



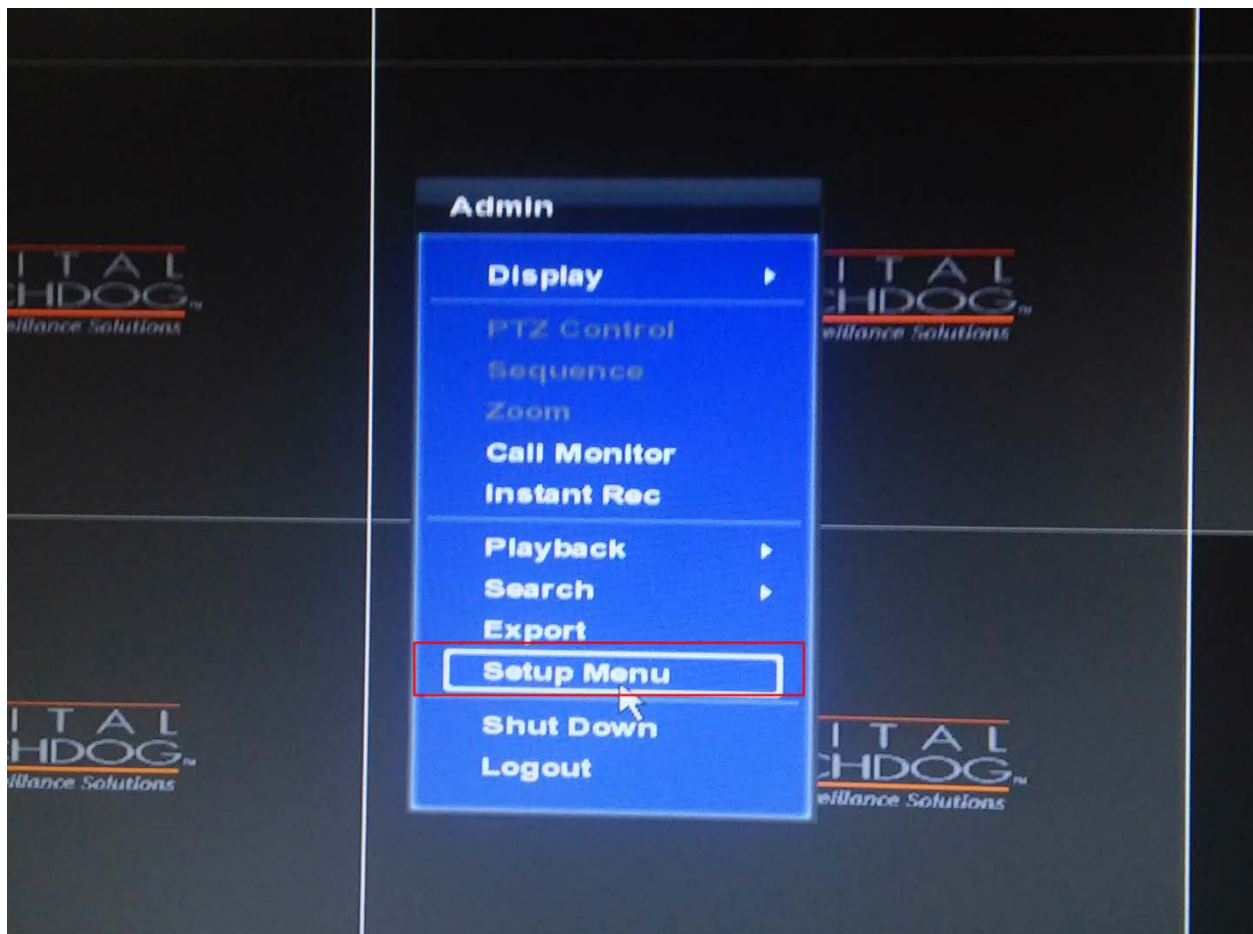
# Troubleshooting Guide

## UPGRADING YOUR DVR'S FIRMWARE

Upgrading your unit's firmware is a vital part of keeping your DVR healthy and in optimal working order. Firmware can improve your unit's functionality, add features and even resolve some issues. These are instructions for upgrading your firmware from the DVR.

### Step 1.

Log in to your unit. Right-click and select "Setup Menu."



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### Step 2.

Select "SYSTEM > System Info."



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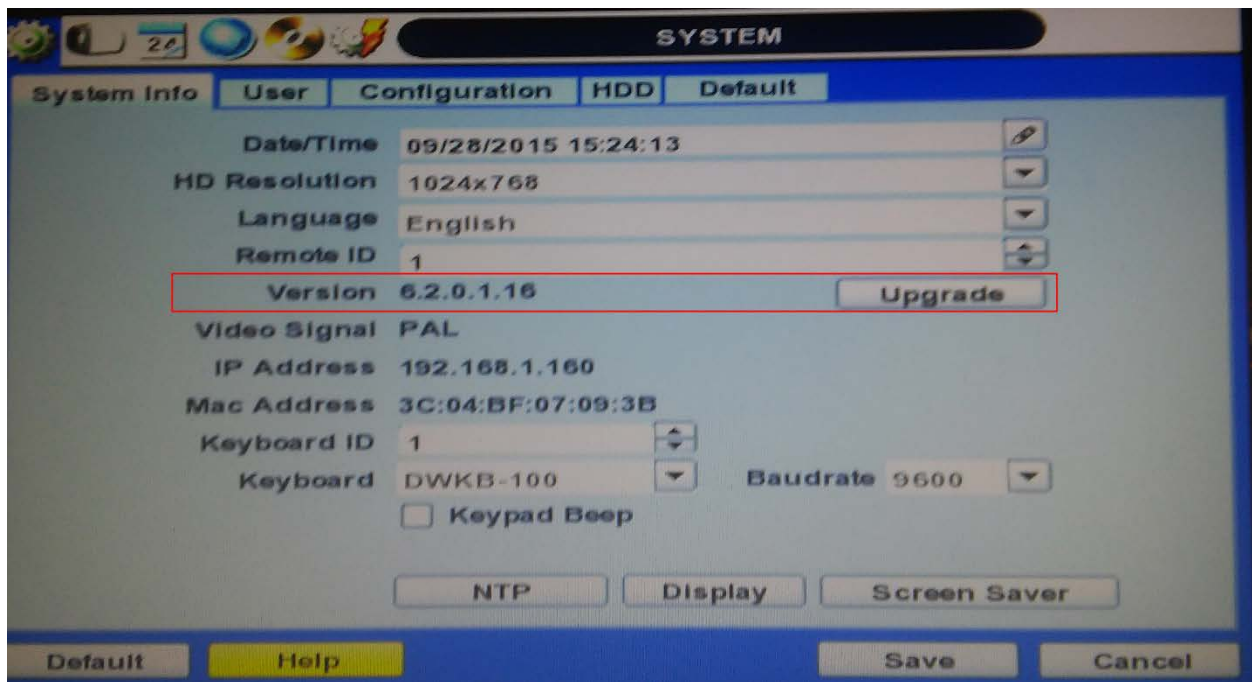
### Step 3.

You will find the firmware version you currently use about halfway down the page. Press "Upgrade."

*The next steps will be broken down into two methods:*

*"A" Will refer to the FTP (network method).*

*"B" Will refer to the USB method.*



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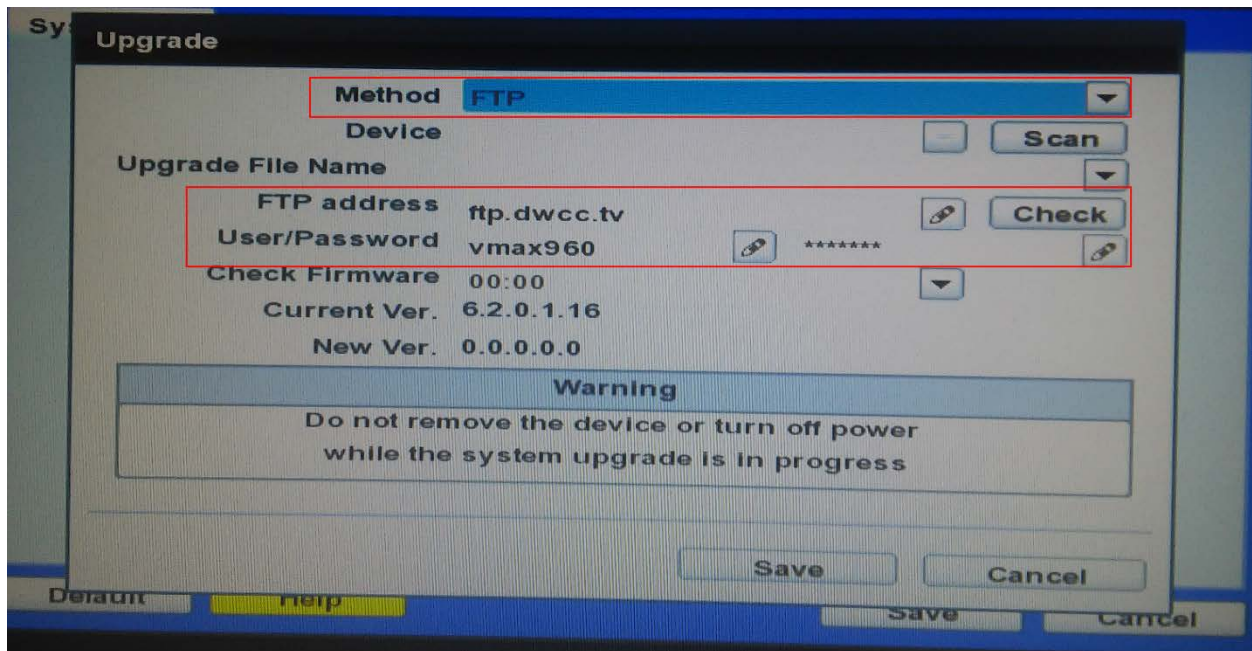
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## UPGRADING YOUR DVR'S FIRMWARE

### Step 4A (FTP).

There are two methods to upgrade the firmware; over the network (FTP) and with a thumb drive (USB). We will first go over the FTP method. By default, the unit will be on FTP. All of the default information should be correct. Simply press the "check" button.



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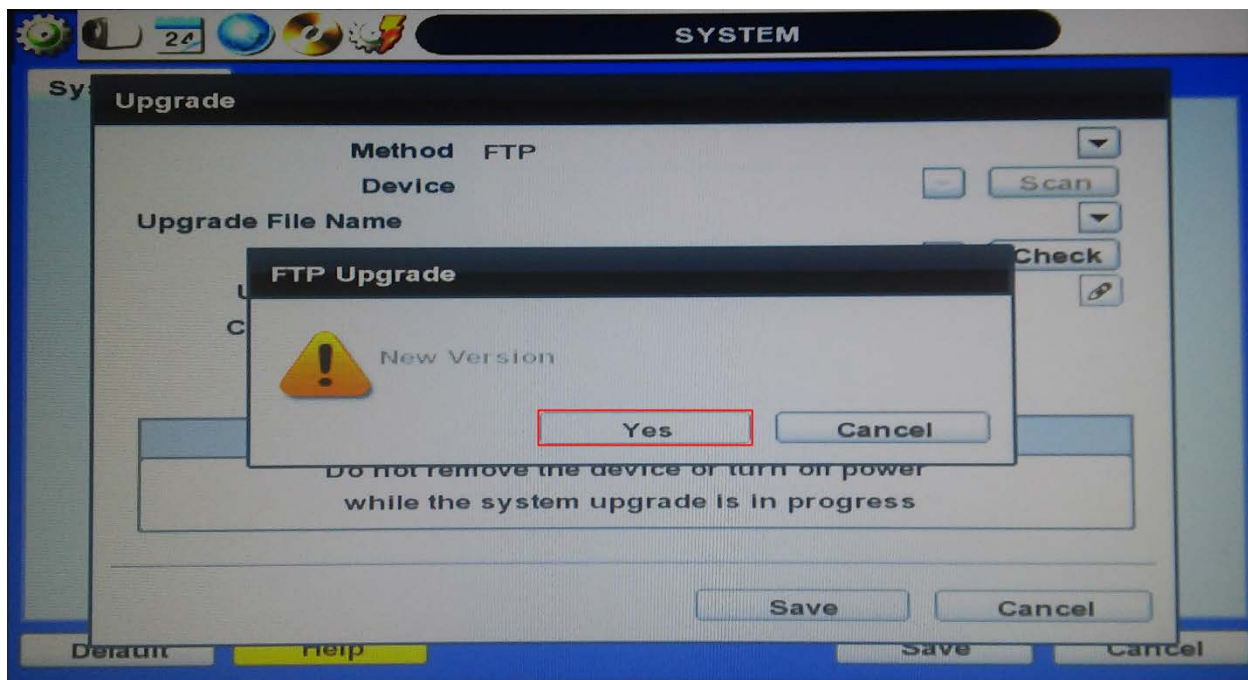
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## UPGRADING YOUR DVR'S FIRMWARE

### Step 5A.

Your DVR should find the newest version. It will either say “New Version” or “Current Version is Up to Date.” Press the confirmation button.



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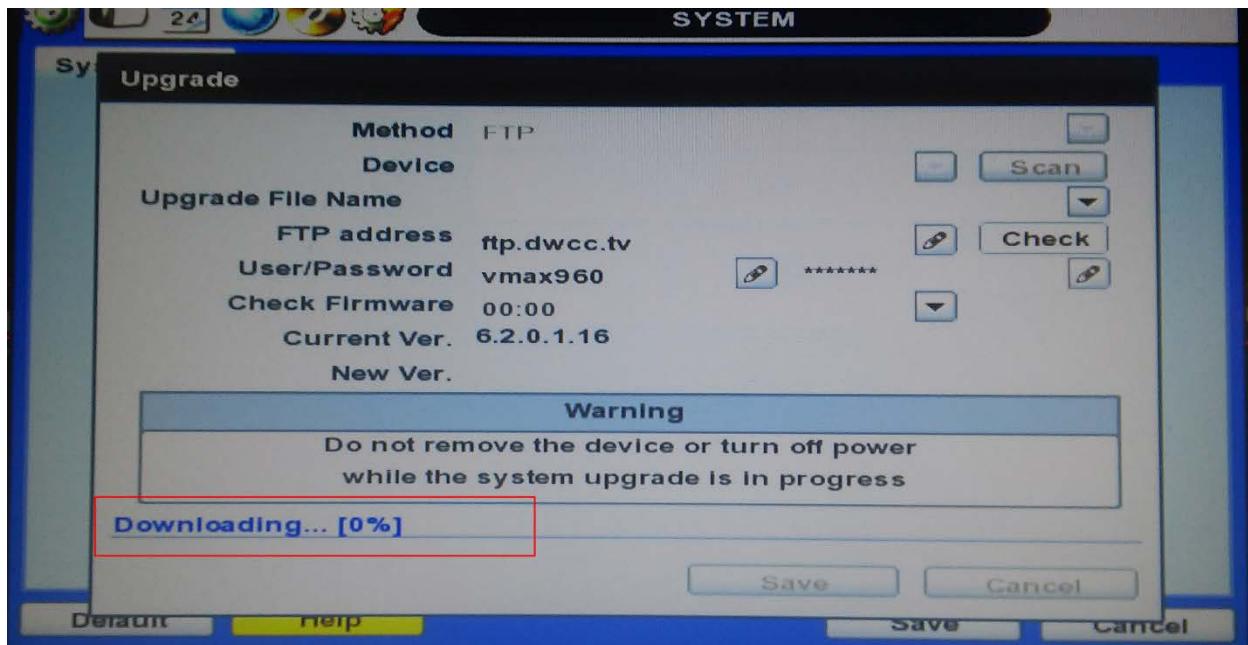


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## UPGRADING YOUR DVR'S FIRMWARE

### Step 6A.

Wait. You will see the bottom display information about the progress.



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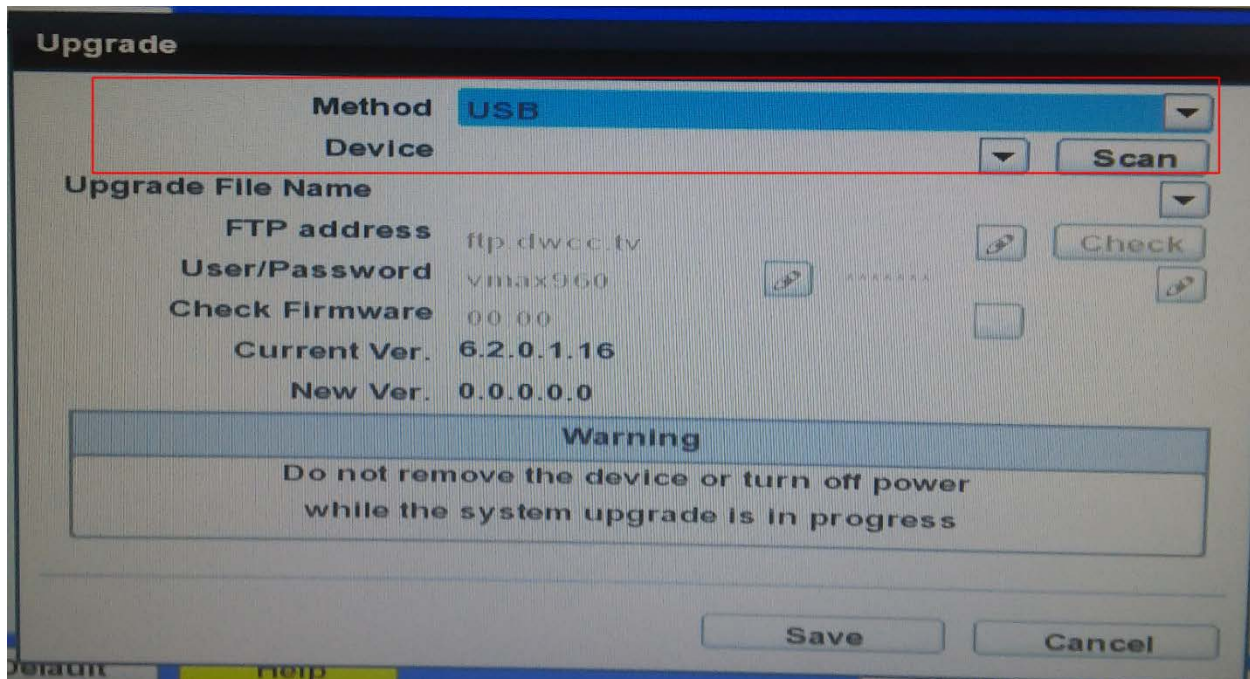
## UPGRADING YOUR DVR'S FIRMWARE

### Step 4B. (USB)

Download the current firmware from our website. You can find your model, then select the "Software" tab, where we will have the most up to date versions available. Download the file and copy it to a thumb drive. The one we're using in this example is found at <http://digital-watchdog.com/productdetail/vmax-ahd-core-8-channel/>.

### Step 5B.

Plug the USB stick in the front of the unit. Change the method to USB. You will notice that the FTP information is not being used. This is normal.



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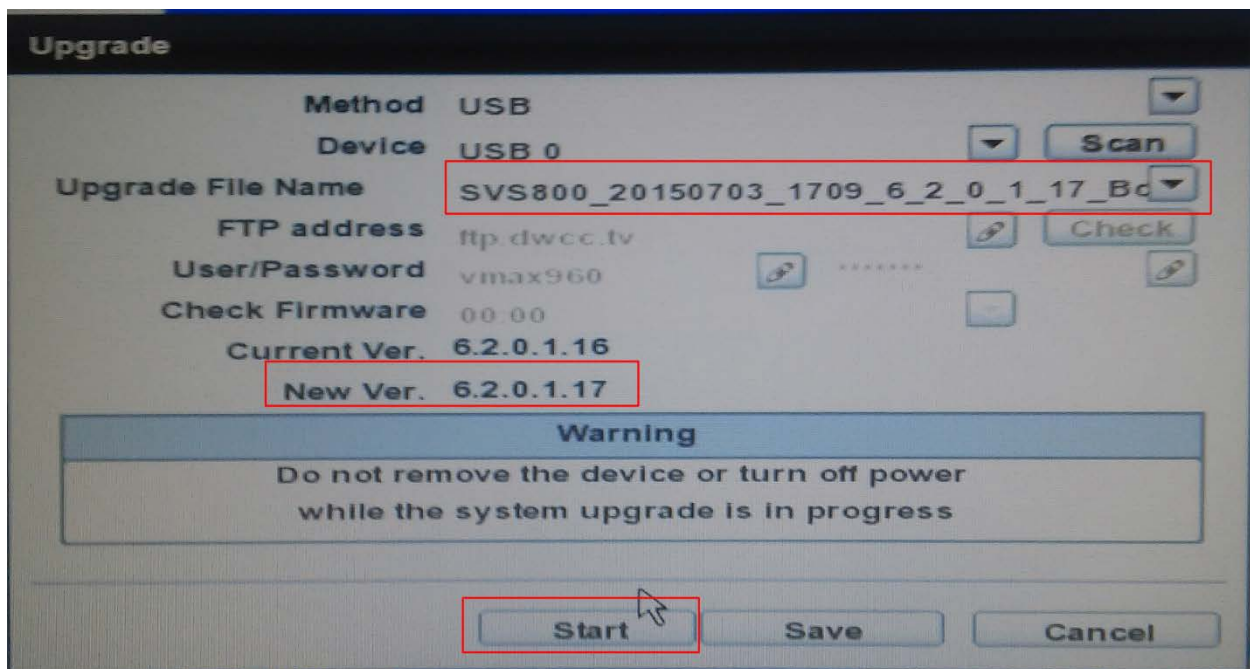


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### Step 6B.

Press "Scan." You will notice the USB is found instantly, the newest version will display, and a start button appears at the bottom. Press "Start."



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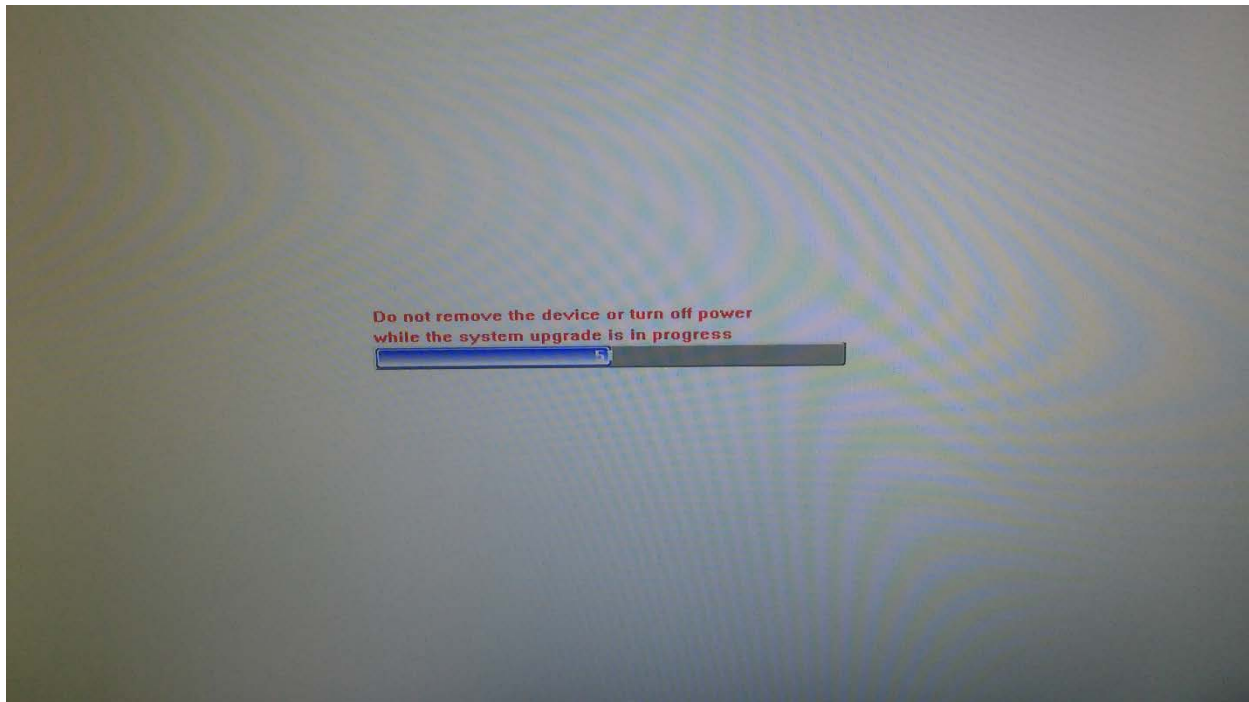


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## UPGRADING YOUR DVR'S FIRMWARE

### Step 7.

Both methods will end in the same way; waiting for the upgrade to finish. Both methods will take anywhere from 3-5 minutes. The next screen shows the progress of the upgrades installing. After installation, the DVR will power cycle on its own.



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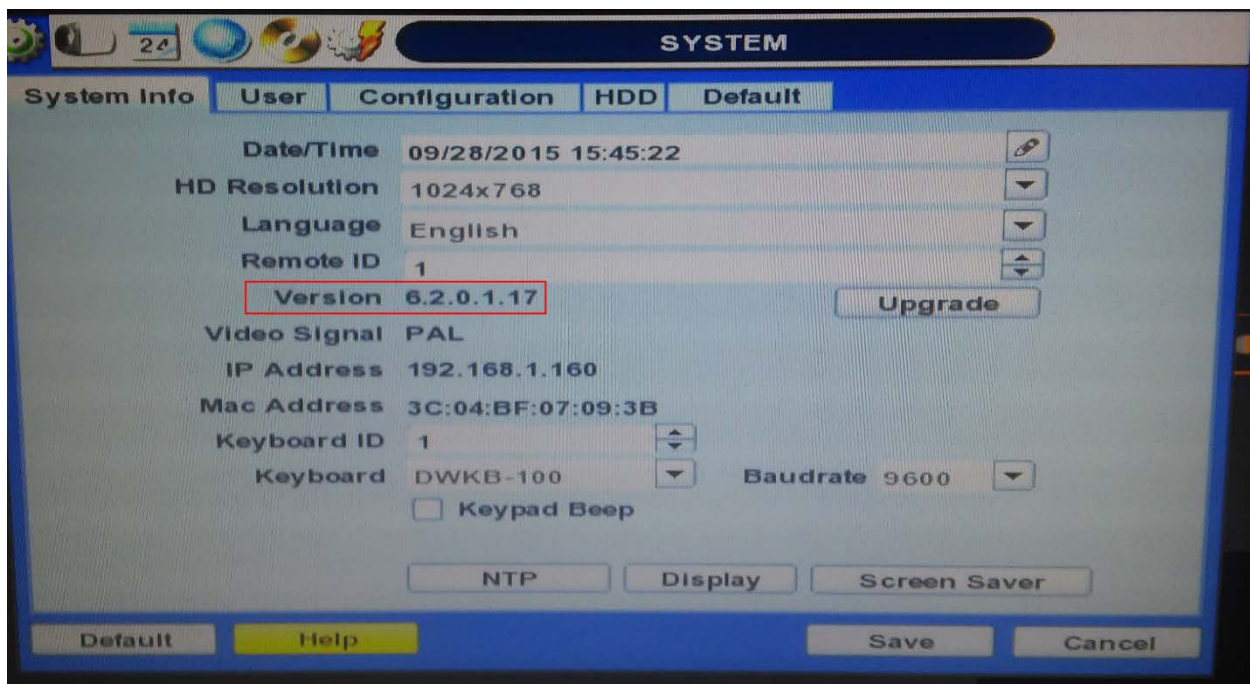


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## UPGRADING YOUR DVR'S FIRMWARE

### Step 8.

Once the unit is up and operational, go back to "SYSTEM > System Info" to double check that the upgrade was applied. You should see the most up to date version number!



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### Additional Notes

- The FTP method requires the DVR to have a stable network connection. If this method should fail for you, it is recommended to use the USB method instead.
- Firmware is constantly being worked on to ensure your DVR is in good shape. It is recommended to check at least once a month for new firmware.
- Your USB needs to be formatted in either "Fat" or "Fat32" to work.
- When you save the firmware to a thumb drive, **make sure it is in the root folder**. If the firmware is not in the root folder, the DVR will be unable to find the file.
- Do not remove the thumb drive until the unit reboots from the installation. Doing so too early can cause the firmware upgrade to fail.

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