

DIGIMERGE

Firmware Upgrade

Bulletin No: 07-1608-2

Date: August 16, 2007

Product: D300 Series DVR

Purpose: To provide firmware upgrade instructions for the D300 Series DVR unit. This Service Bulletin will outline:

- DVR Firmware Upgrade – Local Upgrade using a USB Memory Stick.
- DVR Firmware Upgrade – Remote Upgrade (through the network).

NOTE: This Firmware Upgrade will reset your DVR Unit to FACTORY DEFAULTS. Please record important settings BEFORE beginning this upgrade.

Procedure:

DVR Firmware Upgrade – Local Upgrade

1. Download the latest firmware from the Digimerge website at http://www.digimerge.com/cgi-bin/new_digimerge/product.cgi?uid=219

** Confirm that you have downloaded the correct firmware to match your DVR type (either the D304 Firmware or the D308/316 Firmware) **

2. Extract the files from the ZIP archive. There will be 5 files:

- D304 Firmware
 - App-4ch_2007 0517 0639_D(Dutch).bin
 - Cuboot-4ch_2007 0517_D(Dutch).bin
 - Fpga-4ch_2005 1024 0257_D(Dutch).bin
 - Guram-4ch_2007 0508 0132_D(Dutch).gz
 - Kernel-4ch_2006 1030 1401_D(Dutch).bin
- D308/316 Firmware
 - App-8,16ch_2007 0515 1047_D.bin
 - Cboot-8,16ch_2007 0515_D.bin
 - Fpga-8,16ch_2006 1207 0806_D.bin
 - Guram-8,16ch_2007 0508 0132_D.gz
 - Kernel-8,16ch_2006 1030 1334_D.bin

3. Copy the 5 extracted files to Memory Stick. Compatibility has been successfully tested with:
 - Lexar Jumpdrive 128/256 MB
 - Sandisk Mini Cruzer 128 MB
 - Sandisk Cruzer Micro 256MB
4. Connect the Memory Stick to the USB 2.0 Port on the front panel of the DVR.
5. Enter the Menu by pressing the MENU button on the front panel of the DVR:.
 - Select the System Set Option
 - Choose Program Update

If the Firmware is recognized by the DVR, the message “NEW PROGRAM FOUND” appears, and the DVR unit will display a processing percentage.

If the Firmware is NOT recognized by the DVR, the message “NEW PROGRAM NOT FOUND” appears, and processing will not continue.

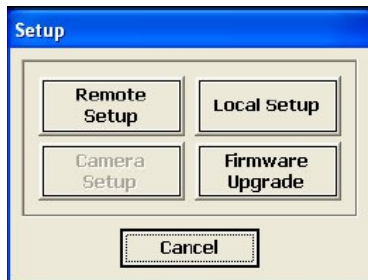
6. Reboot the DVR once complete.
7. To confirm that all the files upgraded successfully, repeat steps 5 and 6.

NOTE: This Firmware Upgrade will reset your DVR Unit to FACTORY DEFAULTS. All Settings will be erased.

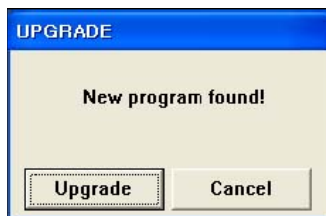
DVR Firmware Upgrade – Remote Upgrade

1. Download the latest firmware from the Digimerge website at http://www.digimerge.com/cgi-bin/new_digimerge/product.cgi?uid=219

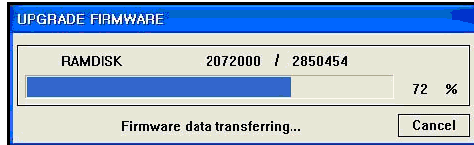
** Confirm that you have downloaded the correct firmware to match your DVR type (either the D304 Firmware or the D308/316 Firmware) **
2. On the local PC, navigate to the C:\DGClient\Upgrade folder. Extract the files from the ZIP archive to this location. There will be 5 files:
 - D304 Firmware
 - App-4ch_2007 0517 0639_D(Dutch).bin
 - Cuboot-4ch_2007 0517_D(Dutch).bin
 - Fpga-4ch_2005 1024 0257_D(Dutch).bin
 - Guram-4ch_2007 0508 0132_D(Dutch).gz
 - Kernel-4ch_2006 1030 1401_D(Dutch).bin
 - D308/316 Firmware
 - App-8,16ch_2007 0515 1047_D.bin
 - Cboot-8,16ch_2007 0515_D.bin
 - Fpga-8,16ch_2006 1207 0806_D.bin
 - Guram-8,16ch_2007 0508 0132_D.gz
 - Kernel-8,16ch_2006 1030 1334_D.bin
3. Start the Web Client Application, and remotely connect to the DVR Unit.
4. Select the 'Firmware Upgrade' option from the Setup Menu.



5. If the new firmware is detected, an Upgrade dialogue box will appear. Select the Upgrade button.



6. A status indicator window appears during the upgrade process.



Once the update has completed, a success window will appear. Press OK to the Upgrade window.



8. The DVR will need to be rebooted.
9. To confirm that all the files upgraded successfully, repeat steps 3-5.

If the dialogue box says "New program found!", select the Upgrade button and follow steps 6-7.

If the dialogue box says "New program not found!" select OK.



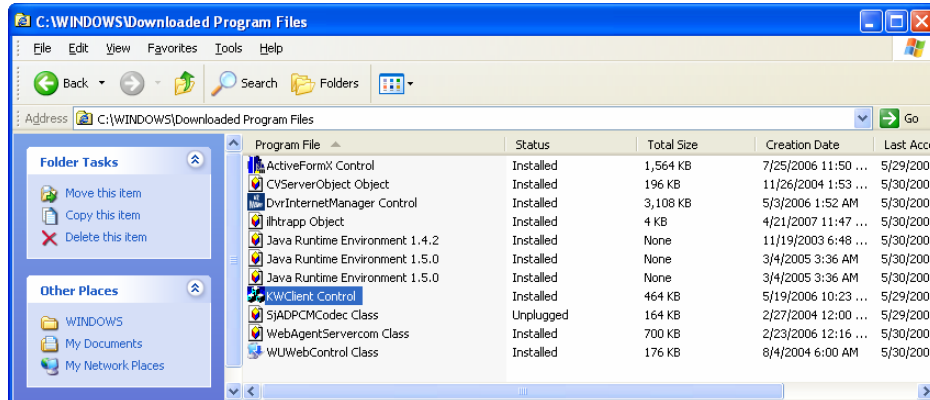
NOTE: This Firmware Upgrade will reset your DVR Unit to FACTORY DEFAULTS. All Settings will be erased.

Troubleshooting:

If you have a problem connecting to the DVR or viewing the cameras after upgrading the firmware, the previously downloaded active X controls will need to be deleted, as follows:

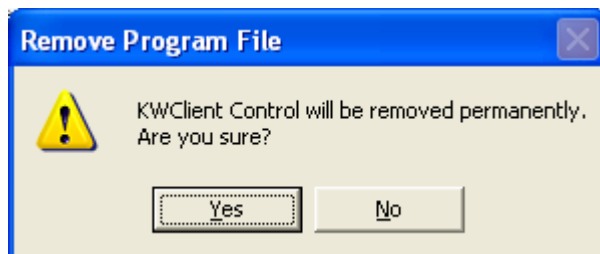
1. In the C drive of your computer, browse to:

C:\WINDOWS\Downloaded Program Files



2. Highlight the file “KwClient Control” (4 channel) or “KWClient16 Control” (8 or 16 channel)
3. Right click and select “remove”

You will receive the following prompt:



Select “Yes” to remove the file.

When you reconnect to the DVR you will be prompted to download/install the active X controls again.