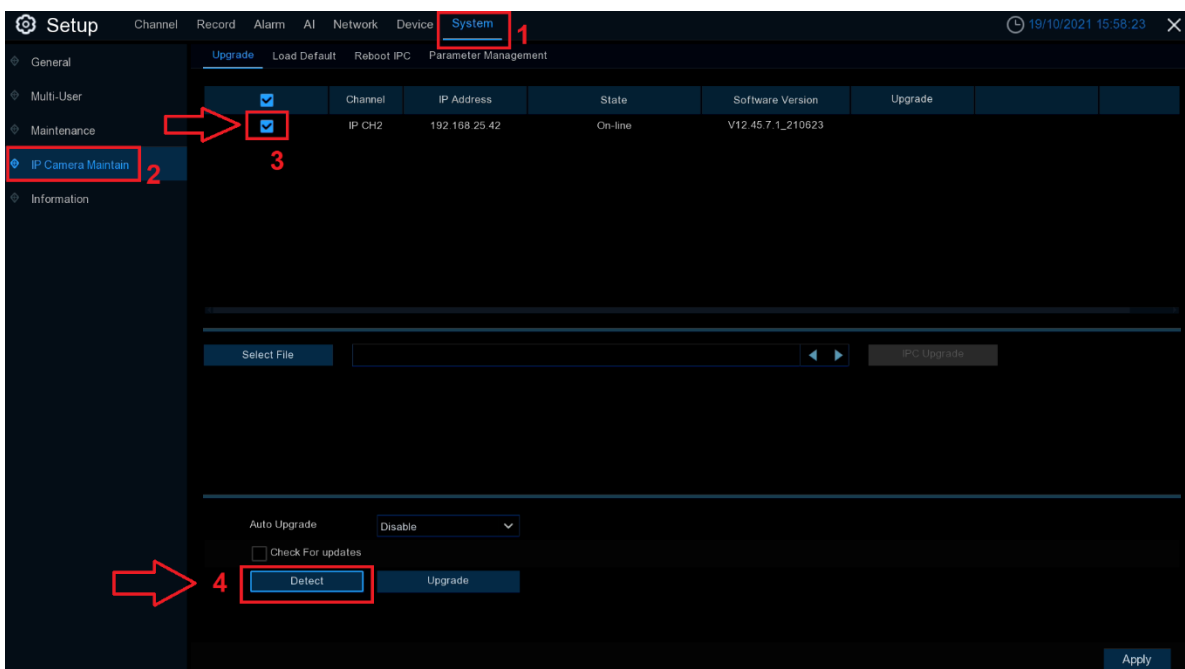
   NOTE: If existing camera software version is V21.45.7.1_211112 you can either perform an online update (as shown in YouTube video from 2:00 - 2:55) or manually upgrade using firmware file **NC323XD_F128M_SF_ENU_IVSEC_V21.45.7.1_211123_r10728_W.sw.**

7. Once cameras restart and come back online verify V21.45.7.1_211123 is now listed as the camera software version and default the cameras to confirm all settings take effect. (Refer to YouTube video from 4:08 - 4:50)

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

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

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