Upgrading PTZ-12G and PTZ-NDI Camera Firmware

This document describes how to upgrade the firmware for Ross PTZ-12G and PTZ-NDI cameras.

Before you begin:

- 1. Ensure you have physical access to the camera. While performing the procedures in this document, you may be required to connect and disconnect cables.
- Download the latest firmware upgrade package from: <u>https://www.rossvideo.com/products-services/acquisition-production/cameras/ptz/#downloads</u>
- **3.** Refer to the Release Notes for information about firmware upgrades. The Release Notes are included in the firmware upgrade package.

IMPORTANT: Perform the upgrade procedures in the order they appear in this document.

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Access the Web Interface

The Web Interface includes controls for checking and upgrading firmware.

To access the Web Interface:

1. Enter the IP address of the camera into the address bar of your web browser.

Tip: The factory-set default IP address is **192.168.100.100**. Each device on the network must have a unique IP address.

The login page appears.

2. Enter a valid User Name and Password.

Tip: The default **User Name** is **admin**. The default **Password** is **9999**. If this is the first login, you are prompted to change the password.



3. Select the Login button.





Check the Current Firmware Version

The firmware version your system is currently running can be found within the Web Interface. **IMPORTANT**: Only download and install firmware upgrade files from Ross Video at

https://www.rossvideo.com/products-services/acquisition-production/cameras/ptz/#downloads.

To check current firmware version:

- 1. Select **About** the menu options in the Web Interface.
- 2. Locate the Firmware Version field on the About page.

After you check the firmware version number on the camera, compare it to the firmware version numbers listed in the Release Notes, which are available as a PDF file in the firmware update package. The Release Notes are also available for download at <u>https://www.rossvideo.com/support/product-documentation/ptz-documentation</u>.

Note: If the camera already has the latest firmware version, no update is required.



Need Help? Contact Ross Video Technical Support by telephone at +1 613-652-4886, toll-free in North America at 1-844-652-0645, Internationally at +800 1005 0100; or through ROSS VIDEO | HELP CENTER at https://support.rossvideo.com/hc/en-us; or by e-mail at techsupport@rossvideo.com. Visit our website at www.rossvideo.com.



Upgrade the Firmware

If your system is running a previous firmware version, this section provides the instructions to upgrade.

IMPORTANT: It takes approximately 2 minutes for the firmware upgrade to complete. Do **not** remove the power source while the upgrade is in progress.

To upgrade the firmware version:

- 1. Select Maintenance from menu options in the Web Interface.
- 2. Select the Choose File button in the FW Upgrade tab.
- **3.** Upload the .bin file for your PTZ-12G or PTZ-NDI camera, respectively.

The .bin file is available in the firmware upgrade package at <u>https://www.rossvideo.com/products-services/acquisition-production/cameras/ptz/#downloads</u>.

Note: For PTZ-12G, upload the PTZ-12G_Version_XXX_VCBDxxx.bin file. For PTZ-NDI, upload the PTZ-NDI_Version_XXX_VCBExxx.bin file.

Maintenance							
FW Upgrade	Error Log	Security	System	Service	Reboot		
Choose File	PTZ-12G_Ver	son_1.1a_VCB	D103.bin.	Upgrade			

4. Select the **Upgrade** button.

Note: The firmware upgrade takes approximately two minutes to complete. Do not remove power during this time.

Maintenance							
	Error Log	Security	System Service	Reboot			
Choose File PTZ-NDI_Version_1.1a_VCBE102.bin Upgrade							
Please do not remove the power during the firmware update							





IMPORTANT: If your update is blocked, the firmware update has failed. This can happen if you upload the wrong firmware update file (i.e. using the PTZ-12G file for a PTZ-NDI camera, or vice versa).

Maintenance							
FW Upgrade	Error Log	Security	System Service	Reboot			
Firmware upgrade failed!!							

If this error occurs, refresh the page and upload the correct file.



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Perform a Power Cycle

Following the firmware upgrade, perform a power cycle on the PTZ-12G or PTZ-NDI camera.

IMPORTANT: Do not power cycle your camera until the upgrade finishes. Refer to the following image for confirmation of a successful firmware upgrade:

Maintenance							
FW Upgrade	Error Log	Security	System Service	Reboot			
Restart System & Initialization, Please wait 1 minute then refresh web page.							

To perform a power cycle:

- 1. Disconnect the power cable from the camera.
- 2. Wait 60 seconds, then reconnect the camera's power.
- Log in to the Web Interface with your account credentials.
 Note: Network settings and user credentials are unaffected by the firmware upgrade process.

Tip: Refer to the **About** page to confirm your firmware version has upgraded.



