

Recovering from a failed Firmware update using Windows

If you have tried to install a new firmware on your camera, and the procedure has failed, your camera may be unresponsive. If the firmware update fails, and your camera's BIOS loader has become corrupted, your camera's Status Indicator LED will be flashing green when turned on, which indicates that the camera is in factory mode.

There is a procedure you can try yourself, however it is quite advanced, so should only be attempted by those with a solid understanding of TCP/IP settings.

Step 1 - Download the firmware

1. Download the correct new firmware for your camera from our technical support website and save it to your PC. Unzip (uncompress) the firmware to a directory on your PC. Copy the firmware .MFW file to an easy to access place, such as D:\firmware.

Step 2 - Download the tftpd32 utility

Download the tftpd32 utility from http://tftpd32.jounin.net/tftpd32_download.html or http://www.phylink.com/downloads/download_file/tools/guiformat.zip

Step 3 - Change your PC Network Setting

Connect the camera via the network cable directly to your computer and power on it.

Open Network Settings on your PC, and change your PC Network Setting to the followings:

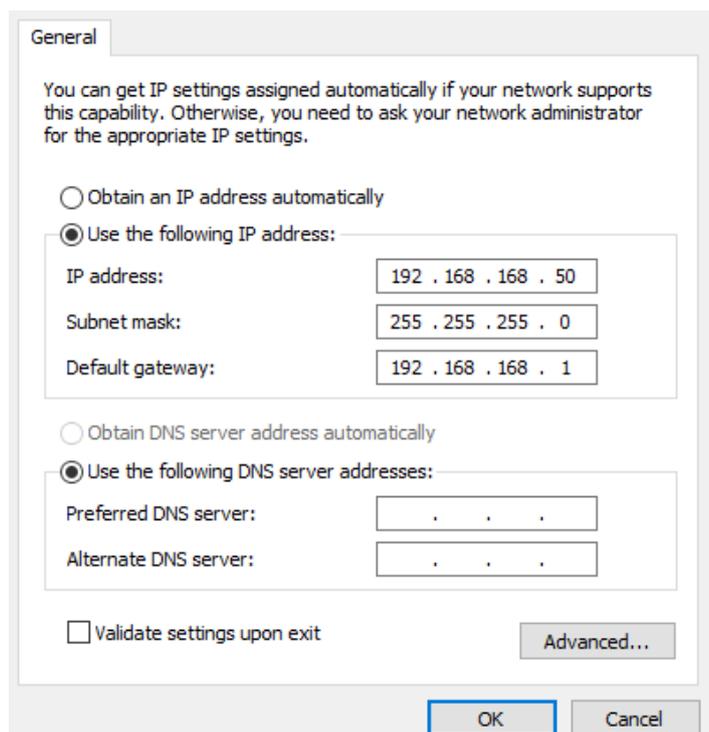
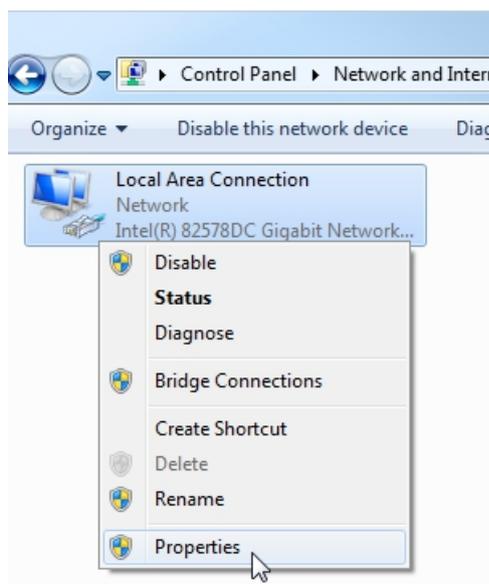
IP Address: 192.168.168.50

Subnet Mask: 255.255.255.0

Default Gateway: 192.168.168.1

To do this you need to go to **Control Panel > Network and Sharing Center > Change adapter settings**.

Note: You should change these settings on the Ethernet adapter, instead of wireless network adapter.



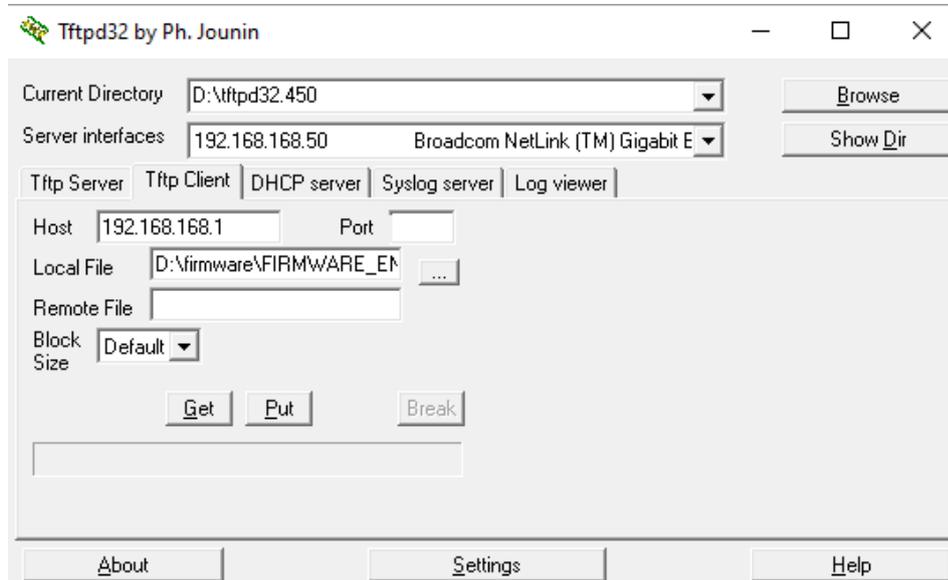
Step 4 - Upload the firmware using tftpd32 utility

Launch the tftpd32 utility. Click "tftp client" tab, then config the tftp client setting as follows:

(a) "Server interface" - Select the Ethernet adapter's IP address, should be 192.168.168.50

(b) "Host" - Type 192.168.168.1 (This is the camera's IP address in factory mode.)

© "Local File" - Locate the firmware you have downloaded in step 1.



Click the "Put" button to upload the firmware to camera. The utility will show the progress and status.

After the file transfer is done, the camera's Status Indicator LED is steadily on, in green.

Wait for a while (for the file been stored in flash) the Status Indicator LED will change from steadily on to blinking slowly, in green – this means the firmware has finished installing.

Power off and then power on the camera, it should work again.

Tips: Unplugging the power or network cable will cause the uploading process failure.

Find additional support and information

For further support or information, visit <http://www.phylink.com> or contact support@phylink.com



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