

How to update the firmware on the vCam-5 or vCam-6 Control Module:

The control module can be updated by loading the given firmware file onto an SD Card or USB Thumb Drive. Upgrades come in the form of “.bin” (to update the DVR) and “.soc” (to update the MCU) files. It may be necessary to upgrade one or both of them. The order in which they are upgraded does not matter. The firmware update files must be installed on the USB or SD Cards “root” directory. That means that the files must be visible when you look at the contents of the USB drive or SD card. They cannot be compressed or in any folders.

IMPORTANT: It is possible that the files on the control modules hard drive may be erased during the firmware update. This will be the case when updating vCam-5 firmware version 0.32 and lower. For this reason, we highly recommend that the files on the control module’s hard drive be moved off of the control module or that the files on the control module be backed up or copied to an office computer.

Update the firmware with the control module while running under AC power. DO NOT INTERRUPT. THE UPDATE AFTER IT HAS STARTED. The control must restart to complete the update process.



WARNING

The legacy vCam-5 control module has restrictions for MCU firmware updates.

A vCam-5 with a serial number below xxxxx182 can only be updated to MCU 4.00.

Trying to install an MCU update higher than 4.00 may cause the operating system to lock up.

Keep this in mind if the last three digits on the vCam-5 serial number are below 182.

If you are unsure, please call your local Vivax-Metrotech location for assistance.

Verify and note the control module’s current software version. Make note of both the DVR version, the MCU version and the release date. You can find this in the “About” screen of the setup menu by pressing F10 twice and scrolling to the bottom of the page.

1. Extract the files and copy the “.bin” and or “.soc” file to a USB thumb drive or SD card. The files must be on the root drive of the drive or SD card, (the files must not be compressed or in a folder on the device).
2. Plug the USB thumb drive or SD card into the control module.
3. Press the F10 Menu key twice to bring up the “setup menu”.



4. Use the Down arrow key  to scroll down to the “Update” selection.



- Use the Right arrow key  to bring up choices of “Update Firmware” or “Startup Screen”.



- Use the Up/Down arrow keys   to select the USB or SD choices and press the Enter key . This should show either the SD Card or USB Thumb Drive which is plugged into the control module. Press Enter.



- Use the Up/Down   arrow keys to select either the “.bin” or “.soc” file and press Enter.



- The file name, with extension, will be highlighted in yellow. Press enter.



- This will show a message box asking, “Do you want to upgrade the file xxxx”; press Enter to begin the upgrade. A status bar should appear showing time remaining. **IMPORTANT: DO NOT INTERRUPT THE UPDATE AFTER IT HAS STARTED.**



- When the upgrade is finished, the system will reboot itself. The system must reboot in order to finish the update.
- Repeat these steps if you need to update both the “.bin” and “.soc” file, to upgrade the next file if needed.
- Verify that the firmware update was successful by checking the firmware version again. You can find this in the “About” screen of the setup menu by pressing F10 twice and scrolling to the bottom of the page.