

[FAQ]

How do I upgrade the firmware on GV-IP Device?

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Applied to

GV-IPCAM H.264 Series

GV-Compact DVR V3 Series

GV-Video Server (GV-VS04H/GV-VS11/GV-VS12/GV-VS14)

Question

How do I upgrade the firmware on my GV-IP Camera, GV-Compact DVR or GV-Video Server?

Answer

GeoVision periodically releases updated firmware on the website:

<http://www.geovision.com.tw/download/product/>. To load the new firmware to your GV-IP Camera, GV-Compact DVR or GV-Video Server, read the important notes below and follow the instructions.

IMPORTANT

Before you start updating the firmware, please read these important notes:

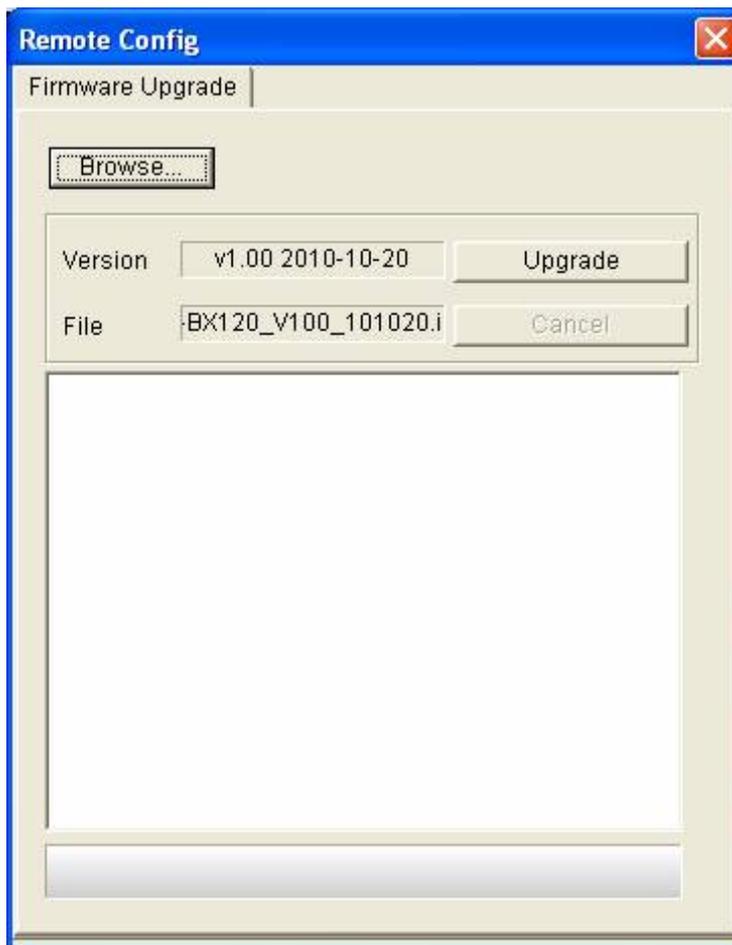
1. If you use the GV-IP Device Utility for firmware upgrade, the computer used to upgrade firmware must be under the same network of the device.
2. Stop monitoring of the device.
3. Stop all the remote connections including Center V2, VSM, ViewLog Server and 3GPP/RTSP.
4. Stop the connection to GV-System.

5. While the firmware is being updated,
 - A) the power supply must not be interrupted, and
 - B) do not unplug the Ethernet cable if the cable is the source of power supply (Power over Ethernet or PoE supported).
6. Do not turn the power off within 10 minutes after the firmware is updated.

WARNING: The interruption of power supply during updating causes not only update failures but also damages to the device. In this case, please contact your sales representative and send your device back to GeoVision for repair.

Using the Web Configuration Interface

1. In the Live View window, click the **Show System Menu** button and select **Remote Config**. This box appears.

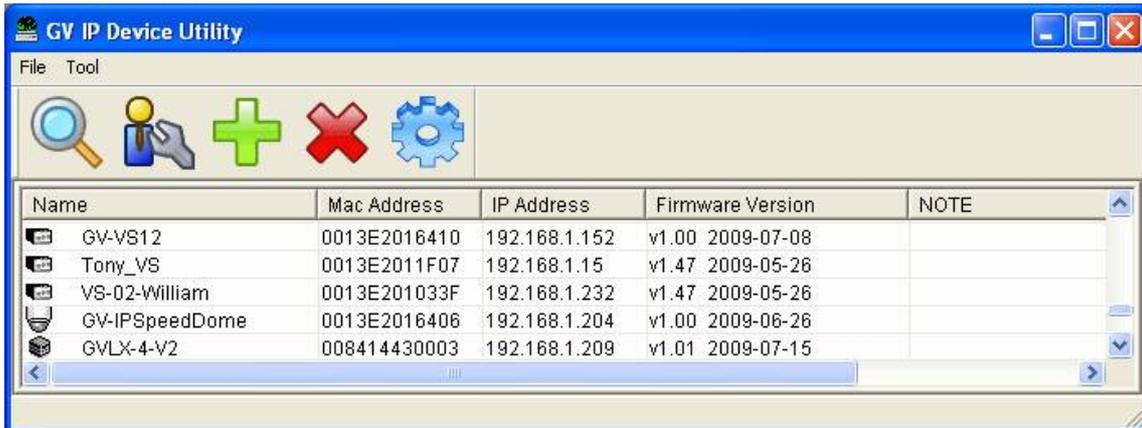


2. Click the **Browse** button to locate the firmware file (.img) saved at your local computer.
3. Click the **Upgrade** button to start the upgrade.

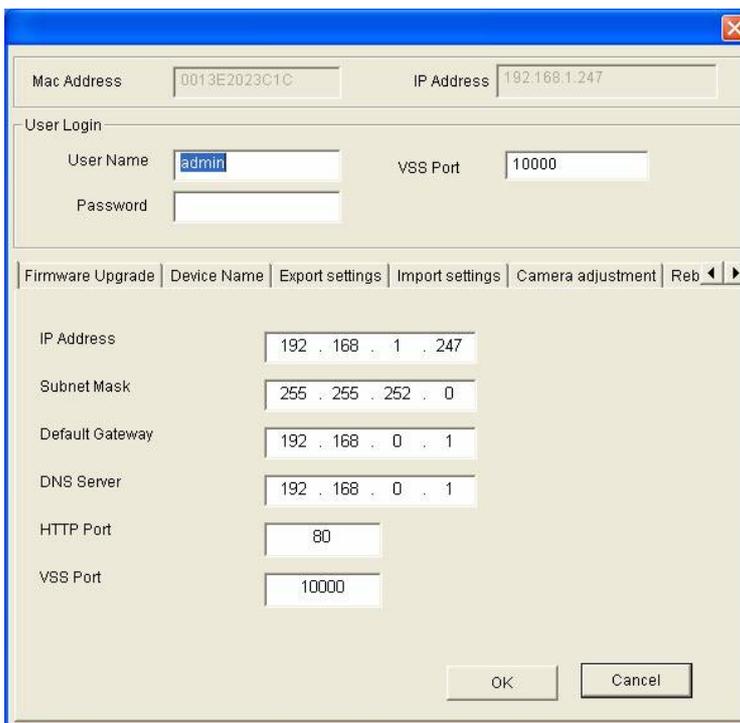
Using the IP Device Utility

The IP Device Utility provides a direct way to upgrade the firmware to multiple units of GV-IP device. Note the computer used to upgrade firmware must be under the same network of the device.

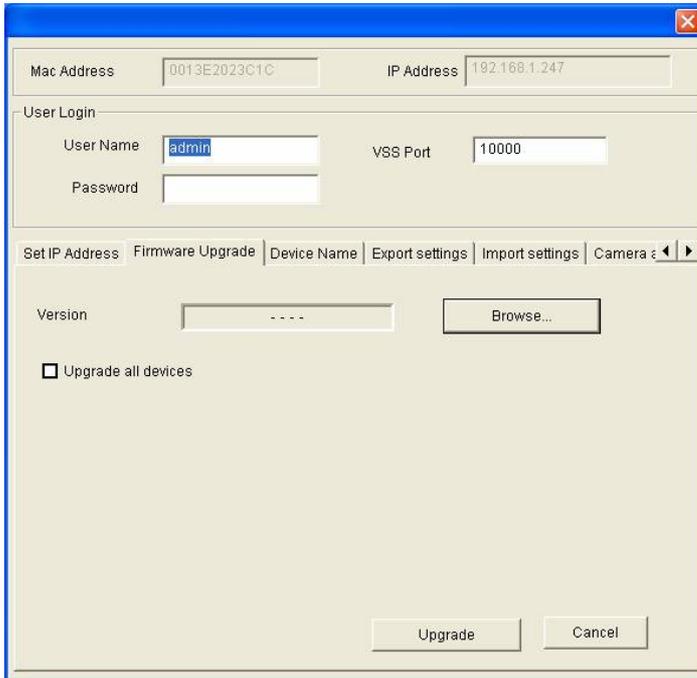
1. Insert the Software DVD, select **IP Device Utility**, and follow the onscreen instructions to install the program.
2. Double-click the **IP Device Utility** icon created on your desktop. This dialog box appears.



3. Click the **Search** button to locate available devices on the same LAN. Or click the **New** button and assign the IP address to locate the device over the Internet. Or highlight one device in the list and click the **Delete** button to remove it.
4. Double-click one device in the list. This dialog box appears.



5. Click the **Firmware Upgrade** tab. This dialog box appears.



6. Click the **Browse** button to locate the firmware file (.img) saved at your local computer.
7. If you like to upgrade all the devices in the list, select **Upgrade all devices**.
8. Type **Password**, and click **Upgrade** to start the upgrade.