

# Upgrading Recorder Firmware

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## Website

[www.flir.com/security/pro](http://www.flir.com/security/pro)

## Technical Support

1-800-254-0632

## Customer Service

1-866-344-4674


## Legal disclaimer

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## 1 Upgrading Recorder Firmware Locally

Download and install the latest firmware for your DVR or NVR system to improve device security. This firmware upgrade can be done by:

- Automatically downloading and installing updated firmware over the network.
- Downloading the firmware file to your computer, then copying it to a USB drive.

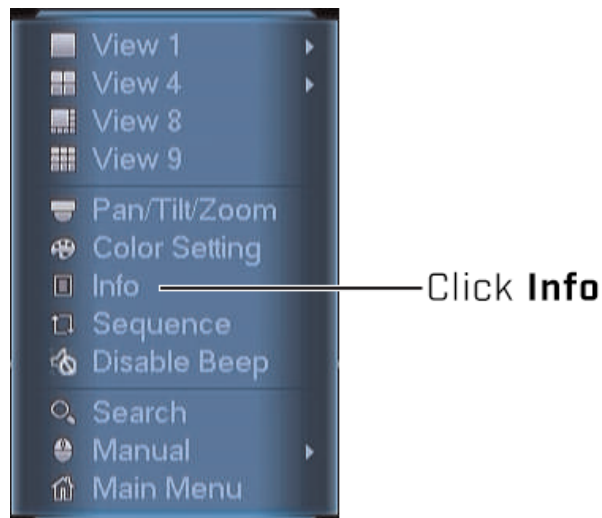
 **WARNING**

**IT IS REQUIRED TO RESTORE THE RECORDER TO ITS DEFAULT SETTINGS AND CHANGE THE PASSWORD AFTER THE FIRMWARE UPGRADE.** Use a new, unique password. Do not use the default password or a previously-used password. Please see your recorder's manual for full instructions.

### To determine the correct firmware file for your recorder:

1. Press the **ENTER** button on the front panel of your recorder.  
**OR**

**For recorders without front panel buttons:** From the live viewing screen, right-click to open the Quick Menu. Click **Info**. If prompted, enter the username and password for your recorder. If your system is still using the default username (**admin**) and password (**000000**), you must change your login credentials once the firmware upgrade is complete.



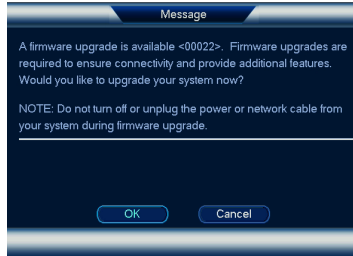
2. The model number is shown on screen. Ensure you download the matching firmware file from [www.flir.com/securityinfo](http://www.flir.com/securityinfo).

### To upgrade firmware over the network:


1. Ensure your recorder is connected to the network before powering the unit on.


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- On start up, a notification appears on screen stating that a firmware update is available. Accept the update by following the on-screen commands. **Do not power down the recorder or disconnect any cables during the upgrade.**



**NOTE**

If a notification does not appear on screen, hover the mouse pointer near the bottom of the screen to reveal the taskbar. Click  to check for an available firmware update.



### To upgrade firmware from a USB drive:

- Download the firmware upgrade for your recorder onto your computer from [www.flir.com/securityinfo](http://www.flir.com/securityinfo).
- Extract the contents of the .zip file. Copy the .bin firmware file to a blank USB drive.

**NOTE**

Ensure that there are no folders on the USB drive – just the firmware file. It is recommended to format the USB drive before copying the firmware file onto it.

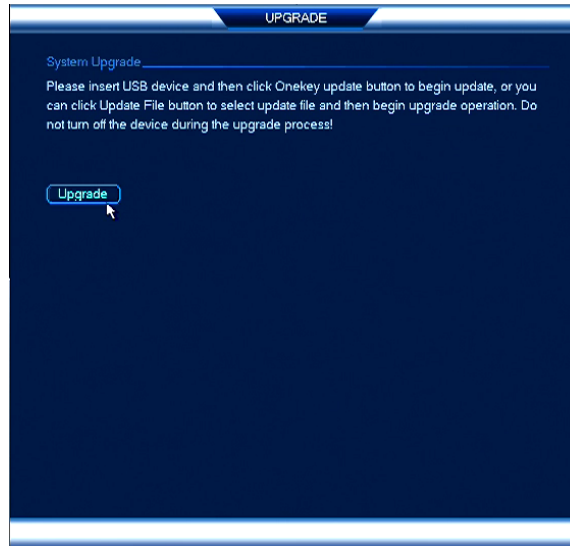
- Insert the USB drive into a USB port on the recorder.
- The **USB Detect** screen appears. Click **System Upgrade**.



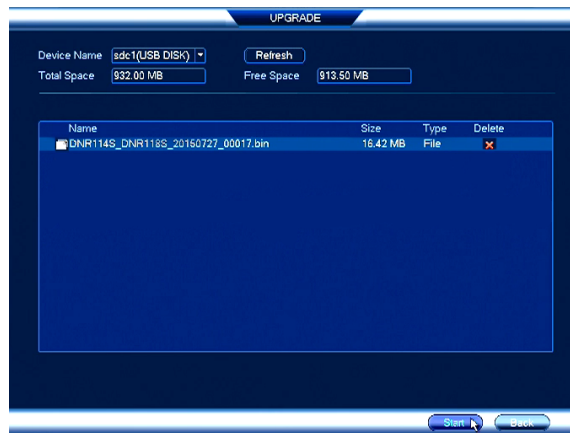
**NOTE**

If prompted, enter the username and password for your recorder. If your system is still using the default username (**admin**) and password (**000000**), you must change your login credentials once the firmware update is complete.

5. Click **Upgrade**.



6. The contents of the connected USB drive are displayed. Select the firmware file, then click **Start**.



**WARNING**

**DO NOT POWER OFF THE SYSTEM OR DISCONNECT THE POWER CABLE DURING FIRMWARE INSTALLATION.**

The system automatically restarts to complete the firmware upgrade process. Repeat the steps above for all units in the field which require an upgrade.



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