

# Upgrading Recorder Firmware

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## Website

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## Legal disclaimer

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## 1 Upgrading Recorder Firmware Remotely

If you have multiple recorders in the field that require firmware upgrades and you cannot visit sites individually, you can upgrade recorders remotely using the FLIR Cloud client software.

### Prerequisites:

To update recorders remotely, you will need to add them to your FLIR Cloud client software (see recorder manual for details). For this, you will need to obtain the recorder's:

- Model number
- Device ID or DDNS address
- Administrative password

 **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.

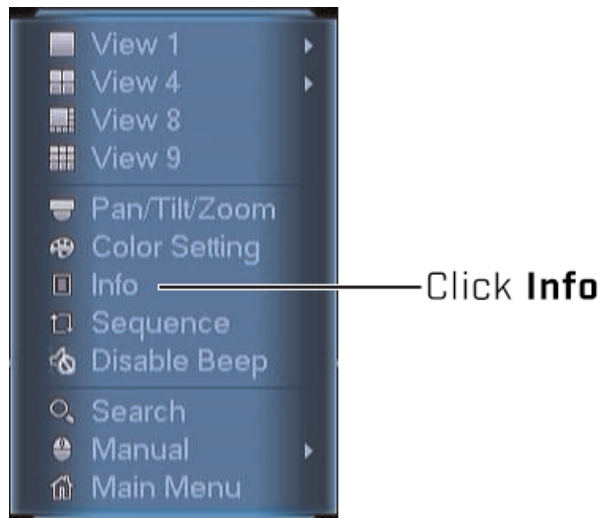
### To determine the correct firmware file for your recorder:

If you do not have a record of the recorder's model number, it is advised that your customer perform the following steps to determine the model number.

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 recorder firmware using FLIR Cloud client software:

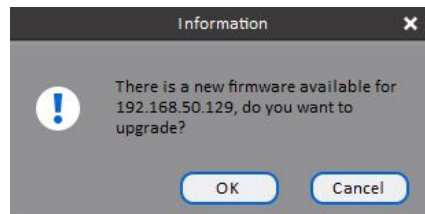
1. Launch the FLIR Cloud client software on your PC or Mac computer. The default username and password for the client software are **admin**.
2. Ensure you have added the system you want to upgrade to your FLIR Cloud client software (see recorder manual for details) and that the recorder is connected to the Internet.


 <b>NOTE</b>
If you are adding the recorder to the client software for the first time, you may see a prompt to upgrade the firmware at this stage. Accept the update to install the new firmware.

3. Choose one of the following options to perform the upgrade:



- **For recorders that support automatic firmware upgrades over the network:**

From the FLIR Cloud client home screen, click **LIVE VIEW** (). You will receive a notification that a new firmware version is available. Follow the on-screen instructions to install the firmware.

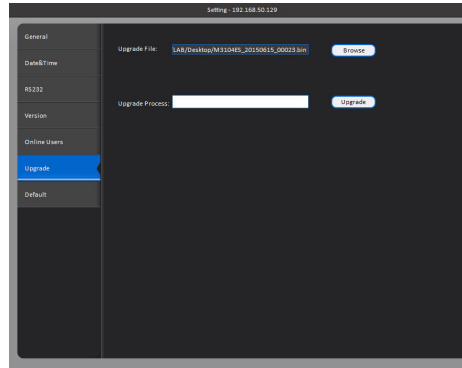


 <b>WARNING</b>
<b>DO NOT POWER OFF THE SYSTEM OR DISCONNECT THE POWER CABLE DURING FIRMWARE INSTALLATION.</b>

- **If you do not see the firmware notification, or your recorder DOES NOT support automatic upgrades over the network:** DNR100, DNR200, and DNR300 Series NVRs do not support automatic firmware upgrades over the network, and must be upgraded using the steps below. You may also use the steps below to upgrade other units if you do not see the automatic upgrade prompt.

- 3.1. From the home screen of the FLIR Cloud client software, click **DEVICE CFG** ().
- 3.2. Select the NVR you want to upgrade from the left-side panel, then click **Setting** (.

- 3.3. Click the **Upgrade** tab on the left side of the **Setting** window. Click **Browse** to locate the correct firmware file for the selected recorder, then click **Upgrade**.



#### 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.



#### 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.