

Technical bulletin number 09-1808-01 : For DHU500R, DHU500R+ series DVRs

Updated firmware addresses the following :

Under circumstances where all channels of the DVR are set to motion record, the log file indicates that a recording has taken place but the recording is not accessible. This occurs intermittently. Under all other recording circumstances (continuous, continuous + motion, alarm trigger) the recording generates a log file and the recording is accessible.

To correct this intermittent problem with accessing motion generated recording, the firmware should be upgraded.

Affected models: DHU500R, DHU500R+ series with Firmware version

DHU500R series :

4CH 120FPS DHU504R :

iDVR400T3.14.06.233ENCUTAPM.img to iDVR400T3.14.09.233ENCUTAPM.img

8CH 120FPS DHU508R :

iDVR800T17.14.005.233ENCUTCPM.img to iDVR800T17.14.007.233ENCUTCPM.img

16CH 120FPS DHU516R :

iDVR1600T15.14.005.233ENCUTCPM.img to iDVR1600T15.14.007.233ENCUTCPM.img

DHU500R+ series :

8 Ch 240 FPS DHU508R+ :

iDVR800T18.14.007.233ENCUTCZPM.img

16 CH 240 FPS DHU516R+ :

iDVR1600T19.14.007.233ENCUTCZPM.img

The above units should be upgraded with the following firmware versions :

DHU500R series :

4CH 120FPS DHU504R :

iDVR400T3.14.10.233ENCUTAPM.img

The DHU504R Firmware is located at :

English

<http://www.digimerge.com/images/file/English%20Firmware%2020081010%20for%20the%20DHU504R.zip>

Spanish

<http://www.digimerge.com/images/file/Spanish%20Firmware%2020081010%20for%20the%20DHU504R.zip>

8CH 120FPS DHU508R :

iDVR800T17.14.009.233ENCUTCPM.img

DHU508R Firmware is located at :

English

<http://www.digimerge.com/images/file/91/English%20Firmware%2020090818%20for%20the%20DHU508R-120FPS-PATA%20Drive.img>

Spanish

<http://www.digimerge.com/images/file/91/Spanish%20Firmware%2020090818%20for%20the%20DHU508R-120FPS-PATA%20Drive.img>

16CH 120FPS DHU516R :

iDVR1600T15.14.009.233ENCUTCPCM.img

DHU516R Firmware is located at :

English

<http://www.digimerge.com/images/file/94/English%20Firmware%2020090818%20for%20the%20DHU516R-120FPS-PATA%20Drive.img>

Spanish

<http://www.digimerge.com/images/file/94/Spanish%20Firmware%2020090818%20for%20the%20DHU516R-120FPS-PATA%20Drive.img>

DHU500R+ series :

8 Ch 240 FPS DHU508R+ :

iDVR800T18.14.009.233ENCUTCZPM.img

DHU508R+ Firmware is located at

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English

<http://www.digimerge.com/images/file/91/English%20Firmware%2020090818%20for%20the%20DHU508R+-240FPS-SATA%20Drive.img>

Spanish

<http://www.digimerge.com/images/file/91/Spanish%20Firmware%2020090818%20for%20the%20DHU508R+-240FPS-SATA%20Drive.img>

16 CH 240 FPS DHU516R+ :

iDVR1600T19.14.009.233ENCUTCZPM.img

DHU516R+ Firmware is located at:

English

<http://www.digimerge.com/images/file/94/English%20Firmware%2020090818%20for%20the%20DHU516R+-240FPS-SATA%20Drive.img>

Spanish

<http://www.digimerge.com/images/file/94/Spanish%20Firmware%2020090818%20for%20the%20DHU516R+-240FPS-SATA%20Drive.img>

THE PROCEDURE:

- Go to the Digimerge web site.
- Search for DHU500R or DHU500R+.
- Go to firmware updates. Alternatively go to the above mentioned links.
- Download appropriate FW version to a USB flash drive.
- Insert drive in DVR and refer to the FW update document in this section.

If you have any questions please contact Digimerge Technical Support at 1 866 344 4674 option 2.