Important Notice

Supported Browser

Before you upgrade the new firmware, please make sure the IE version is suitable.

Version 3.09.14 and earlier are working on **IE 6.0 SP2 and IE 7.0 only**, not support IE 8.0 or other browser.
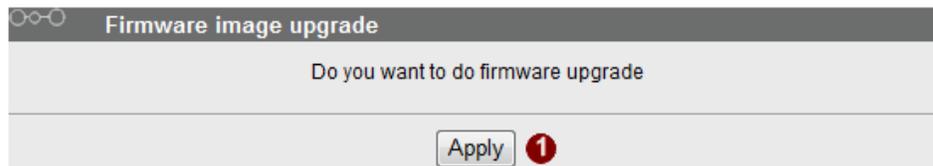
Version 3.10.22 can work on IE 8.0.

If you upgrade from 3.08.08 or earlier, do not upgrade directly to 3.11.13. Please complete upgrade to 3.09.14 first, then upgrade to 3.11.13.
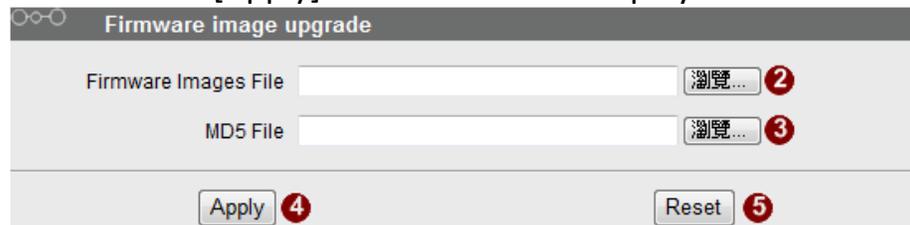
Firmware Before Upgrading	Upgrade Path
3.08.08 or earlier	First upgrade to 3.09.14 → then upgrade to 3.11.13. Warning: Do not upgrade directly to 3.11.13. Device will show error message "Firmware Version Mismatch", and upgrade will be not complete.
3.09.14 / 3.10.22	Upgrade to 3.11.13 directly

Firmware Upgrading

- **STEP1**: Click the [Firmware] on the "Main Setup page" in Web Configurator of product.

- **STEP2**: Click ❶[Apply] button. It will be displayed as below.

■**Firmware Upgrade**

Parameters	Description
❷ Firmware images file	Click the [browse] to select the an image file(*.upg) and press Enter.
❸ MD5 file	Click the [browse] to select an MD5 file (*.md5) and press Enter.

> ⚠️ **NOTE:** The version of the firmware image and the MD5 file to be uploaded must be the same, otherwise, the firmware upgrading will fail and the IP device will continue using previous firmware version.

- **STEP3**: Click the ❹ [Apply] button to start upgrading or click the [Reset] to re-select the files.

- **STEP4**: The upgrade process window shows a progress bar indicating upgrade status.

- **STEP5:** The progress bar shows the upgrading is completed, and system is rebooting.

Video Quality Enhancement

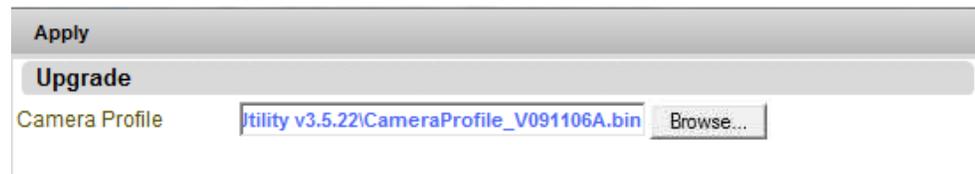For CMOS camera products, please upload the newest profile pack file (*learn more*) to improve the video quality.

Two ways to update the profile pack on your devices

One is to use IP Utility V3.5.23.

- **STEP1**: Please click HERE to download the IP Utility V3.5.23.

- **STEP2**: Please click HERE to download the latest profile pack.

- **STEP3**: Upgrade the profile pack on your camera.

Profile Upgrade: This will display a dialog window that asks you to select a profile pack file to use.

After you've selected the proper file, click apply to proceed. The profile pack contains necessary profiles for all devices, and will automatically match the proper profile to each device. This means there's no need to choose a different profile for each device anymore.

Second way is to use Web Configurator.

- **STEP1**: For FW version v3.11.13 and later version, Click the

  [Profile] link.

  The "Profile image upgrade" page is displayed as below

- **STEP 2**: Click the [Browse] ❶ Button and choose the proper

  profile pack file. We already include the profile pack file
  "CameraProfile_VxxxxxxA.bin" in firmware v3.11.13. For the
  latest profile pack, please click the **Here**. Click [Apply] ❷button
  to start uploading.

- **STEP3**: The upgrade process window shows a progress bar

  Indicating upgrade status.

- **STEP4:** Once profile is upgraded, device will reboot.

- **STEP5:** Please do the factory to default since our firmware will

  keep user pervious settings, e.g.White Balance Mode,

  Shutter Speed…

Click **Here** to download the **Firmware V3.11.13 & IP Utility v3.5.23** directly.
Click **Here** to download the **Profile** directly.
Click **Here** to download the **IP Utility 3.5.23** directly.

Click **Here** to find out all our products.
Click **Here** to find out all our software.